

Video Visit Instructions

Meeting with a provider by a video visit is a convenient way to receive care without going to a clinic in person.



You can use either a web browser on your computer (desktop or laptop), or an app, to start a video visit. To get started on a mobile device, download the My Memorial Hermann app from the Apple App Store or Google Play store.

Mobile devices are preferred, as they already have the appropriate camera and microphone setup for video visits.

Using MyChart Video Visits



 On the homepage of the My Memorial Hermann app, within your health feed, select Begin visit.



 On the Appointment Details page, you will be prompted to start your eCheck-In if not previously completed. Select Go to eCheck-In.

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You will begin the
 eCheck-In process –
 confirming patient
 information such as
 location, insurance and
 medical history.
 Note: please set aside
 at least 15 minutes to
 complete this process.



telehealth.epic.com

Test your hardware settings

Test speaker

Test again

✓ You're ready for your video call

Camera

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 If you are asked to allow the app to use the device's camera/ microphone, click Continue.

5. A technical check will begin to make sure your audio and video are working. Once the technical check is successful, return to the **My Memorial Hermann** app to complete the **eCheck-In** process.



At the end of the eCheck-In process, you will be given the opportunity to perform a hardware test of your mobile device's camera and microphone. Select Test hardware.

Note: this test will navigate you to your mobile device's web browser.



 Within eCheck-In, select Submit.

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 After completing
 eCheck-In, you will be ready to join the video visit at your scheduled time. When ready, click Join video visit.



 You will be placed in the virtual "waiting room" until your provider arrives.

Desktop



 At least 15 minutes prior to your video visit appointment, log in to My Memorial Hermann on your desktop.

2. On the homepage of **My Memorial Hermann**, within your health feed, click **Begin visit**.



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3. On the **Appointment Details** page, click **Start** eCheck-In.

 You will begin the eCheck-In process – confirming patient information such as location, insurance and medical history. Note: please set aside at least 15 minutes to complete this process.





 Once you complete the eCheck-In process, you will return to the Appointment Details page. Click Join video visit.



6. A new browser window (or tab) will appear. You will be asked to allow the browser to use the device's camera/microphone. Click **Continue**. *Note: after clicking Continue, you may be asked once more to allow camera and mic from your device.*



7. A technical check will begin to make sure your audio and video are working.





8. Once the technical check is successful, click **Join call**.

9. You will be placed in the virtual "waiting room" until your provider arrives.

Waiting for others to connect...

