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.

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.

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.