



Patient Guide for a 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.

Downloading the MyChart to your smartphone or tablet is the preferred method, however Telehealth visits can also be done on your laptop or desktop computer.

Follow these steps for your MyChart Video Visit via web browser on your laptop or desktop computer:



24 hours prior to your appointment

Using the Google Chrome browser, log in to the MyChart Patient Portal at <https://mychart.multicare.org> and click the “visits” icon at the top.

Locate the appropriate appointment. Click “Details.”

Click “e-Check in” to complete your check in documentation.

Click “Test Hardware” to ensure your audio and video are working correctly.

When the test is complete, close the test window.



15 minutes prior to your appointment

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

Have a pen and paper nearby for taking notes.

Close any open windows or programs and ensure your device is fully charged or plugged in.

Following the steps above, log in to your MyChart account and select the appropriate “Virtual Visit.”

Click “Begin Video Visit” at the top of the screen. *

Your computer will automatically do another hardware test to ensure your audio and camera are working. Follow the on-screen prompts to continue.

You will be placed in the waiting room. When your provider joins the session, you will be prompted to “Accept” the call.



Technical Requirements

You will need a laptop or desktop computer, camera or webcam (either internal or external), and internet access with reliable web browser (Google Chrome is recommended). Minimum internet speeds are 25 Mbps Download and 10 Mbps Upload.



Need Help?

Trouble with the MyChart or login questions, including password assistance? Call the MyChart Customer Support Team at 844-388-2356 or contact your clinic for guidance.



Basic Troubleshooting



My video won't load and/or my provider can't see me.

- Try switching browsers. Google Chrome, Safari and Edge are the most reliable for speed and connectivity.
- Confirm the camera settings are enabled by going to the control panel or settings menu under "Devices."
- Check for loose or disconnected wires if using an external/mounted camera.
- See if the camera is working by opening a video chat app, such as Google Chat or Skype.
- Some firewalls block audio/video feed. If set up at a place of employment, this may be a factor.



My provider can't hear me.

- If using an internal microphone, check volume settings to ensure it is activated and unmuted.
- If using an external microphone, check the control panel or settings menu under "devices" to identify the presence of a microphone.
- If an external microphone is present, verify that it is plugged in properly.
- Determine if the microphone is working by opening a video chat app, such as Google Chat or Skype.



I can't see my provider.

- The provider may be running late. A call to the provider can verify this.
- It may take up to a minute for the provider to appear after accepting their call if the connection is slow.



I can't hear my provider.

- 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.).
- 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.
- Determine if the microphone is working by opening a video chat app, such as Google Chat or Skype.



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 (Netflix, etc.) to free up bandwidth.
- 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 Virtual 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.



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.