



HillChart Video Visits-Patient Tipsheet

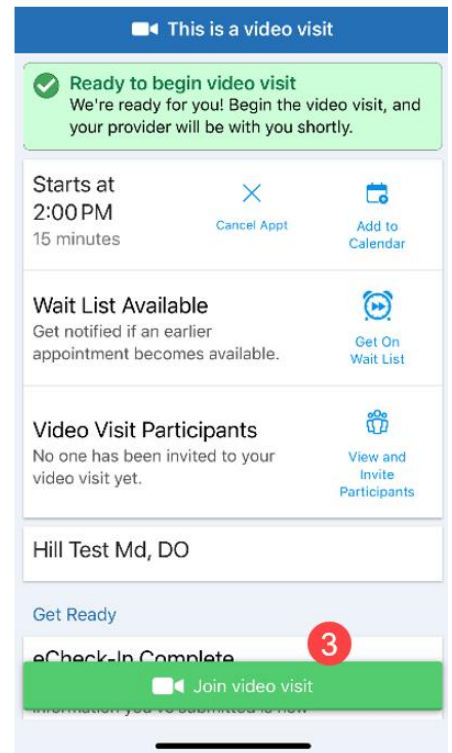
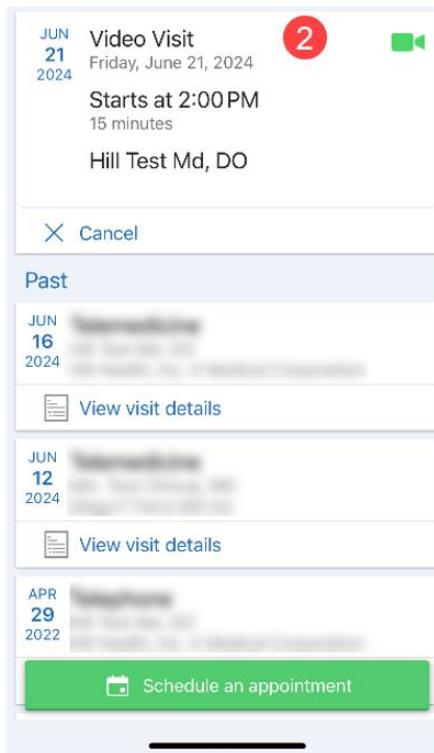
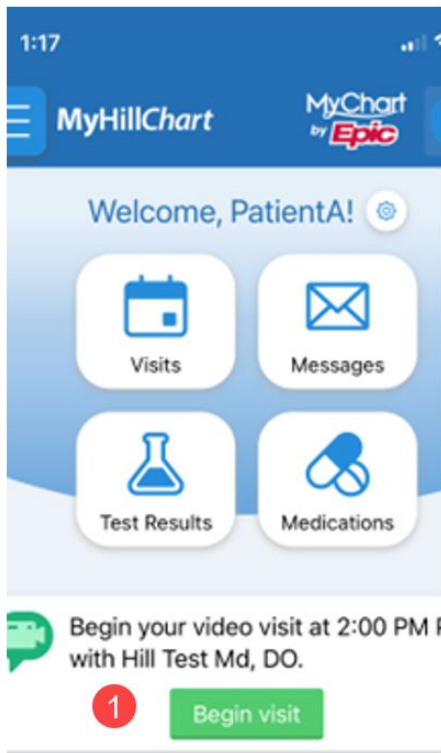
Overview

This tipsheet covers how to sign on for a video visit as a patient.

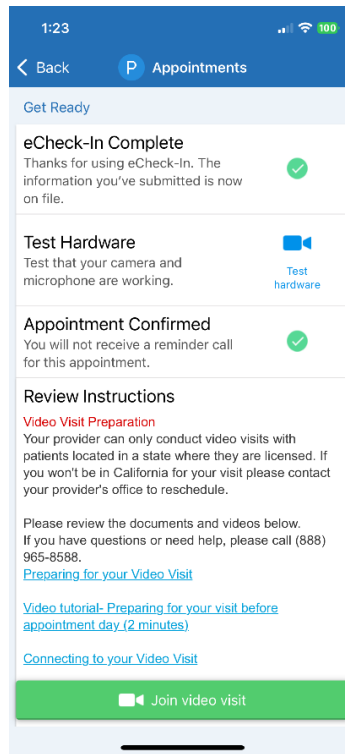
Patient Connection

Accessing and joining a Video Visit

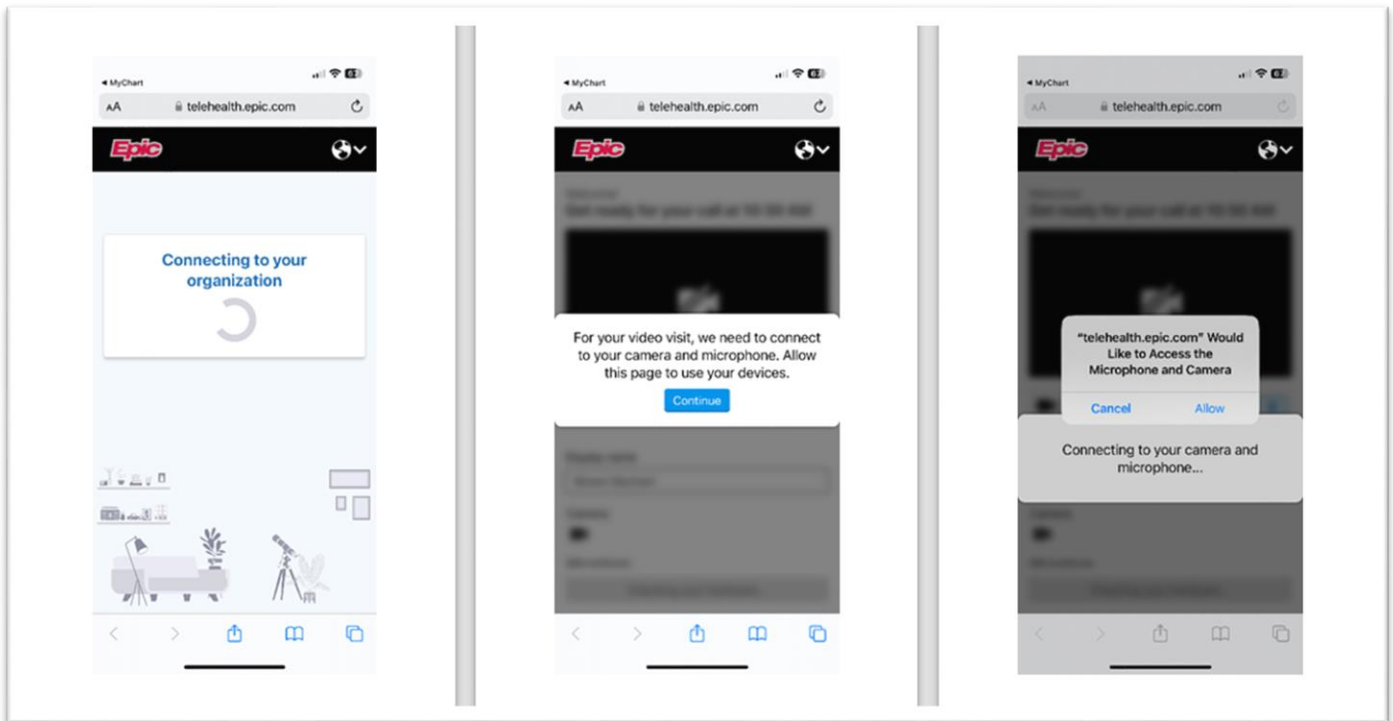
1. The patient logs into the MyChart app on their mobile device. The first screen they see is the Welcome screen. The quickest way to join the video visit session is to click the button **Begin Visit**.
 - a. Patients can join the video visit session 1 hour before to 2 hours after the scheduled appointment time. If is outside of this time frame, the appointment will need to be rescheduled.
2. From the Welcome screen, patients can also click on **Visits** to view their appointment details, select the **Video Visit** for today.
3. Then click **Join video visit**.



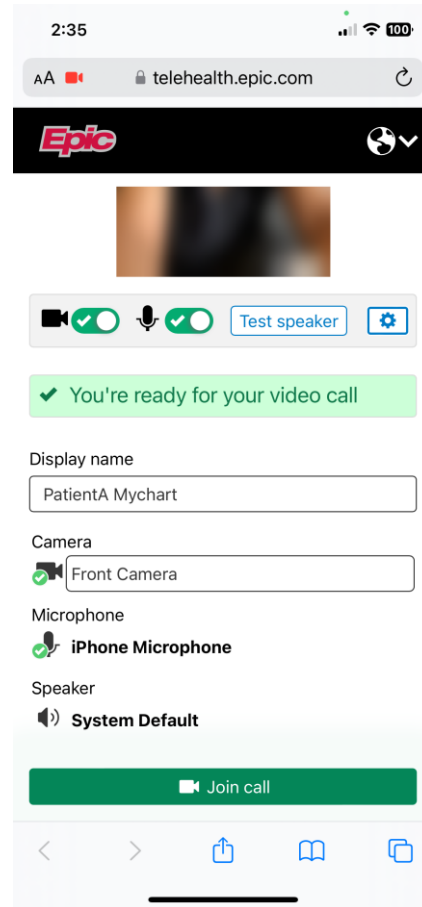
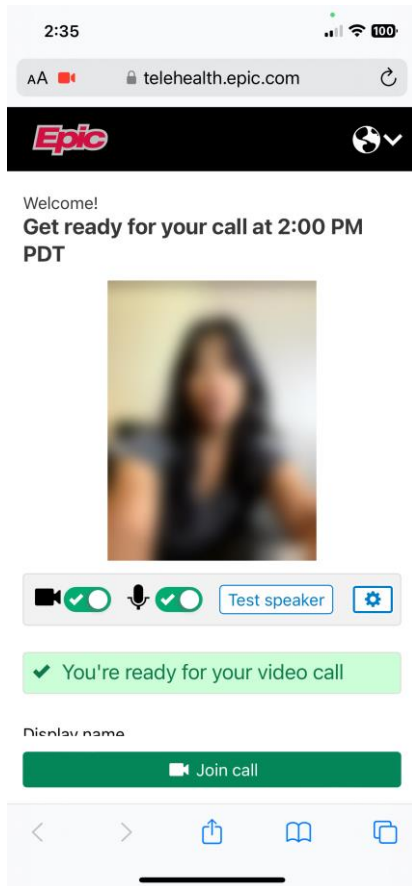
- 4. Prior to joining the video visit, scroll down to see options to complete **eCheck-In** or **Test Hardware**.



- 5. After the patient clicks the **Join video visit** button, the web browser will automatically be directed to the telehealth.epic.com website. The following screens will ask for permission to access the camera and microphone, click **Continue** and **Allow**.

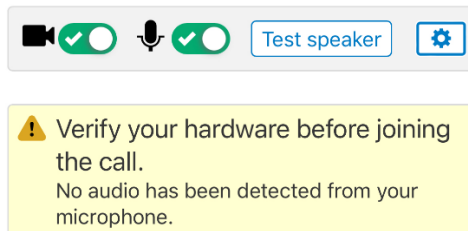


- 6. Patients will see a preview screen. This screen allows the patient to test their camera, microphone, and speaker. Scroll down to see the option to change the display name.



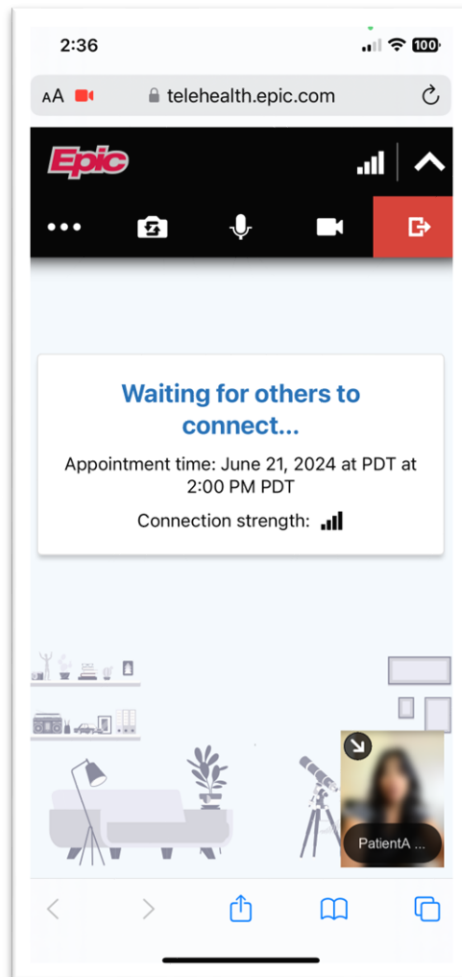
Troubleshooting step:

If you see this error message, the system is trying to test your microphone and is not detecting any sound. Speak a few words and it should resolve this issue.



If no errors are detected, click **Join Call**.

7. The patient has successfully joined the video visit when the screen below appears as they wait for the provider to join.



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