

Meritus MyChart Patient Video Visits Internet Web Browser Guide

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

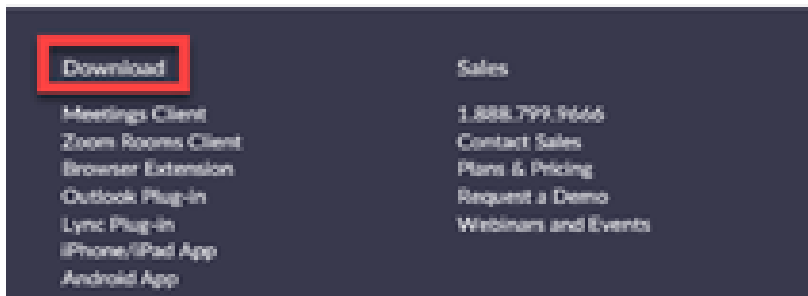
You can use a web browser on your desktop or a mobile device to start a video visit.

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 Zoom to your computer. In order to use MyChart for Video Visits the patient must have an active MyChart Account.

Download Zoom on Computer

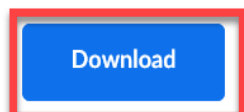
1. Open your compatible internet browser (Google Chrome, Edge, Safari).
2. Navigate to <https://zoom.us/>
3. Scroll down to the bottom of the page and click “**Download**”.



4. Find Zoom Client for Meetings, click download.

Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.

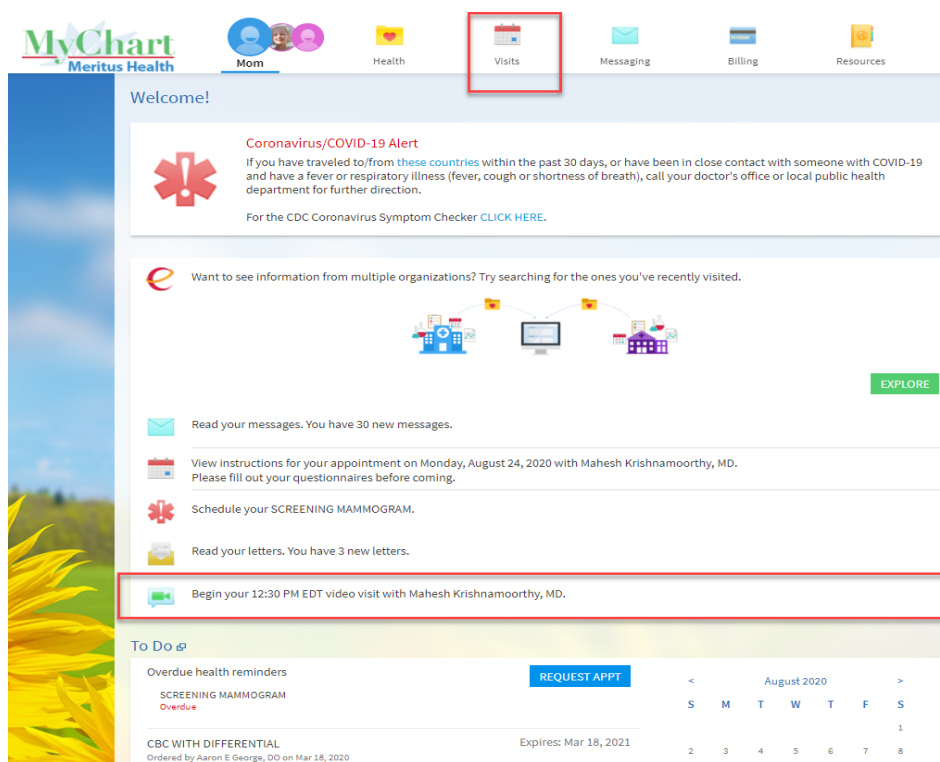


Version 5.1.3 (28656.0709)

Accessing a Scheduled Video Visit from a Compatible

Web Browser:

1. Open your Internet browser (Google Chrome, Edge).
2. Navigate to <https://mychart.meritushealth.com>
3. Log into MyChart using the Patient's Login.
4. There are two ways to access a scheduled appointment, either through the Home Page or through the Visit Menu Bar.



5. Select your scheduled visit.
6. Click the Begin Video Visit box prior to your visit time. (You will be redirected to Zoom)
7. You will be placed in a virtual waiting room until the provider is ready to start.
8. The provider will connect and start your visit when ready.
9. Once the visit is complete, the provider will end the Video Visit.
10. 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 the same day.

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