Patient Guide – MyChart Mobile

Technology Requirements

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

Hardware Testing

- Hardware should be tested at least 20 minutes before the scheduled appointment.
1. Log into your MyChart account using your username and password on the MyChart app.
2. If you receive a prompt to allow access to your Microphone and Camera, please select OK.
3. From the home screen, tap on the Appointments icon.
4. Select the video visit appointment from the list of upcoming appointments. The video visit will have a gray camera icon next to the appointment.
5. Tap the green “Test Video” button to test video on your device.
6. You should receive the following notification if the test is successful.
7. 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 on the MyChart app.
2. From the home screen, tap on the Appointments icon.
3. Select the video visit appointment from the list of upcoming appointments. The video visit will have a green camera icon next to the appointment within 15 minutes before the appointment.
4. Tap the green “Begin Visit” button to begin your video visit.
5. You will be taken to the appointment video visit screen. When your provider joins the visit, he or she will appear on the top half of the video visit screen
6. 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.