

Getting Ready for Your Video Visit Using a Mobile Device

Tip Sheet

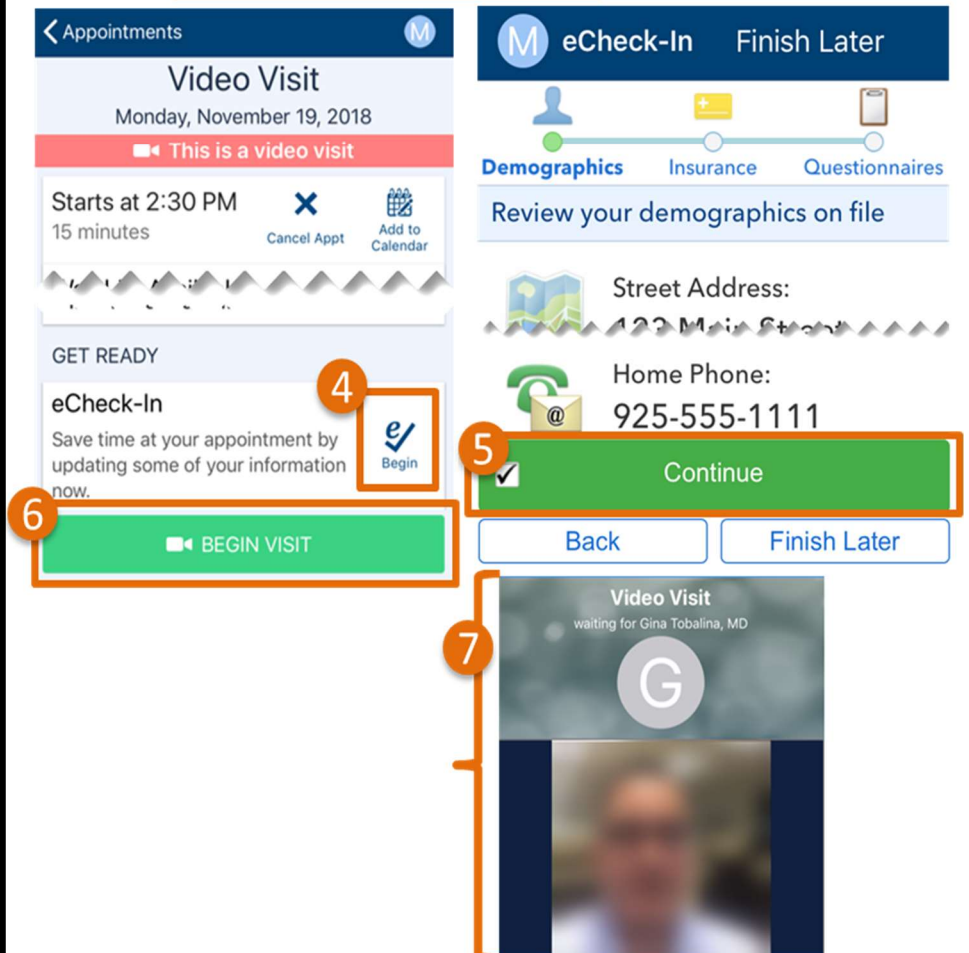
Overview

This tip sheet covers how to connect to a video visit if you are a patient that uses a mobile device (smartphone or tablet). PC & Webcam patients, please see "Getting Ready for Your Video Visit Using a PC & a Webcam" tip sheet.

Using a Mobile Device



1. Log into your **MyHillChart** account.
Note: You must download the **MyChart mobile app** from the App Store (Apple) or the Google Play Store (Android)
2. Click on **Appointments** activity.
3. Click on the **Video Visit** up to 7 days prior to the actual visit date.
4. Click on the **eCheck-In Begin** icon.
5. Follow prompts to complete eCheck-In, clicking **Continue** after filling out each section.
Note: You are not required to fill out each section completely.
6. Up to 15 minutes prior to the appointment, click **Begin Visit**.
Note: Your provider may choose to reschedule your appointment if you are more than 5 minutes late.
7. You have successfully connected. Wait for your provider to join you.



Other Important Information About Video Visits

- A **MyHillChart** account is required for video visits. If you do not have a MyHillChart account, please request your activation code from your doctor's office staff.
- You will need **high-speed internet** access, **4G** or **WiFi** for your mobile device.
- **eCheck-In** is recommended to confirm or update demographic & insurance information and complete any required questionnaires.
- For your own **privacy**, find a **location** where you can talk freely with your doctor. Many patients also find it helpful to use **headphones** during their video visit.
- Try to find a **well-lit area** to sit while communicating with your provider.
- **Hold the camera as steady** as you can so your provider can view you clearly.

For support with MyHillChart or Video Visits, please contact a MyHillChart support representative at (888) 965-8588.