

CalLEN-LORDE

MYCHART VIDEO VISIT INSTRUCTIONS

Please complete these steps before your appointment:

1. We recommend using your smartphone (mobile device) for the visit. From your mobile device or tablet, go to your app store
 - a. Search for the MyChart app and download to your device
 - b. Make sure to choose OCHIN as the organization
 - c. Verify you can login to MyChart without difficulty
2. Next, search for the Zoom Cloud Meetings app and download to your device
 - a. Allow the app to access your camera and microphone when prompted
 - b. It is not necessary to create a Zoom username and login for your video visits

On the day of your appointment:

1. Login to your MyChart account via the web or app on your mobile device 15 minutes prior to your appointment
 - a. Via web: select **Visits > Appointments and Visits**
 - b. Via app: select appointments
2. You will select preCheck-in

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- a. You must complete preCheck-in before you can start your video visit
- b. You will be asked to confirm or update your personal information, medications, pharmacy, allergies, and health issues and sign a consent form
3. Once you submit the information, there will be **Begin Video Visit** button
 - a. Zoom browser will launch
 - b. Zoom will open in your web browser with a message stating, "Please wait for the host to start this meeting." There is nothing to click on with this screen.
4. Video will begin once provider launches Zoom on their end

If you get disconnected or dropped from your video visit, you may reconnect for up to an hour by returning to your appointment in MyChart and clicking the green Begin Visit button.

Should you encounter any other problems during your video visit, please call us at 212-271-7200.