

Video Visits using the MyChart app on your cell Phone or Tablet

*Please begin this process 30 minutes before appointment in case there are any technical issues

Mobile Device requirements prior to beginning the visit

- 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>

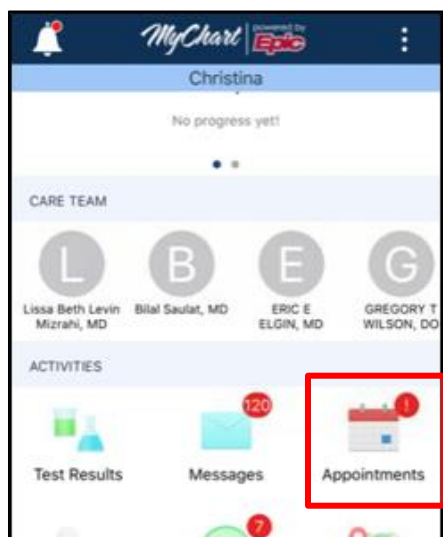
Video Tutorial

- For a Video Tutorial on how to use the MyChart App select the link below:

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

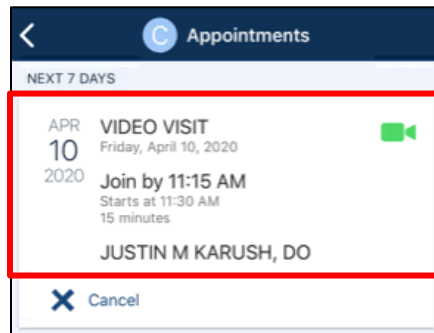
Login and Begin Visit

1. Download or Login to the **MyChart** mobile app
2. Select the **Appointments** icon.



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

- eCheck-In must be done before starting Video Visit. **If eCheck-In is already done, skip to step 9.**
NOTE: eCheck-In is already done if button does not appear below appointment information.



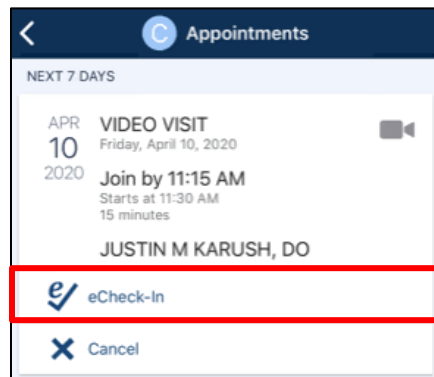
Appointments

NEXT 7 DAYS

APR 10 2020 VIDEO VISIT
Friday, April 10, 2020
Join by 11:15 AM
Starts at 11:30 AM
15 minutes
JUSTIN M KARUSH, DO

Cancel

- Select **eCheck-In** below the appointment information.



Appointments

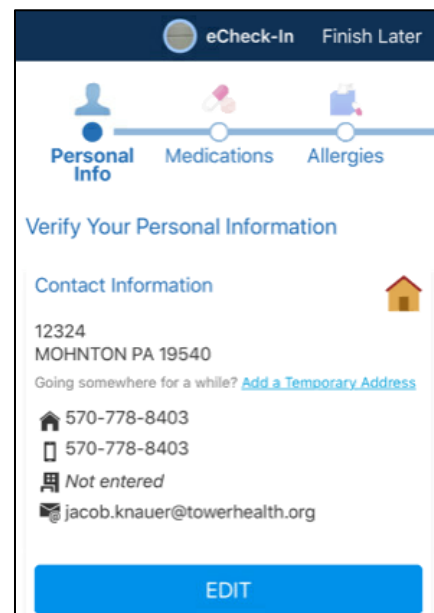
NEXT 7 DAYS

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15 minutes
JUSTIN M KARUSH, DO

eCheck-In

Cancel

- Please type in personal information, medications, allergies and past medical story. Also, please sign any consent forms that are required.
- Change any information by selecting **Edit**.



eCheck-In Finish Later

Personal Info Medications Allergies

Verify Your Personal Information

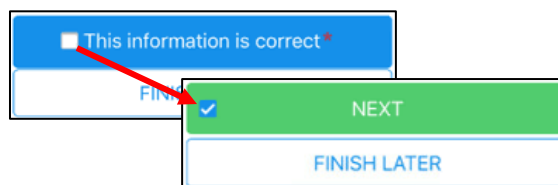
Contact Information

12324
MOHNTON PA 19540
Going somewhere for a while? [Add a Temporary Address](#)

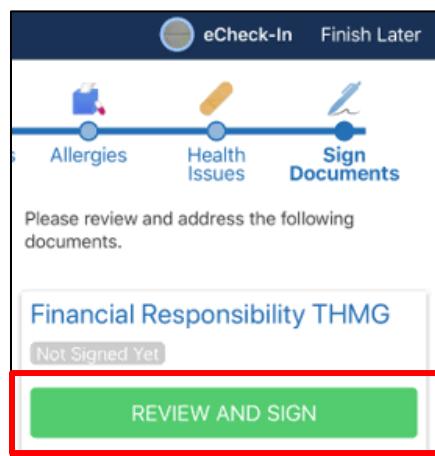
570-778-8403
570-778-8403
Not entered
jacob.knauer@towerhealth.org

EDIT

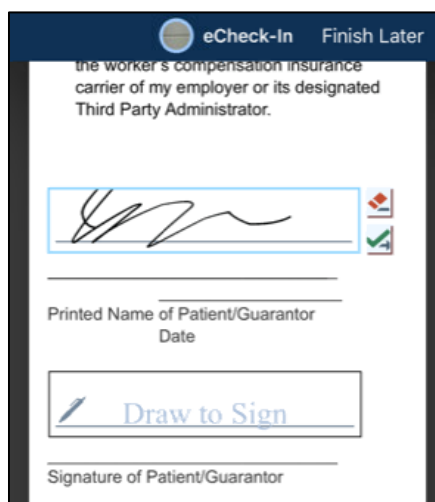
- Once the information fields are completed, select the check box that states “**This information is correct**” and then select “**Next**”.



- NOTE: This step will happen after the Personal Information, Medications, Allergies, and Health Issues sections.
- The last section to complete is the Sign Documents, where you will see all documents that require a signature. If necessary, select **Review and Sign** below each document.



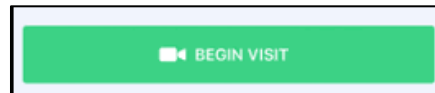
- At the bottom, tap in the “**Draw to Sign**” box to sign your name.



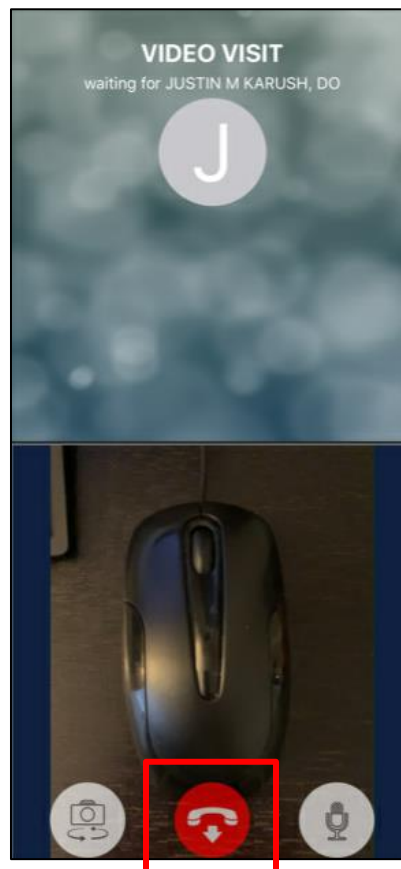
8. Select **Continue**.



9. Tap **Video Visit** and then select **Begin Visit**.



- **NOTE:** Begin Visit will not show up if more than 15 minutes before appointment
10. Select **OK (iPhone) or Allow (Android)** to give the MyChart app permission to use the Mobile Device's Camera and Microphone.
- **NOTE:** For Android users, some devices will request that you allow MyChart to "Record Audio". This is just Android language. Video Visits are NOT recorded.
11. If the provider has not yet joined the Video Visit, the screen will say it is waiting for the provider. The Provider will be visible on the screen upon joining the Video Visit
12. When the Video Visit is complete, select the end call button. Then, Select **Leave** 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 Help Desk for further instruction at (484) 628 - 6924