



MultiCare 

Telehealth

Patient Guide for Video Visit

A Telehealth visit is a secure alternative to an in-person visit with your provider. With a MyChart Video Visit you will have dedicated time with your provider, just as you would at an in-clinic appointment.

Follow these steps for your MyChart Video Visit via web mobile app on your smartphone or tablet:



24 hours prior to your appointment

Download the MyChart Mobile App from the App Store (Apple) or Google Play (Android).

Log in to your account and tap the “Visits” icon.

Confirm that you can see the details of your upcoming Video Visit.



15 minutes prior to your appointment

Find a comfortable, quiet and well-lit space with a strong Wi-Fi connection.

Have a pen and paper nearby for taking notes.

Test your audio to ensure your phone isn't muted and that the volume is turned up.

Close any open apps, windows or programs on your device.

Ensure your device is fully charged or plugged in.

Log in to your MyChart account and select the “Visits” icon.

Locate the appropriate appointment from the list.

If you haven't already, complete the e-Check-in process and submit the Consent for Telemedicine Services questionnaire.

Click “Begin Visit” and wait for your provider's image to appear on screen.



Need Help?

Trouble with the MyChart Mobile App or login questions, including password assistance?

Call the MyChart Customer Support Team at 844-388-2356 or contact your clinic for guidance.



Basic Troubleshooting



I can't see my provider.

The provider may be running late. A call to the clinic or office can verify this.

You must be logged in through the MyChart Mobile App, which enables the camera for mobile devices.

Confirm that your camera lens is not obstructed.

Check to ensure your camera settings are enabled.



I can't hear my provider, or my provider can't hear me.

Check your volume settings and verify that you are unmuted, the volume is turned up and it is not being routed to another source (headphones, Bluetooth, etc.).

You must be logged in through the MyChart Mobile App, which enables audio for mobile devices.

Have the provider check their volume settings and confirm they are unmuted.

If there is more than one microphone, see which is engaged and adjust as needed.



We are connected, but the audio/video quality is poor, my screen keeps freezing, or the connection keeps getting dropped.

Audio and video may be delayed or fuzzy while initially connecting. If the connection is good, quality should improve after a minute or two.

Close any open apps, windows or programs to free up device resources.

Disconnect any devices sharing the Wi-Fi feed.

Log out and log back in to see if a better connection can be established.

Delete unused apps or programs on the device to free up storage space. Power the device off then back on, then log back into the Video Visit.

Check the device signal strength and relocate if necessary. A slow Wi-Fi connection will limit video quality.

For persistent connection issues, consider checking the Wi-Fi speed at www.speedtest.net. Look for minimum 25 Mbps Download and 10 Mbps Upload. If the speed is too slow, try using a wired internet connection or contact your internet service provider for guidance on restarting or resetting your router.



I'm being told that my visit is "not supported."

Make sure you are using the MyChart Mobile App to access your appointment, not a web browser.



Need Help?

Trouble with MyChart or login questions, including password assistance? Call the MyChart Customer Support Team at 844-388-2356 or contact your clinic for guidance. And don't hesitate to lean on family and friends for support as well. They are a great resource.