

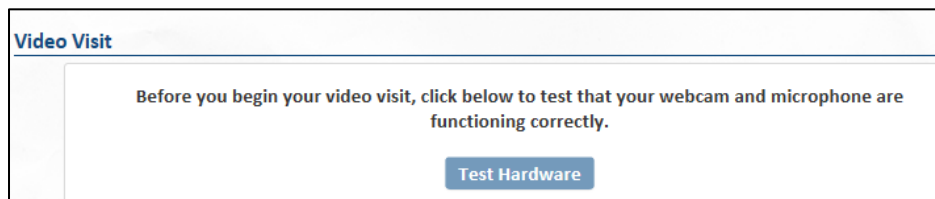
Patient Guide – MyChart Web

Technology Requirements

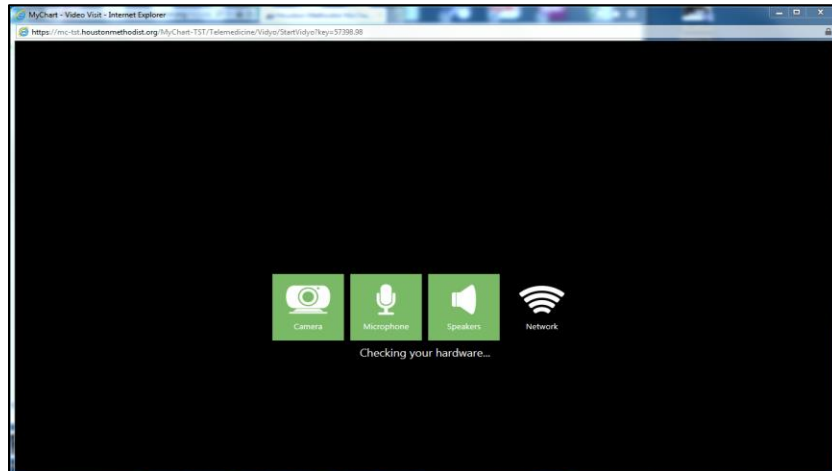
- Active MyChart account
- Functioning built-in video camera connected to device
- Network Connectivity: Wifi or cellular
- MyChart mobile app, or access to MyChart Web
- Ensure device is charged

Hardware Testing

- Hardware should be tested at least 20 minutes before the scheduled appointment.
 - Patients should access the MyChart website using Internet Explorer, Firefox, or Safari. The plugin is not currently compatible with Google Chrome.
1. Log into your MyChart account using your username and password at mychart.houstonmethodist.org.
 2. Navigate to your appointment through Visits > Upcoming Appts or through the To Do section of the home page.
 3. Select the video visit appointment from the list of upcoming appointments.
 4. Under Video Visit, click on the “Test Hardware” button.



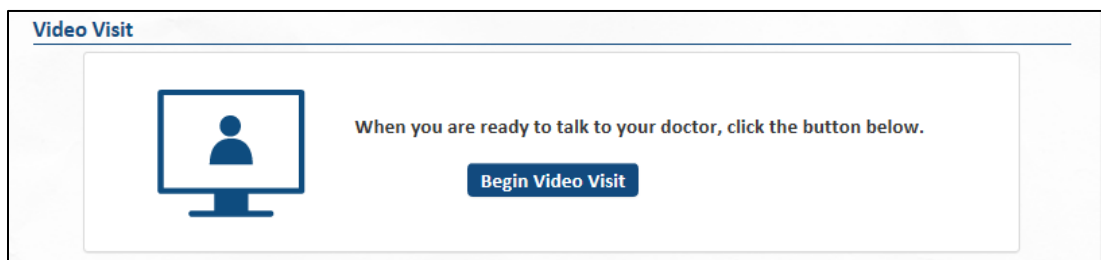
5. A new window will open. You may receive a notice to download a plug-in for video. Click Save.
6. If your internet browser will not save the plug-in, please try a different browser, if available.
7. During the test, icons for camera, microphone, speakers, and network will turn green if the test was successful.



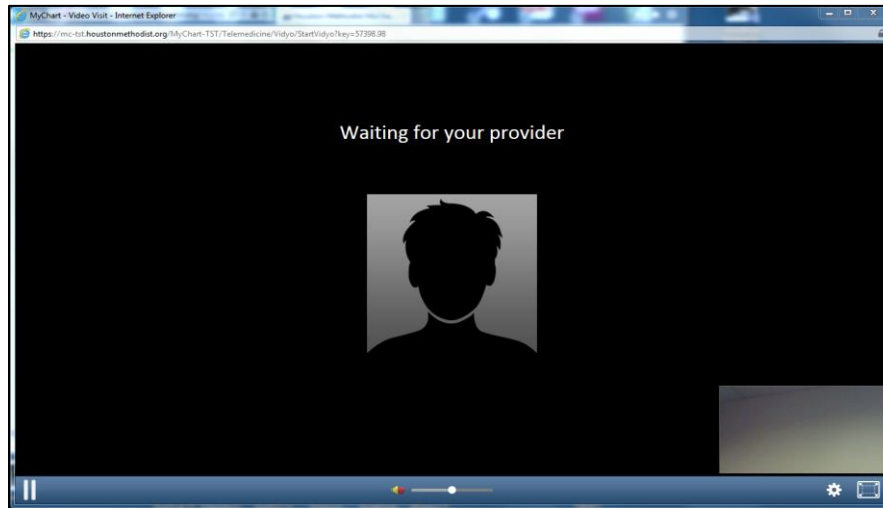
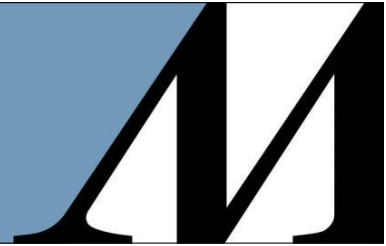
8. If there is an issue during testing, please check to be sure your camera, microphone, and speakers have appropriate drivers installed.
9. For any technical issues, please contact the Video Visit Support line at (832)522-0025. Not all technical issues may be resolved due to the number of possible issues.

Connecting to the Visit

- Before beginning your video visit, you must digitally “sign” and return the video visit consent form sent to your Houston Methodist MyChart messaging inbox.
1. Log into your MyChart account using your username and password at mychart.houstonmethodist.org.
 2. Navigate to your appointment through Visits > Upcoming Appts or through the To Do section of the home page.
 3. Select the video visit appointment from the list of upcoming appointments.
 4. Under Video Visit, click the “Begin Video Visit” button.



5. The system will again test your hardware.
6. Upon successful completion of the hardware test, click “Continue” to begin your visit.
7. The following screen will appear until the provider joins the visit.



8. For any technical issues, please contact the Video Visit Support line at (832)522-0025. Not all technical issues may be resolved due to the number of possible issues.

Notes

- If the patient navigates away from the MyChart mobile app, the provider will lose the ability to see the patient, but audio will remain streaming.
- If the call gets disconnected from the video feed, both users should navigate back to the appointment screen and reconnect to the visit.
- The mobile device may lose anywhere from 0.5-1.5% of battery life/minute of the video appointment. Please ensure the device is charged or plugged in during the visit.