

Meritus MyChart Patient Video Visits Mobile Smart Phone or Tablet Guide

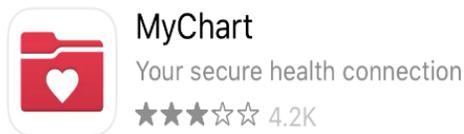
Meeting with a provider by video visit is a convenient way to receive care without coming to the hospital or clinic in person.

Please Note: Mobile Device is preferred. *A mobile device is preferred because most devices already have the appropriate camera and microphone setup for video visits.*

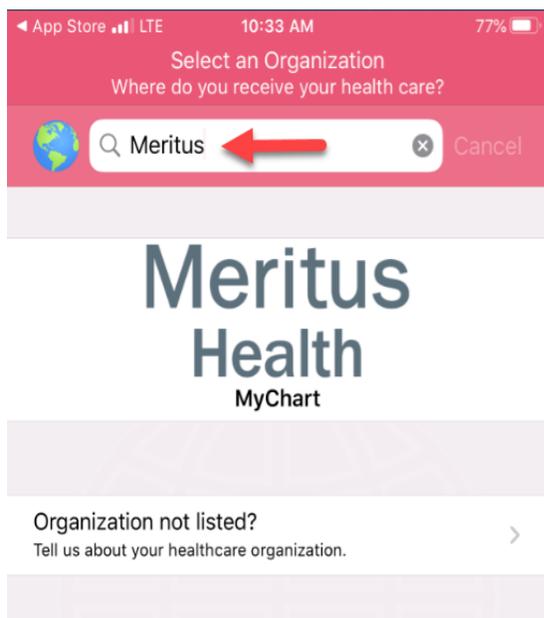
To get started, download MyChart and Zoom from the App store or Google Play. In order to use MyChart for Video Visits the patient must have an **active MyChart Account and Zoom installed on your device.**

Download MyChart

1. From the App Store or Google Play search MyChart.



2. Click Install.
3. Open MyChart and complete prompts.
4. On the "Select an Organization" search bar enter Meritus and select the organization.
5. Accept all prompts.



Download Zoom

1. From the App Store or Google Play search for ZOOM Cloud Meetings.



2. Click Install.
3. Accept all prompts.

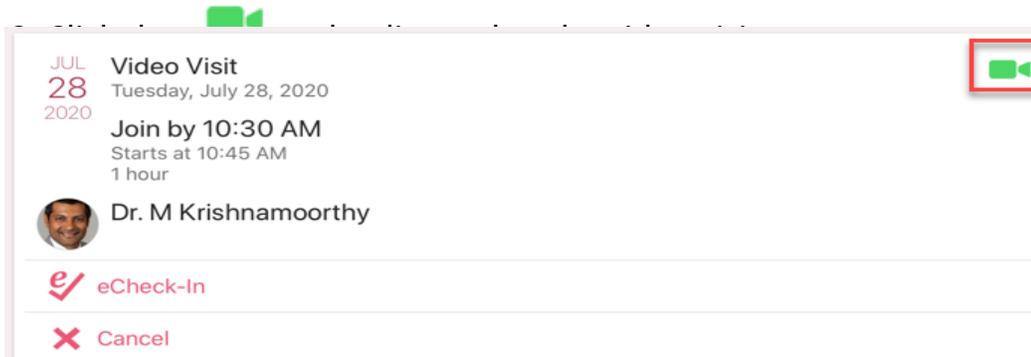
Note: You do not have to create a Zoom account to join a video visit just have the app loaded on your device.

Accessing a Scheduled Video Visit from a SmartPhone or Tablet

1. Log into **MyChart**.



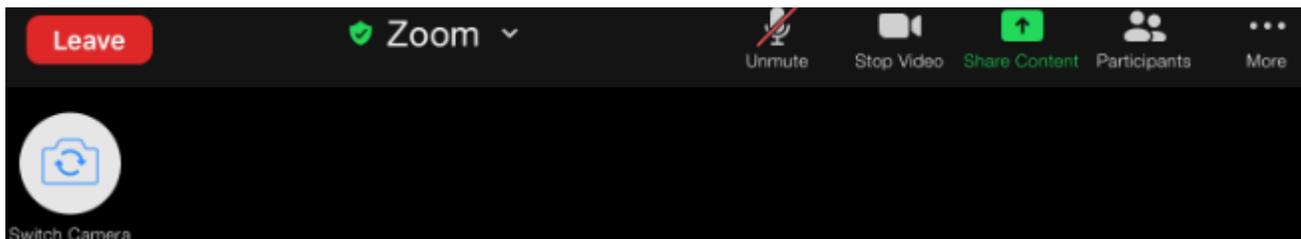
2. Open the **Appointments** and select your scheduled visit.



4. Select **BEGIN VISIT** 15 minutes prior to your scheduled visit time. This will take you to the Zoom Video Visit Waiting Room that your provider will be joining momentarily.

5. Once the Provider has joined the meeting, Select **Join with Video** to begin your visit.

6. Zoom functions are accessed by tapping the mobile screen and selecting options from the top menu items.



8. Once the visit is complete, the provider will end the Video Visit.

9. A Visit Summary for the patient will be available in MyChart once the provider has completed their documentation and signed the visit, this may not be same day.

For assistance, call the MyMeritus Patient Portal help line at 301-790-9008.