

**Instructions for
iPhone, Android and tablets**

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.

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Video visits on a smartphone or tablet

Use the MyChart App  to begin your video appointment. To install the MyChart app on an Apple or Android device, search your App store for “MyChart,” and choose UW Health.

Visits can also be done from a desktop or laptop computer. See the desktop and laptop computer guide for separate instruction.

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 equipment – If this is your first video visit or if it is a new device, please complete a short equipment test.

On the day of your video appointment

The Join video visit button will be available 30 minutes before your visit.

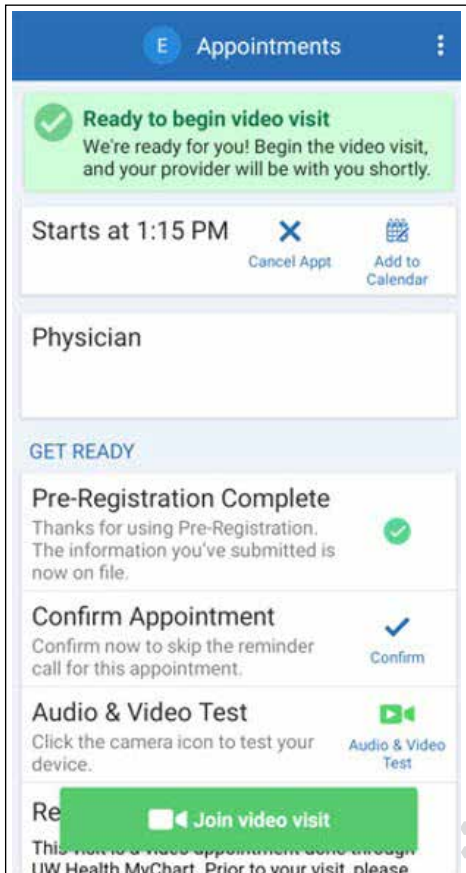
Connect to your visit

1. Open the MyChart App  and log in.
2. With the video appointment displayed, tap the “begin visit” button.



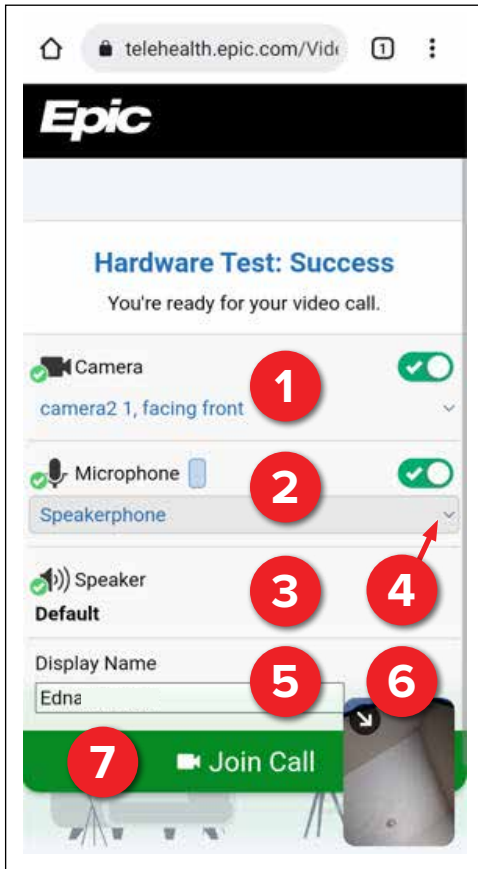
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3. Click Join Video Visit



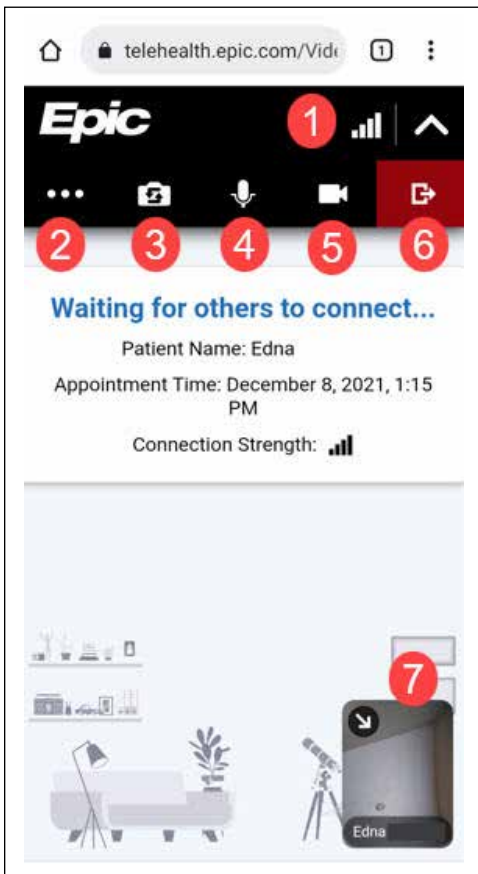
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Your browser will launch and automatically conduct a test of the hardware that you are using.



1. Camera check
2. Microphone check
3. Speaker check
4. If you have multiple cameras, microphones, or speaker outputs, select the dropdown to change which is used.
5. The display name will automatically appear; type a different name if desired.
6. This is your self-view.
7. **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. When you are in the visit, control the settings on the top toolbar:



1. Signal strength
2. More Options to open the Hardware Check
3. Change to front facing camera
4. Turn your microphone on/off
5. Turn your camera on/off
6. Leave call
7. Self View

Technical support:

If you have trouble testing your equipment or connecting to your video, please call
1 (877) 768-0732.

Tips for all video visits

- Wi-Fi or wired internet is preferred over cellular data.
- Use Google Chrome, Safari or Microsoft Edge. Do not use Internet Explorer.
- Complete the hardware test before the visit.
- Stay on the video call tab on mobile devices to avoid audio interruptions.
- Providers will reschedule the visit if joining a video visit while driving.
- Guests can join the video visit separately, contact the clinic for more info.