Please read these instructions if you have a video visit scheduled.

Start preparing for your video visit beforehand, especially if it’s your first video visit:

1. Use cellular data for your video visit instead of Wi-Fi to minimize technical issues. You can do this in your smartphone settings.
2. Use the MyChart app instead of the web site for a better experience.
3. Click on the appointments Icon.
4. Select the Video Visit and review details of your visit.
5. Test your connection using the [Test Video] button.

Next, please do the following on your scheduled appointment:

1. Click on the notification icon and select “Begin your video visit with ...”
2. Click [Begin Visit]
3. Place the phone in a stationary position to prevent movement.
4. Verify that you can see yourself in the lower portion of your screen.
5. Please wait for your Physician to join. He/She may be finishing up a visit and you should remain waiting until your physician joins.

VIDEO VISIT APPOINTMENT DATE/TIME: _________________________________