



Your Guide to MyChart Video Visits Smartphones/Tablets



1

Schedule a Virtual Visit

- Call your Primary Care Clinic.
- Request appointment through your MyChart account.

2

Download These Apps

- If you already have MyChart app. make sure it is the most recent version.



ZOOM Cloud Meetings
Meet Happy

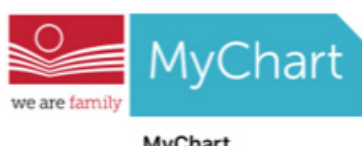


MyChart
Epic

3

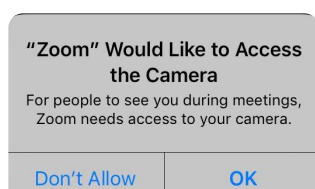
Set Up and Test

- Open the MyChart app. You may need to accept the license agreement and select the **Yakima Valley Farm Workers** Logo from the list of Washington and Oregon providers.

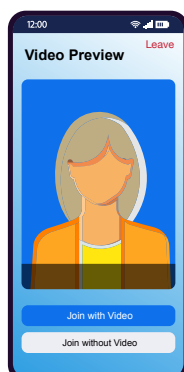


Test Your Video Connection

- Open Zoom app. then enter your first and last name. Click OK to allow “Zoom” to access your camera and audio.



- Select Join with Video, your connection is successful when you see yourself on the screen. This is a test, so no one else will join you. To end the test, tap Leave in the upper right corner and then End Meeting.



If you are having trouble, call your Primary Care Clinic and request MyChart assistance.

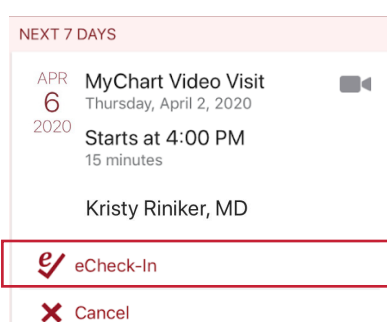
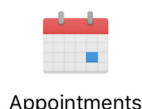
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At Your Video Visit

- Be ready to join the video virtual visit at least 15 minutes before your scheduled time.

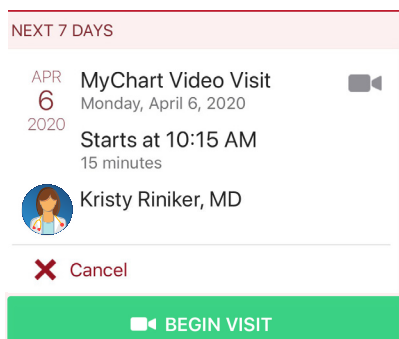
Join the Visit

- Within 24 hours of your appointment, you can e-Check In. Select appointments then select e-Check In. You are required to e-Check In prior to your visit.

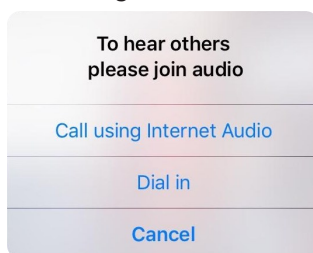


- Within 30 minutes of your appointment you are able to start your visit. Make sure you connect 15 minutes prior. Go to appointment, select camera icon.

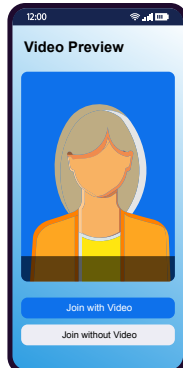
- Select Began Visit.



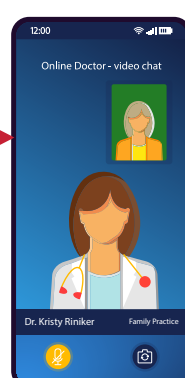
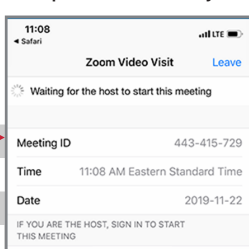
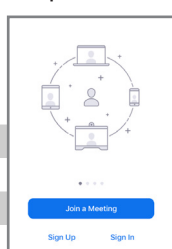
- If prompted Click OK to allow “Zoom” to access you camera and audio. Then if prompted select Call using Internet Audio.



- If the provider has joined virtual visit you select Join with Video.



- If the provider has NOT yet joined the virtual visit, select Join Meeting. Next, you will be prompted to wait until the provider can join the virtual visit.



Tips for successful visit:

- Make sure you have a good Wi-Fi connection.
- During your video visit make sure to be in a location that is private, quiet, and free from distractions.