

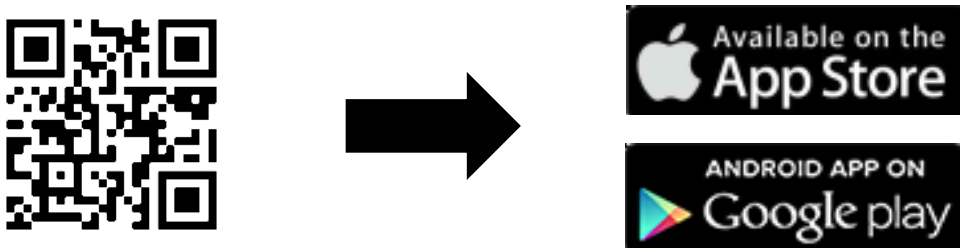
MyChart Video Visits at NYC Health + Hospitals!

MyChart is our patient portal at NYC Health + Hospitals that gives you electronic access to your health record, 24/7. We also use MyChart to host video visits so you can get healthcare from home. Learn more below!

Video visit with your phone: Use the MyChart App!

If you plan to use your smartphone for your Video Visit, you **must** download the MyChart App to successfully attend your Video Visit.

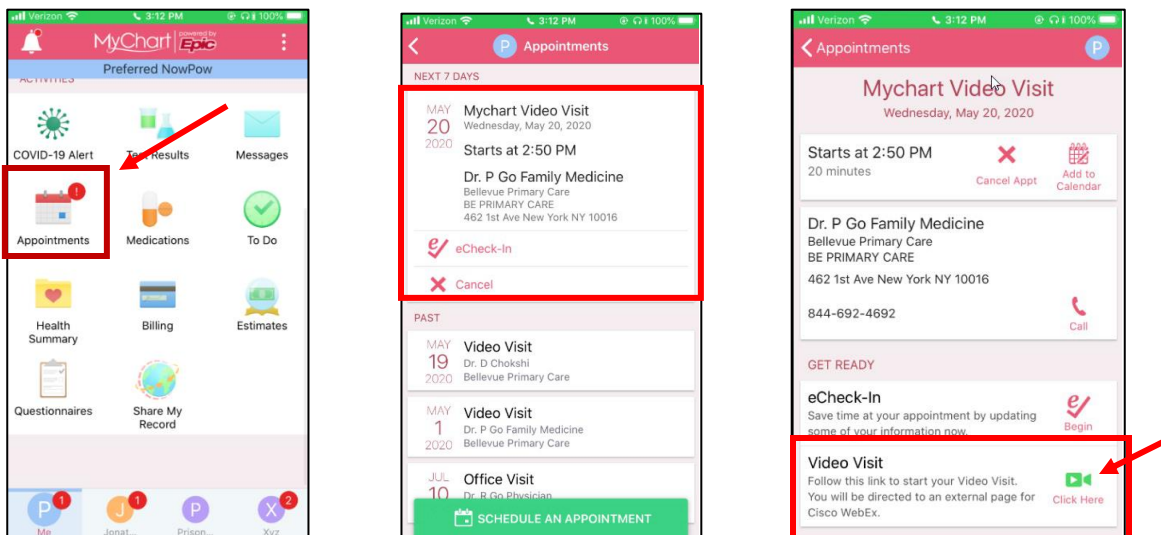
1. Using your smartphone's camera, scan the QR code below to download the free **MyChart App**:



2. Now that you have downloaded the MyChart App, open the App and log into your **MyChart** account.

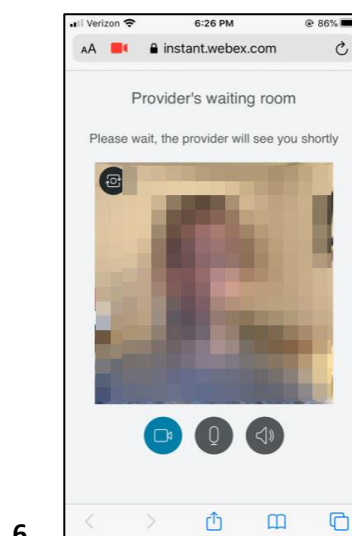
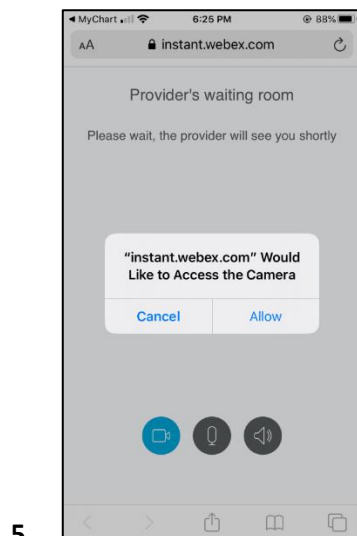
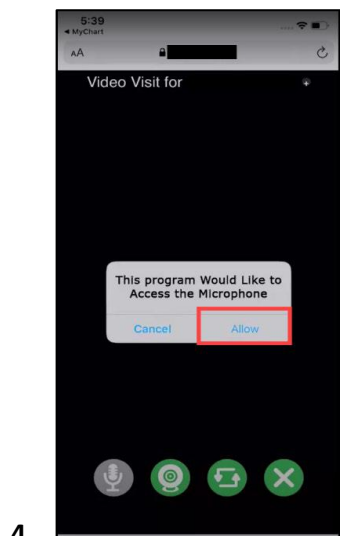


3. Click the **Appointments** Button, click on your **Video Visit**, and click the **Green Button** to begin your video visit.

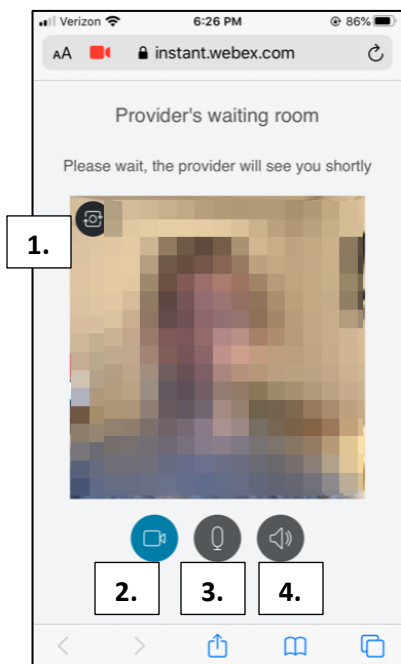


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4. A window may pop up asking if the program can 'access your microphone.' Select **"Allow"** or **"Yes"**. This will connect your phone's microphone so your provider can hear you during your video visit.
5. Another pop-up window asking for 'Access to your video or camera may appear. Select **"Allow"** or **"Yes."** This will connect your camera so your provider can see you during the visit.
6. You will enter a waiting room while the doctor finishes with the previous patient. Your doctor will see that you are in the virtual waiting room and will join you shortly!



7. While you are waiting, check your video/audio connection using the buttons in the Provider's waiting room.



1. Confirm that the correct **Camera** has been selected for use by clicking the camera button in the top left.
2. Test your **Video** by clicking and unclicking to hide or turn off/on your video
3. Test your **Microphone** clicking the mic button, speaking, and confirming the audio line shakes when you make sound.
4. Test your **Speaker** by clicking the black button and listening for the speaker to make a "ping" sound.

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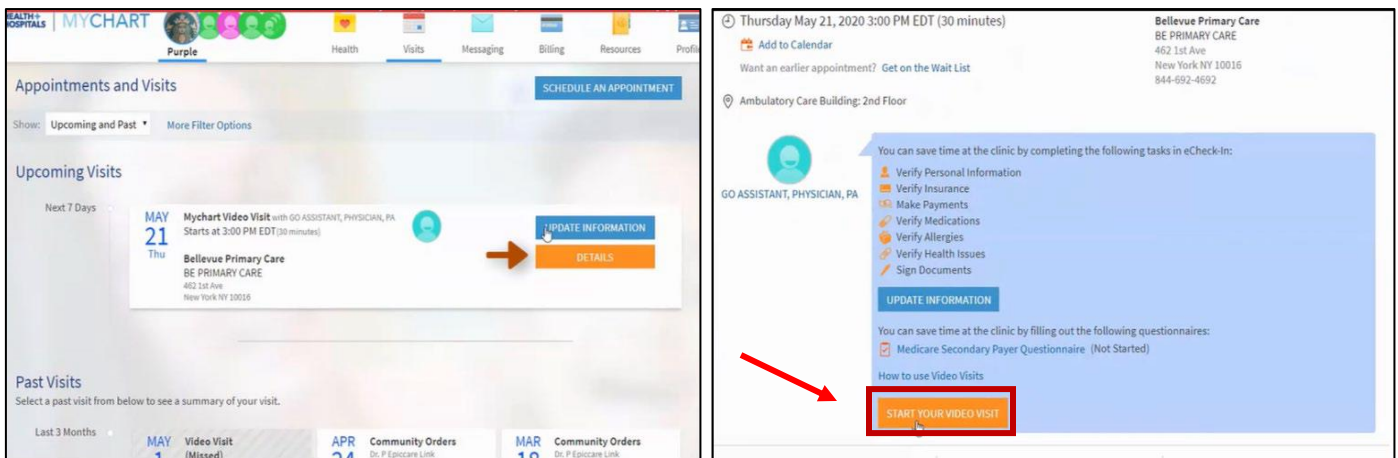
Video visit using your computer: Use a Supported browser!

(NOTE: Internet Explorer does NOT work with Video Visits)

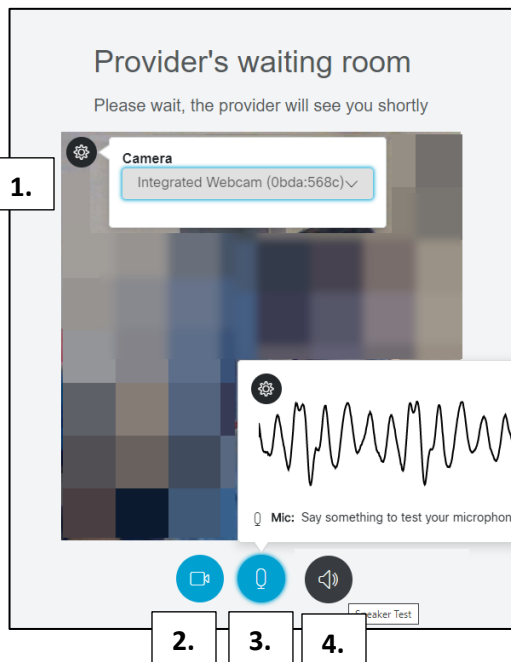
- [Chrome](#)
- [Firefox](#)
- [Safari](#)



1. Log in to your **MyChart** account, go to the **Visits** menu, and select your Video Visit from your list of upcoming appointments, click **Details**, then click **Start Your Visit**.



2. Your doctor will see that you are in the **Provider's waiting room** and will join you shortly!
3. While you are waiting, check your video/audio connection using the buttons in the Provider's waiting room.



1. Confirm that the correct **Camera** has been selected for use by clicking the camera button in the top left.
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