

Joining a Video Visit

What is a video visit?

A video visit is very similar to an in-person appointment, but done virtually online. Your provider will be able to diagnose illnesses, recommend treatments and prescribe medications just like during a visit in the clinic.

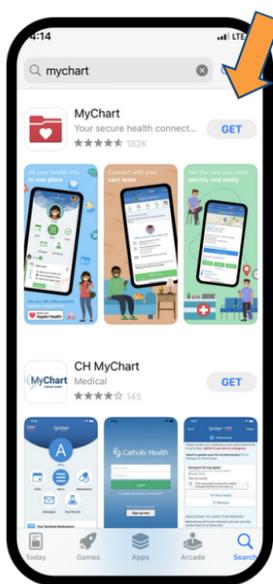
How to Join a Video Visit

You can join your upcoming video visit from anywhere within Texas using any phone, tablet, or computer that has a working microphone, speaker, and camera. You will also need high-speed internet access, 4G, or WiFi for your mobile device or personal computer.

Simply log on to your MyChart account on your mobile device or computer. If you're not registered, visit mychart.communitycaretx.org.

Before Your Appointment

- ✓ Make sure you are signed up with a MyChart account.
- ✓ Download the MyChart app to your mobile device or ensure you can sign into the MyChart website.
- ✓ Complete eCheck-in up to 7 days prior to your appointment.
- ✓ Find a private place to have your video visit.
- ✓ Verify your device camera and microphone works.
- ✓ Adjust the lighting and camera as needed.

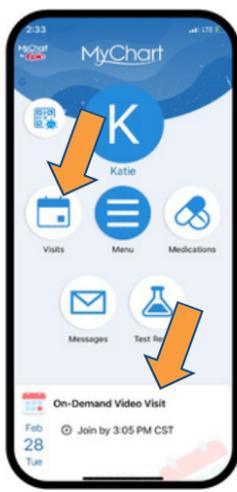


Starting Your Video Visit

At least fifteen (15) minutes prior to your scheduled appointment, logon to MyChart and complete all pre-visit steps listed below.

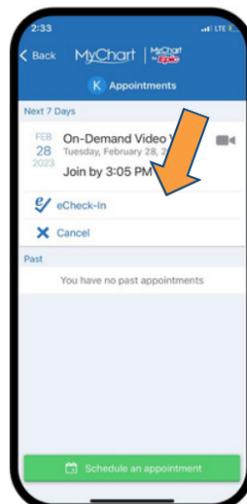
STEP 1

Open your MyChart app or the MyChart website and login. Select today's appointment from the **visit tab** or from the bottom of your screen.



STEP 2

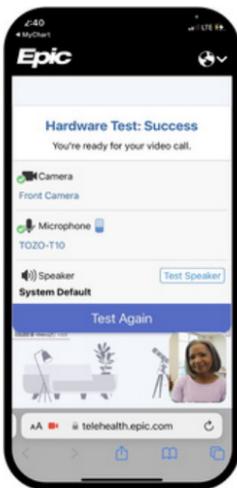
If you have not already done so, **complete eCheck-in** by adding or confirming information and signing all needed forms.



OPTIONAL STEP 3

Test your hardware (camera and microphone).

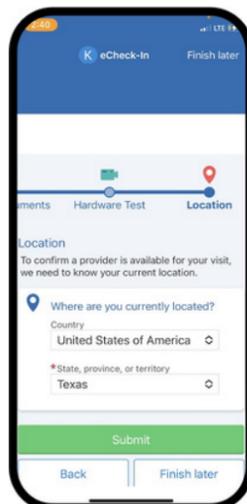
Note: This will open a separate window, and you will need to return to the MyChart app to complete eCheck-in and join the visit.



STEP 4

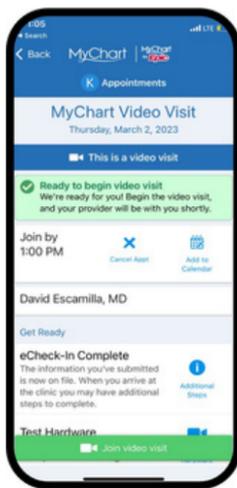
Confirm your current location.

You must be physically in the state of Texas at the time of your appointment.



STEP 5

Allow the app to connect to your camera and microphone and **click Join video visit.**



STEP 6

You are now in the virtual waiting room!

Please stay connected to the video visit until your care team joins.

