

Video Visits via MyTowerHealth App on Mobile Device

Please begin this process 30 minutes before your scheduled visit in case there are any technical issues.

Mobile Device Requirements

- Apple iOS 11, 12, 13
 - iOS: <https://apps.apple.com/us/app/mychart/id382952264>
 - Requires iOS 11.0 and watchOS 3.0 or later. Compatible with iPhone, iPad, and iPod touch
- Android 5, 6, 7, 8, 9, 10
 - Google Play app: <https://play.google.com/store/apps/details?id=epic.mychart.android>

Video Visit Tutorial

- Please select the link below to view a video tutorial on how to use the MyChart App.

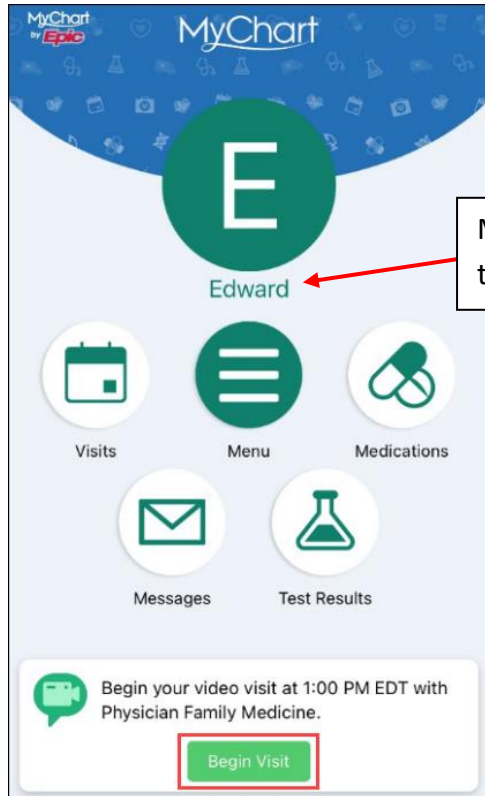
<https://www.youtube.com/watch?v=phOeC0ygkXQ&feature=youtu.be>

Login and Begin Visit

1. If you have not already done so, download the **MyChart** mobile app.
2. Login to the **MyChart** mobile app.

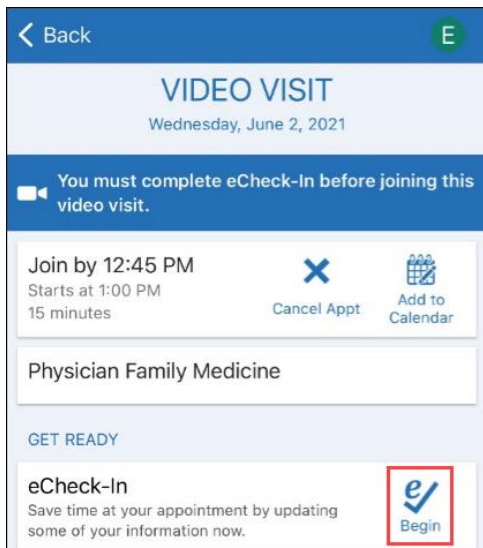


3. You will be brought to your home screen. Tap the **Begin Visit** button below the Video Visit.



Make sure that your name is at the top of the screen.

4. eCheck-In must be done before starting the Video Visit. eCheck-In is available 7 days prior to your scheduled appointment. If eCheck-In was already done, continue to step 14.
5. Tap the **eCheck-In** button.



NOTE: If eCheck-In does not appear below the appointment details, then eCheck-In has already been completed.

6. Please type in personal information, medications, allergies and past medical story. Also, please sign any consent forms that are required.



7. Change any information by tapping **Edit**.

8. Once the information fields are completed, tap the check box that states “**This information is correct**” and then tap **Next**.

NOTE: This step will happen after each of the Personal Information, Medications, Allergies, and Health Issues sections.

9. When you get to the Sign Documents screen, you will see all documents that require a signature. If necessary, tap **Review and Sign** below each document.



TOWER HEALTH

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E eCheck-In Finish Later

Health Issues **Sign Documents** Insurance

Please review and address the following documents.

Video Visit Consent THMG

Not Signed Yet

Review and sign

10. At the bottom, tap the **Draw to Sign** box to sign your name. Create signature with finger.

11. Tap **check mark** to submit and then tap **Continue**.

E eCheck-In Finish Later

office.

Signature of Patient OR Authorized Individual

Draw to Sign

Print Name of Patient OR Authorized Individual

Relationship to Patient

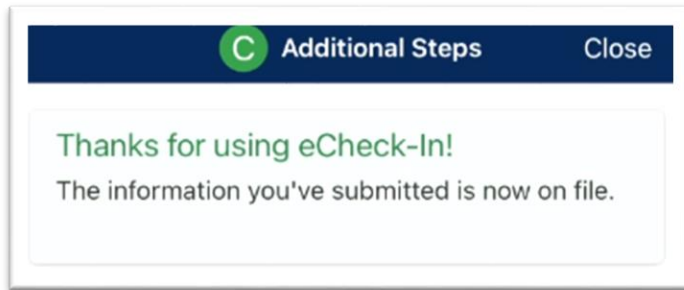
VIDEO VISIT CONSENT
MG7901 4.20

Continue

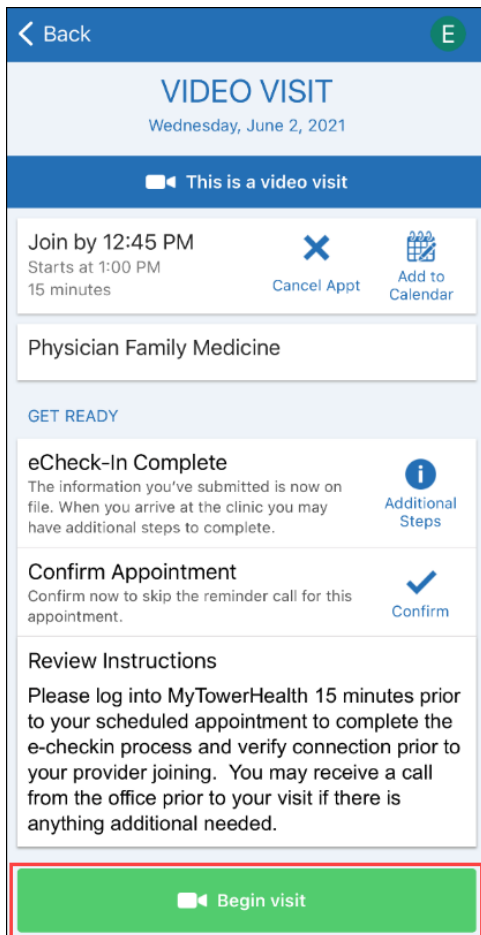
Clear form Cancel

12. You are then prompt to review insurance information. Tap the check box that states **“This information is correct”** and then tap **Next**.

13. You have finished once you are able to see confirmation page.



14. Tap **Begin Visit** at the bottom of the screen.

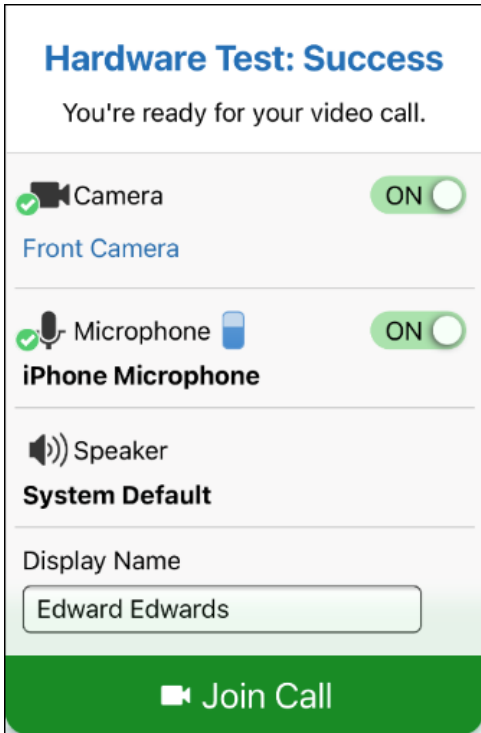


NOTE: Begin Visit will be available 24 hours before scheduled appointment. Prior to 24 hours, a “Test Video” button will be available which will test the mobile device’s ability to connect to the appointment.

15. Select **OK (iPhone) or Allow (Android)** to give the MyChart app permission to use the Mobile Device’s Camera and Microphone.

IMPORTANT: For Android users, some devices will request that you allow MyChart to “Record Audio”. This is just Android language. Video Visits are NOT recorded.

16. A Hardware Test will appear. It will test your Camera, Microphone and Speaker. Click **Join Call**.



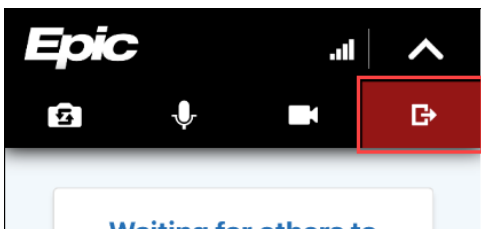
- If there is a problem with the desktop hardware, you will see a yellow icon indicating which piece of equipment is not working properly. If everything is working, all icons will appear green.



17. A video window will appear with the Provider's view in the larger screen. If the provider has not yet joined the Video Visit, the screen will say it is waiting for the provider.

- The video will not initiate a live feed until both parties have joined.

18. When the Video Visit is complete, select the **Leave Call** button in the top right then tap Leave Call to complete the Video Visit.



Troubleshooting

- Use MyChart app when using phone or tablet for Video Visit.
- Update Mobile Device Software
 - Apple iOS 11, 12, 13
 - Requires iOS 11.0 and watchOS 3.0 or later. Compatible with iPhone, iPad, and iPod touch
 - Android 5, 6, 7, 8, 9, 10
- Make sure that MyChart application is Updated to most recent version.
 - Open AppStore or GooglePlay
 - Search for MyChart app
 - If available, Select Update
- Check Connectivity to Home Internet or Cellular Network using MyChart.
- Must allow access to Camera and Microphone.
- Close all other applications before selecting “Begin Visit.”
- Limit number of individuals connected to Home Internet.

If problems persist please contact the MyChart Help Desk for further instruction at (484)628-6924.