How to prepare for your MyChart video visit

We have expanded our ability to provide essential patient care and are able to complete most outpatient visits as video visits. We use MyChart, a secure and HIPAA compliant software, that will allow you to have a video appointment where you and the provider can see and hear each other. These instructions will walk you through the steps to make sure your video visit is successful.
Video visits on a computer
You can use a desktop or laptop computer with a camera, microphone and speaker. You must log into MyChart using Google Chrome, Safari or Microsoft Edge when doing a video visit.

Video visits can also be done from a smartphone or tablet. To install the MyChart app on an Apple or Android device, search your App Store for “MyChart,” and choose UW Health. Please see the video visit instructions on the MyChart app, as they are different than these instructions.

A few days before your appointment
You will receive an appointment reminder a few days before your visit. This is a good time to log into MyChart and do the following:

Complete pre-registration – This will ensure your personal information is up to date and will save time on the day of your visit. This can be done up to 8 days ahead of time.

Test your computer equipment – If this is your first video visit, or if you are using a computer you haven’t used before, we encourage you to complete a short computer test before the day of your visit. This allows plenty of time to work out any computer questions in advance. Be sure to test on the computer you will use for your visit. Follow the steps below to Connect to your visit and Test your equipment.

On the day of your appointment
Please log into MyChart 30 minutes ahead of time to connect to your visit and do a short equipment test. This will ensure your equipment is working at the time of your visit.

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**Connect to your visit**

1. Open **Google Chrome** or **Safari**. Go to MyChart ([mychart.uwhealth.org](http://mychart.uwhealth.org)) and log in.

2. **Click to “begin visit”**

![Welcome screen](image1.png)

3. **Click “begin video visit”**

![Appointment Details](image2.png)

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Test your equipment

4. A browser will launch and your computer will automatically conduct a test of the hardware that you are using.

1. Camera check
2. Microphone check
3. Speaker check
4. If you have multiple cameras, microphones, or speaker outputs connected, you can select the dropdown to change which is used.
5. The display name will automatically appear; type a different name if desired.

6. Once you have confirmed that your hardware is ready, click to Join Call

If you join the call before your provider, your browser will display a notification that you are waiting for others to connect:

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When you are in the visit, control the settings in the upper right corner of your browser:

1. Signal strength
2. Click More Options to open the Hardware Check
3. Turn your microphone on/off
4. Turn your camera on/off
5. Leave Call
6. Change hardware input
Tips for all video visits

- Never do a video visit while driving
- Find a quiet, comfortable space where you won't be interrupted
- Choose a well-lit area with minimal distractions
- Position your camera at eye level for the best interaction with your provider

- Your video appointment room may be dark before your provider joins
- Turn your camera, microphone, and speakers on (volume up)
- Strong wi-fi or wired internet is recommended (using a cellular signal will cause choppy video)
- Fully charge or plug in your device