

Meritus MyChart Patient Video Visits Mobile Smart Phone or Tablet Guide

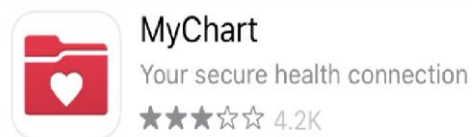
Meeting with a provider by video visit is a convenient way to receive care without coming to the hospital or clinic in person.

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 from the App store or Google Play. In order to use MyChart for Video Visits the patient must have an **active MyChart Account and the MyChart Mobile app installed.**

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.

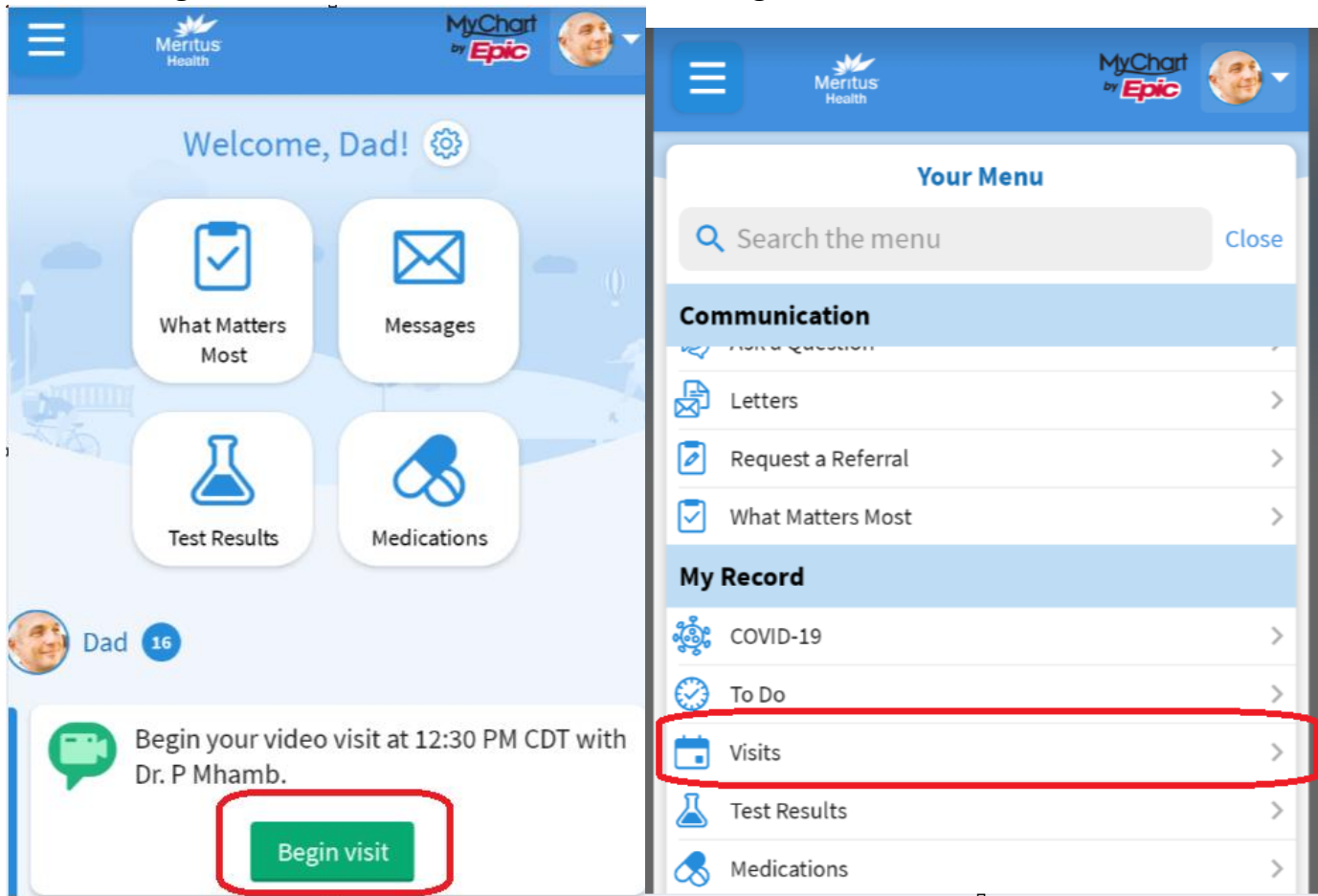
5. Accept all prompts.



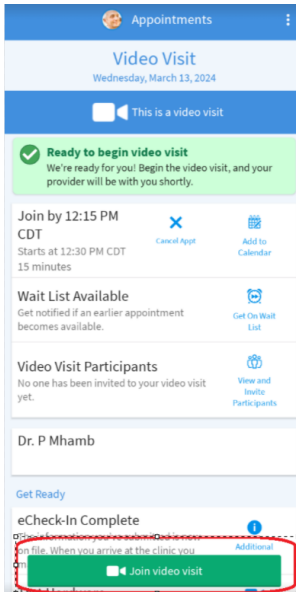
Accessing a Scheduled Video Visit from a SmartPhone or Tablet

1. Log into **MyChart**.

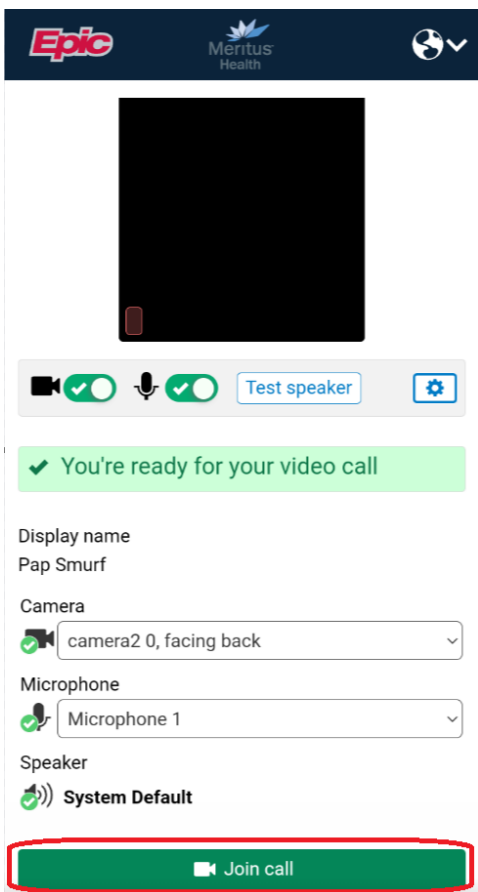
2. Select Begin Visit from the Health Feed/Home Page or from Visits in the menu.



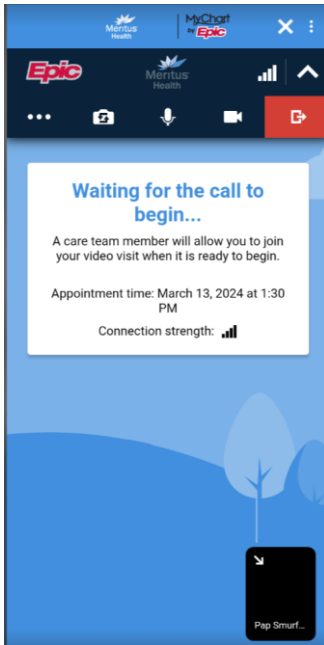
4. Select Join Video Visit up to 15 minutes prior to your scheduled visit time (You may be required to check-in first). This will take you to the Microphone/Camera Settings screen.



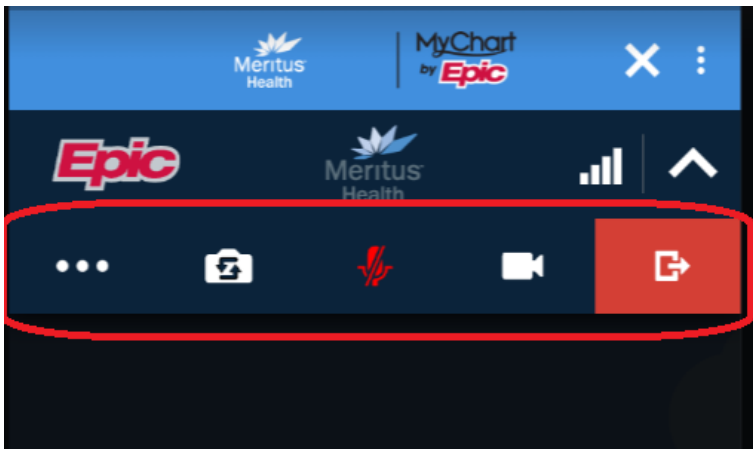
5. Once it states “You’re ready for your video call”, select Join Call.



6. You will be placed in a virtual waiting room until the provider or clinical support staff is ready to start.



7. Epic Video Client functions are accessed at the top of the screen.



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

9. An After Visit Summary (AVS) 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.