## 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 being your video visit



a Through the Health Feed/Home Page and selecting Begin Visit

b Or through Your Menu and selecting Visits.

Your Menu 😽
Q Search the menu
Find Care
🔂 Schedule an Appointment
😌 E-Visit
🙀 View Care Team
Q Search for Provider
G Symptom Checker
Communication
Messages .
拱 Ask a Question
🕒 Letters
🕏 Request a Referral
Vhat Matters Most
My Record
🔆 COVID-19
🧭 <u>То Do</u>
📑 Visits
Test Results
A Medications

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

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

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	Waiting for others to connect You will need to admit patients into the call once they connect.		
	Appointment time: March 12, 2024 at 10:55 AM Connection strength: <b>.dl</b>		
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		9	13

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

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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, <u>this may not be the same day</u>.

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

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