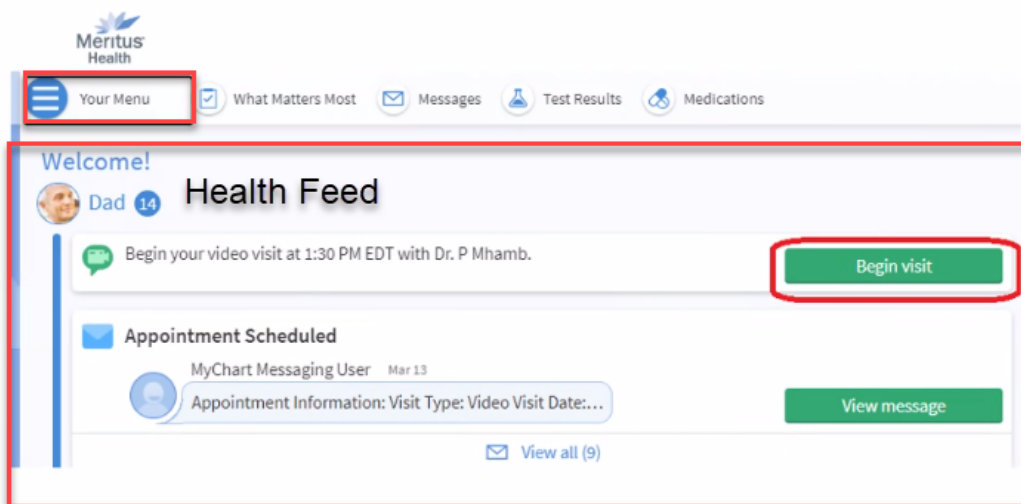


# Meritus MyChart Patient Video Visits Internet Web Browser Guide

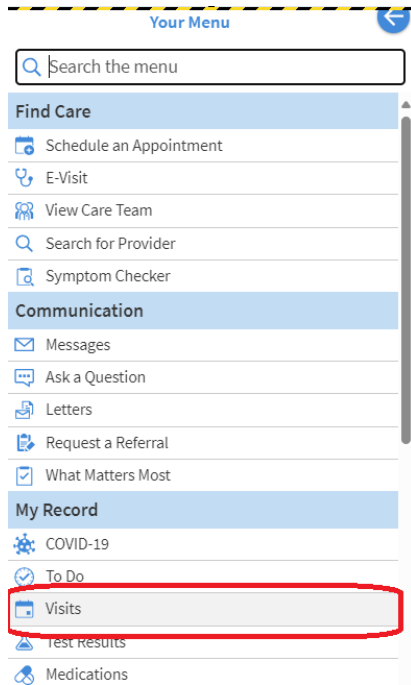
- You can use a web browser on your desktop or a mobile device to start a video visit.
- In order to use MyChart for Video Visits the patient must have an active MyChart Account.

## Accessing a Scheduled Video Visit from a Compatible Web Browser:

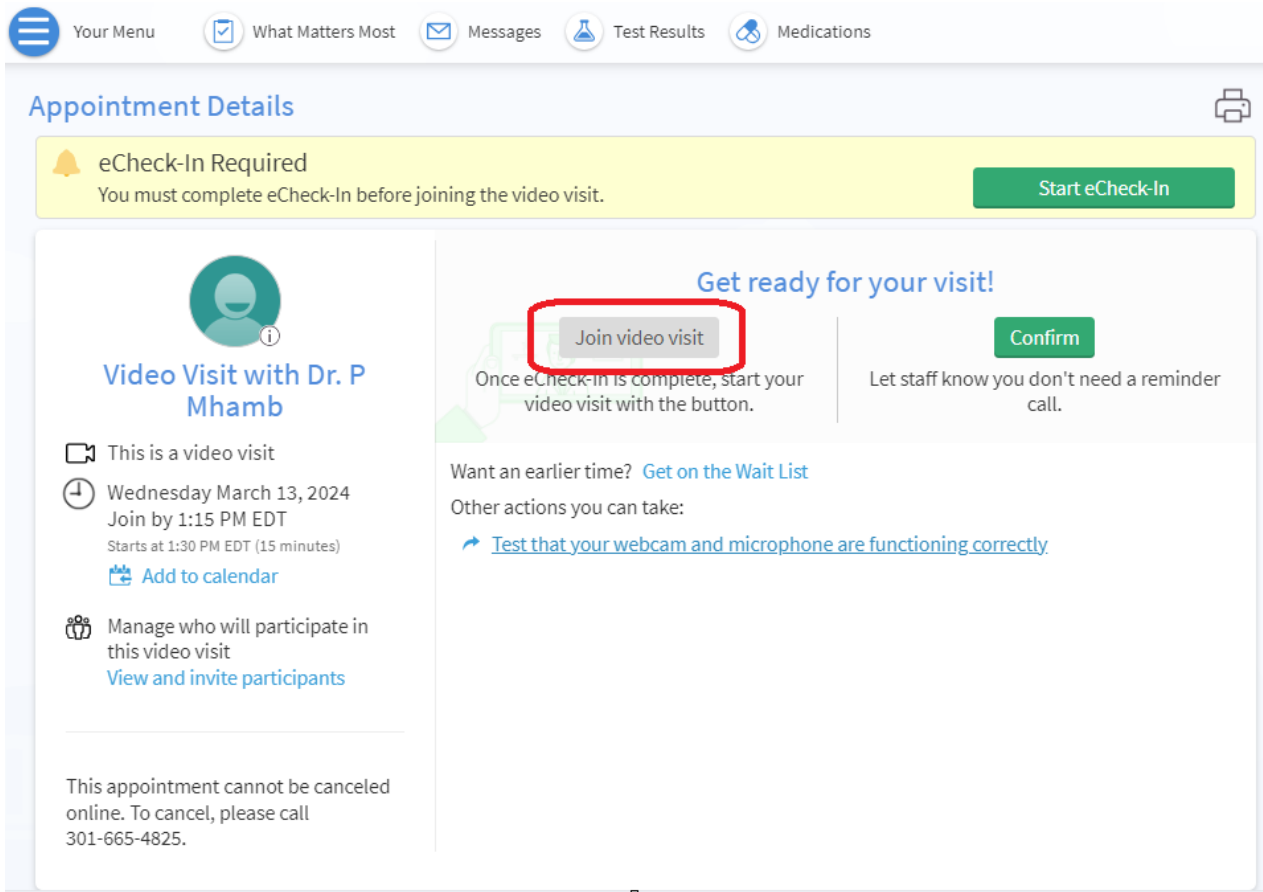
1. Open your Internet browser (Google Chrome, Edge, Safari, FireFox).
2. Navigate to <https://mychart.meritushealth.com>
3. Log into MyChart using the Patient's Login.
4. There are two ways to begin your video visit
  - a Through the Health Feed/Home Page and selecting Begin Visit



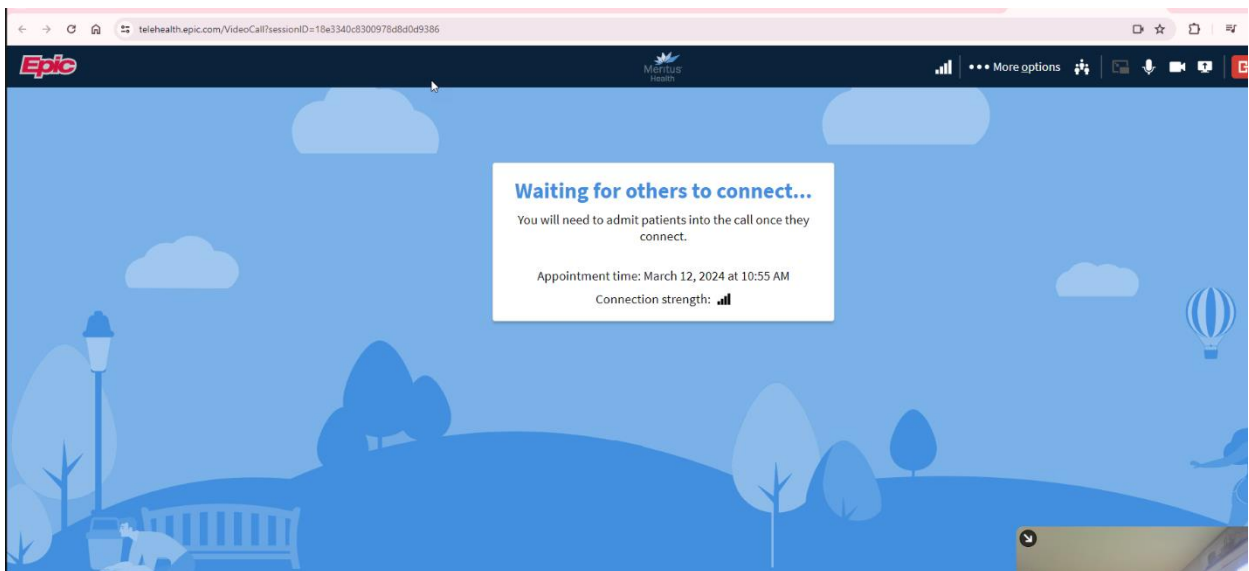
- b Or through Your Menu and selecting Visits.



5. Click the Join Video Visit box up to 15 minutes prior to your visit time (You may be required to eCheck-In first)



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



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

8. 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 the same day.

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