

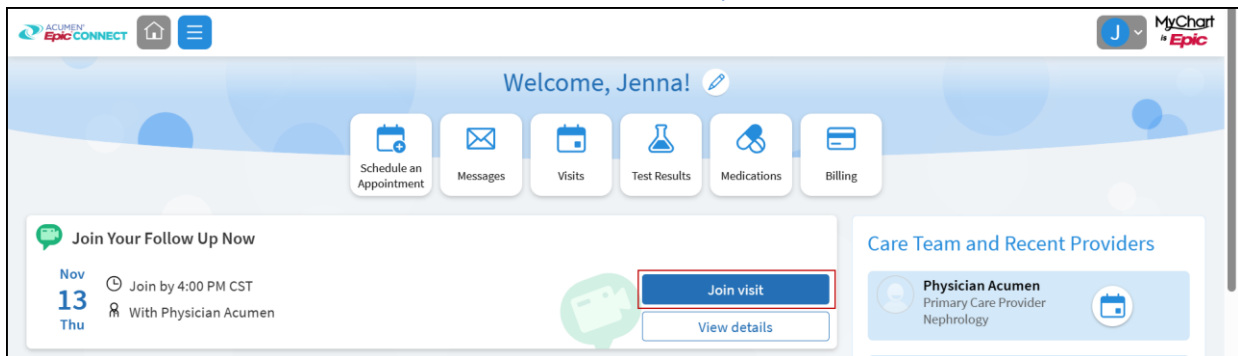
Preparing for and Joining a Video Visit as a Patient

Before Your Video (Telemedicine) Visit:

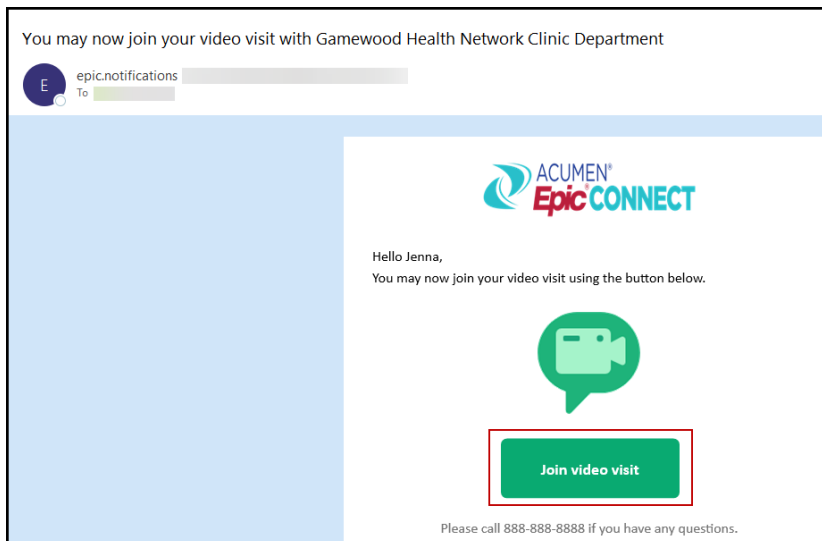
- You or your proxy check in online up to 7 days in advance of the appointment through the appointment reminder email or by accessing the patient portal, MyChart
 - An active MyChart account is not required to check in online
 - Patients and proxies receive 7-day and 2-day reminder emails to check in online

Joining Your Video Visit:

- You can join the video visit 15 minutes prior to the appointment via the app or web version of MyChart or from the link in a reminder email sent 15 minutes prior to the appointment
 - Can use a smartphone or computer
 - In **MyChart**, click the **Join visit** button (A **View details** option is available for additional information on how to prepare for the video visit)



- Or, in the **Reminder Email**, click the **Join video visit** button



- Allow the browser to use your device's microphone and camera and test the hardware to ensure the camera, microphone, and speakers are working
- Click the **Join call** button and wait for the provider to join
- Options are available across the top right corner to mute, disable the camera, and share the screen
- Click the **Leave call** button in the top right corner when the video visit has ended