TOWER HEALTH
Advancing Health. Transforming Lives.

Video Visits via MyChart Web Browser

Please note: Using Your computer will not work as well as using the MyChart App on your phone or tablet.

Can your computer complete a video visit?

- Internet I can use
    - Internet Explorer
    - Google Chrome
    - Safari
- Internet I can't use
    - FireFox
    - Opera

Video Tutorial

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

    https://www.youtube.com/watch?v=phOeC0ygkXQ&feature=youtu.be
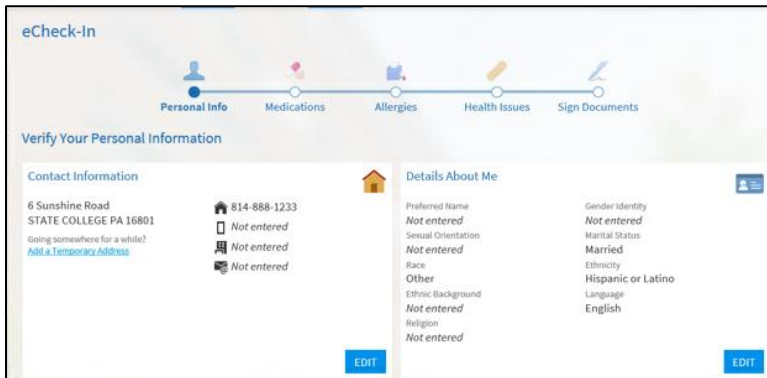
Login and Begin Visit

1. Turn off and Restart your computer.

2. Login to **MyTowerHealth** via your web browser.

- Make sure you see your name at the top of the screen.

3. From the To Do list, select the **ECHECK-IN** button. The visit must be eChecked-In before the Video Visit can begin.
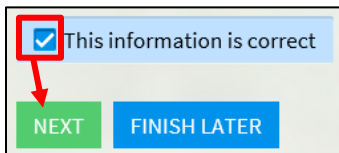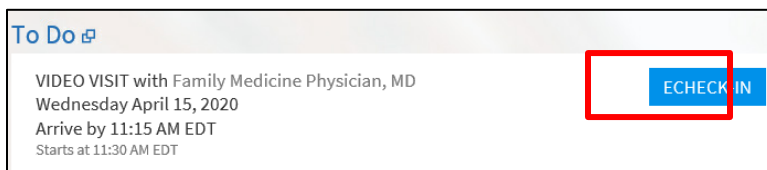

- eCheck-In involves verifying personal information, medications, allergies, and previous health concerns. This section will also offer the opportunity to sign required consent documentation.

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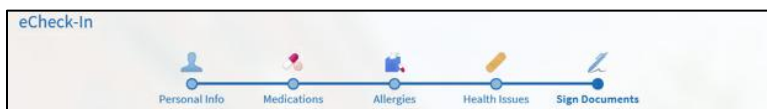
4. You can update any information as necessary by clicking **Edit**.

5. Verify the information by selecting the check the box that states, "**This information is correct**" at the bottom of the screen and then select "**Next**".

- Please repeat for each individual section of the eCheck-In.

6. In order to sign the required consent documentation select **Review and Sign** to individually open each document.
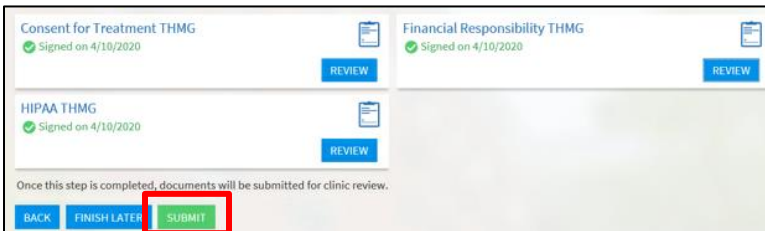
7. After carefully reading each document, select **Click to Sign**. This will add a date and time stamp to the document.
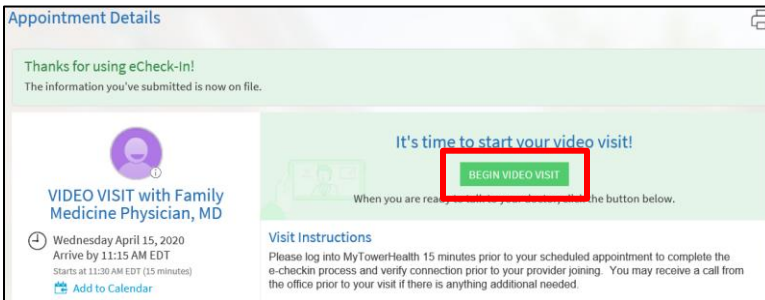

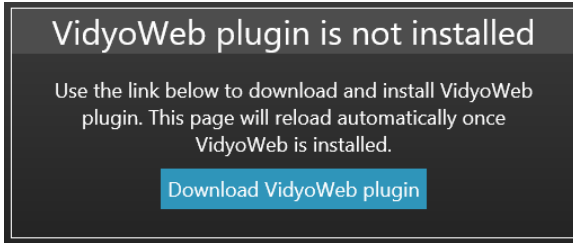8. At the bottom of the form, click **Continue**.

9. After signing each document, select **Submit** to complete eCheck-In.

10. Select **Begin Video Visit**. This button will be available 15 minutes before the appointment.


- If this is the first Video Visit, the Vidyo Plugin must be downloaded and installed before continuing. Click **Download VidyoWeb plugin.**

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- If eCheck-In is completed before 15 minutes prior to the appointment time, a **Test Hardware** button will appear **instead of** Begin Video Visit. You can use this to test all hardware prior to the appointment.
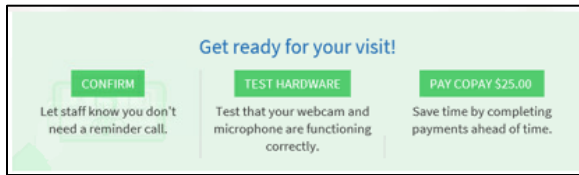
- If there is a problem with the desktop hardware, Vidyo will create and send an alert telling you which piece of equipment is not working properly. If everything is working, all boxes will appear green.
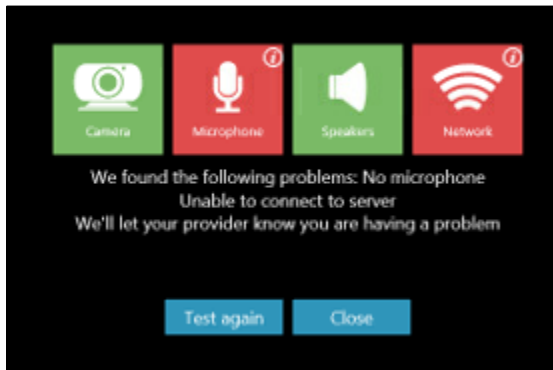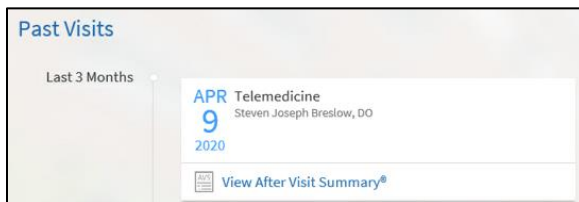

11. A Video Window will appear with the Provider's view in the larger screen.

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

12. After the Video Visit is completed, close the Video Window by selecting the **X** in the top right corner.

- The appointment will now display as a past "Telemedicine" appointment and allows the After Visit Summary to be viewed.

Trouble Shooting

- Restart Computer.
- Reattempt Login.
- Try a different Web Browser
  - MyChart is only compatible with:
    - Internet Explorer
    - Google Chrome
    - Safari
- Close all other open windows.
- Check your Wi-Fi connection
- Use Ethernet cable to directly connect computer to internet service.
- Limit number of individuals connected to Home Internet.

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