



Video Visit Instructions

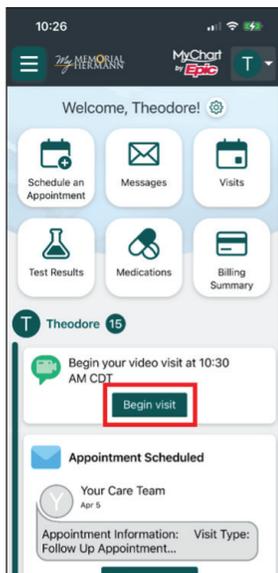
Meeting with a provider by a video visit is a convenient way to receive care without going to a clinic in person.

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.

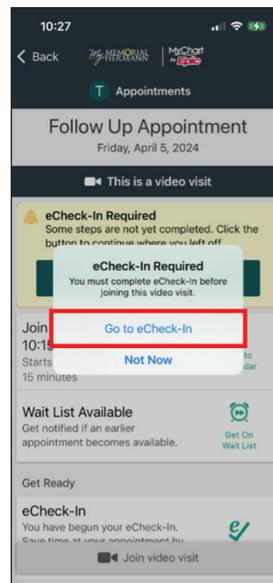
Mobile devices are preferred, as they already have the appropriate camera and microphone setup for video visits.

Using MyChart Video Visits

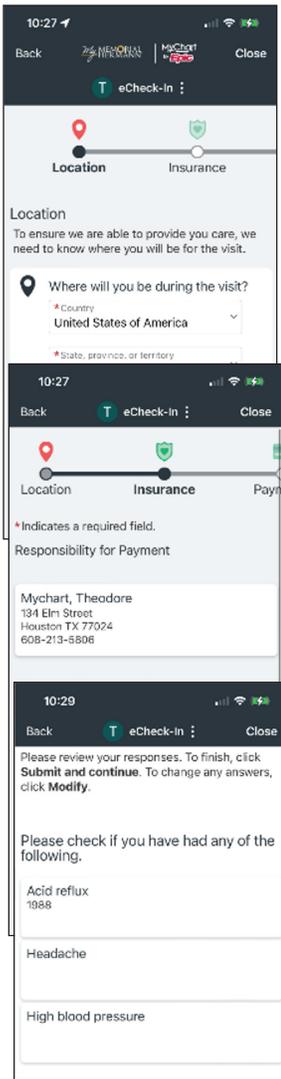
Mobile



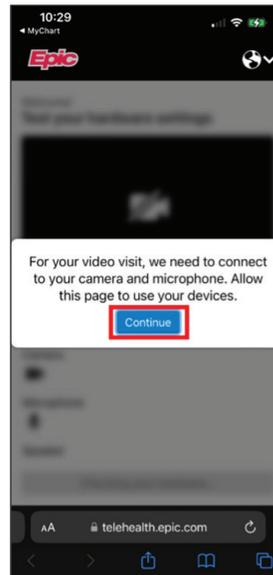
1. On the homepage of the **My Memorial Hermann** app, within your health feed, select **Begin visit**.



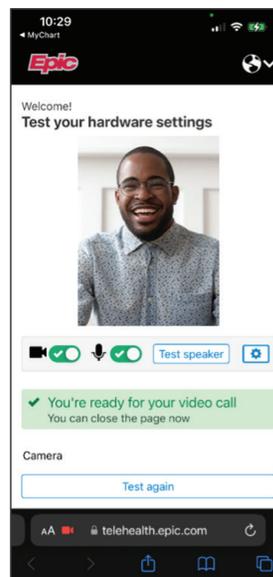
2. On the Appointment Details page, you will be prompted to start your **eCheck-In** if not previously completed. Select **Go to eCheck-In**.



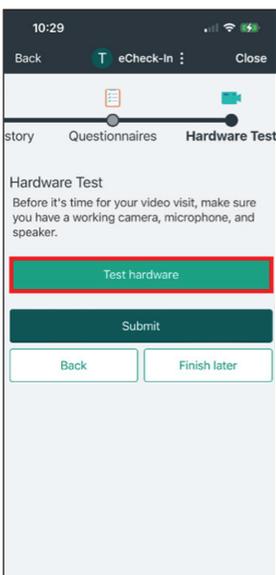
3. You will begin the **eCheck-In** process – confirming patient information such as location, insurance and medical history.
Note: please set aside at least 15 minutes to complete this process.



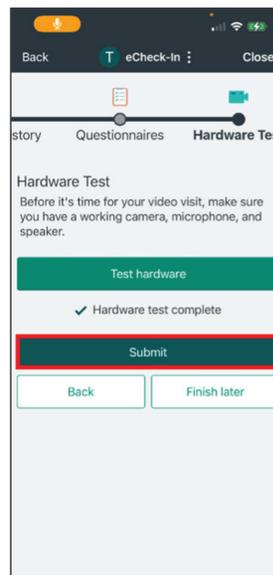
4. If you are asked to allow the app to use the device's camera/microphone, click **Continue**.



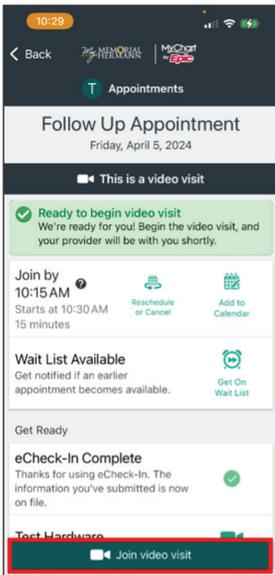
5. A technical check will begin to make sure your audio and video are working. Once the technical check is successful, return to the **My Memorial Hermann** app to complete the **eCheck-In** process.



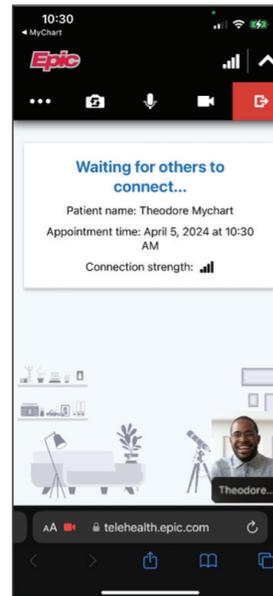
At the end of the **eCheck-In** process, you will be given the opportunity to perform a hardware test of your mobile device's camera and microphone. Select **Test hardware**.
Note: this test will navigate you to your mobile device's web browser.



6. Within **eCheck-In**, select **Submit**.

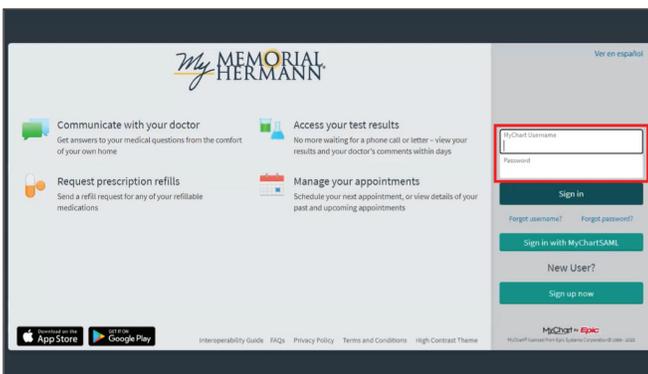


- After completing **eCheck-In**, you will be ready to join the video visit at your scheduled time. When ready, click **Join video visit**.

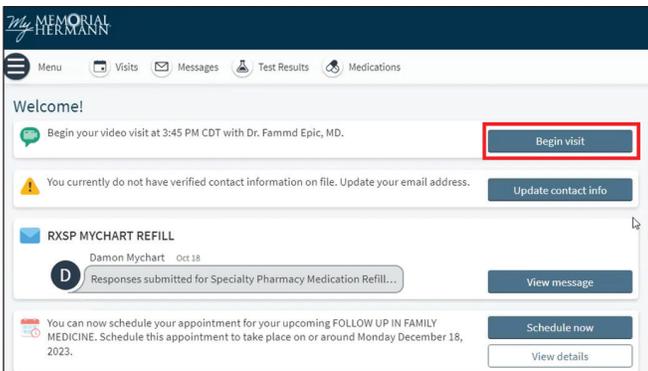


- You will be placed in the virtual “waiting room” until your provider arrives.

Desktop

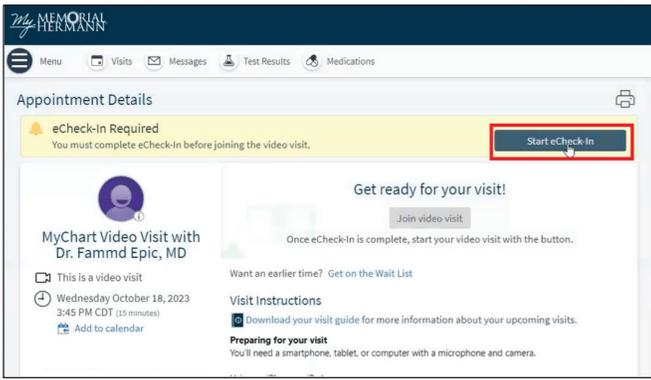


- At least 15 minutes prior to your video visit appointment, log in to **My Memorial Hermann** on your desktop.

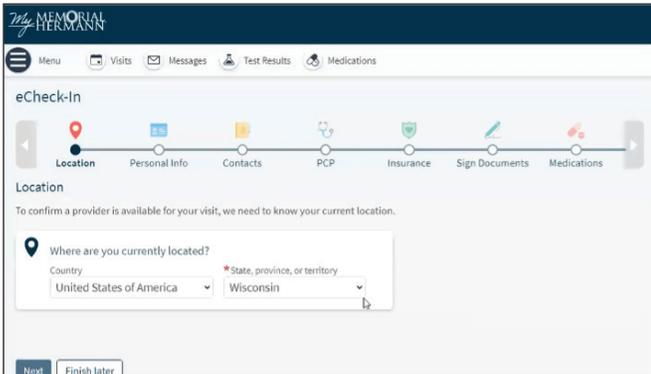


- On the homepage of **My Memorial Hermann**, within your health feed, click **Begin visit**.

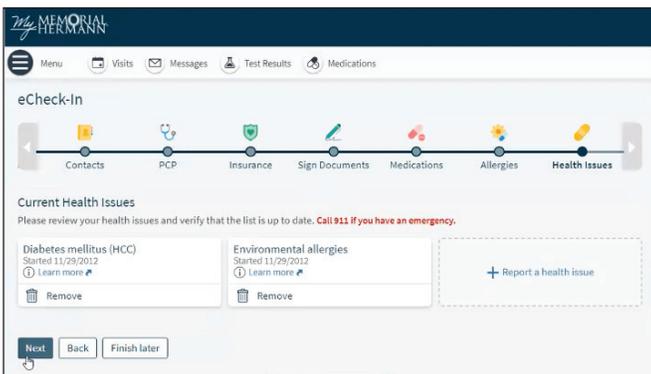
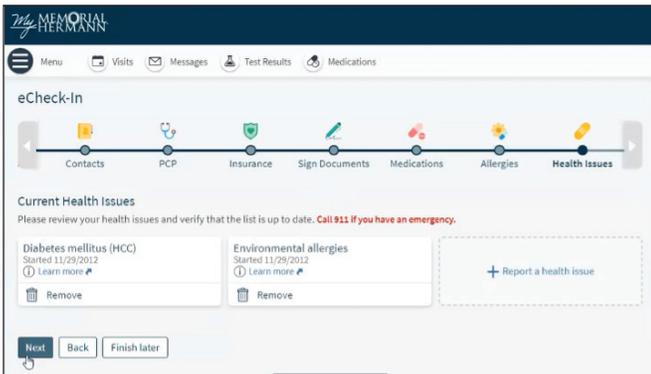
Some non-employed affiliated physicians use Community Connect, an extension of Memorial Hermann’s Epic System, as their medical record.



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



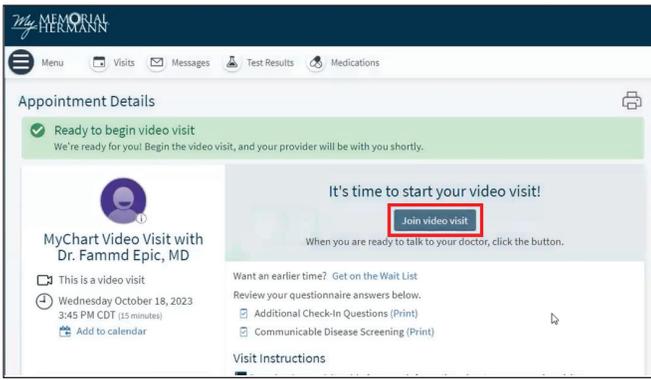
4. You will begin the **eCheck-In** process – confirming patient information such as location, insurance and medical history. *Note: please set aside at least 15 minutes to complete this process.*



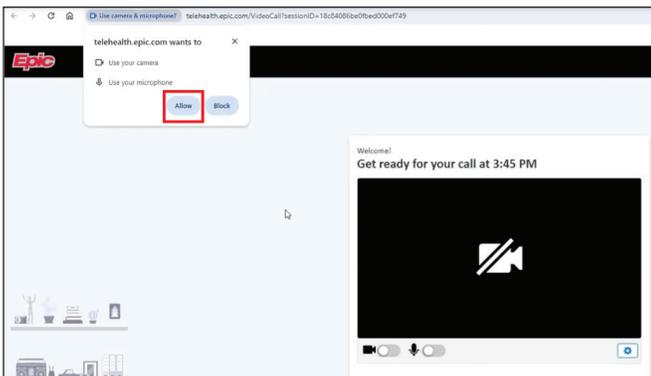
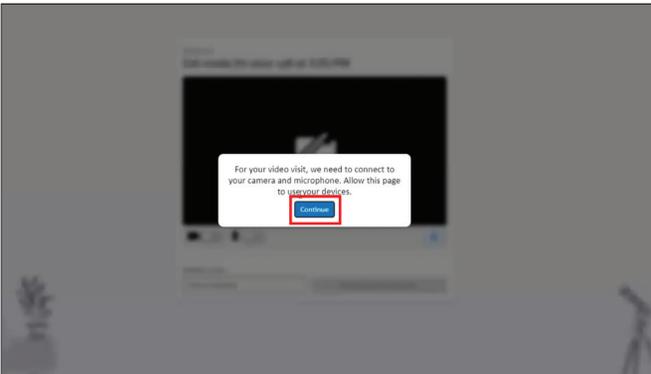
Some non-employed affiliated physicians use Community Connect, an extension of Memorial Hermann's Epic System, as their medical record.



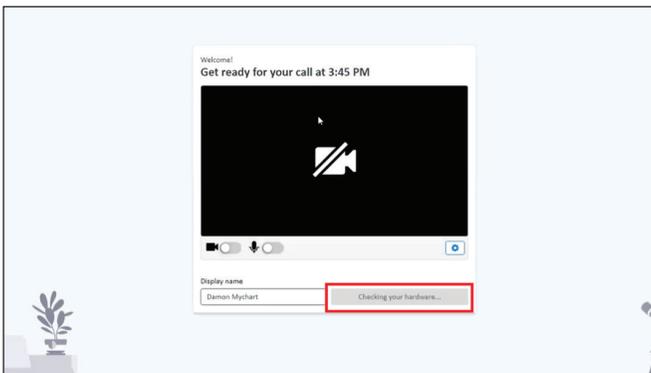
- Once you complete the **eCheck-In** process, you will return to the Appointment Details page. Click **Join video visit**.



- 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.*

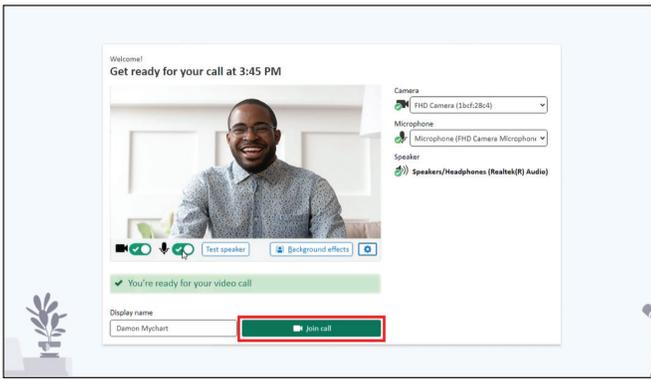


- A technical check will begin to make sure your audio and video are working.



Some non-employed affiliated physicians use Community Connect, an extension of Memorial Hermann's Epic System, as their medical record.

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



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

