

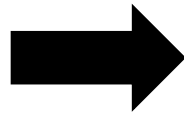
MyChart Video Visits at NYC Health + Hospitals!

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 provide video visits so you can get healthcare from home. Learn more below!

Video visit with your smartphone/tablet: Use the MyChart App!

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

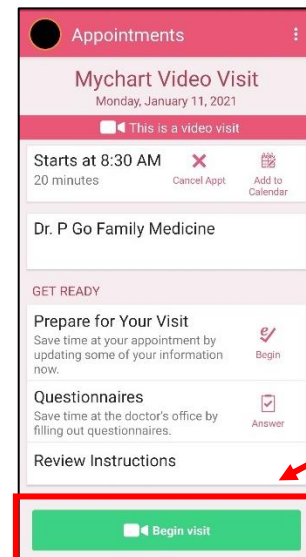
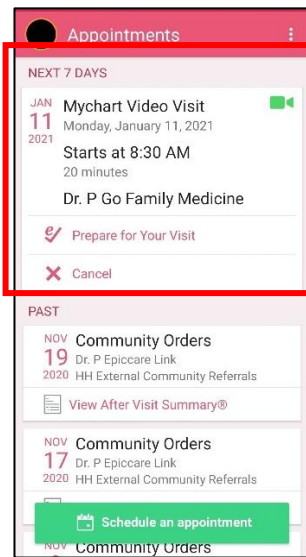
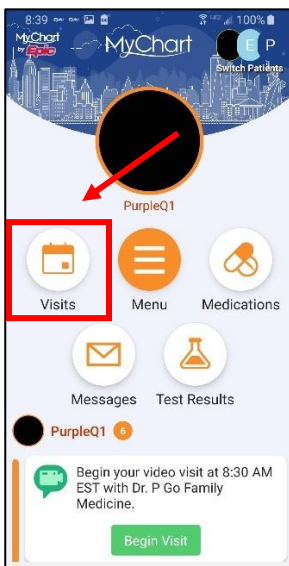
1. Using your smartphone's camera, scan the QR code below to download the free **MyChart App**:



2. Open the App and log into your **MyChart** account.

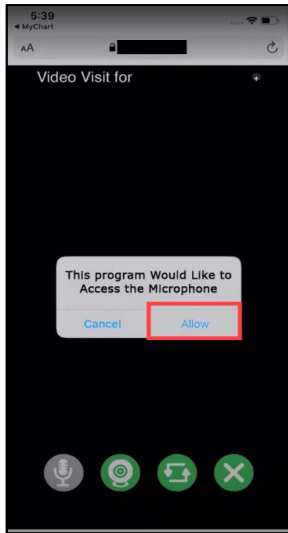


3. Click on the **Visits** icon. Next, click on your **Video Visit** and the **Begin Visit** button to join your video visit.

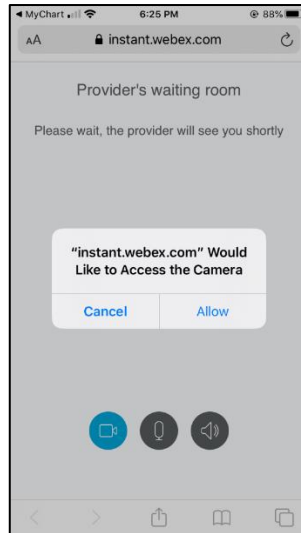


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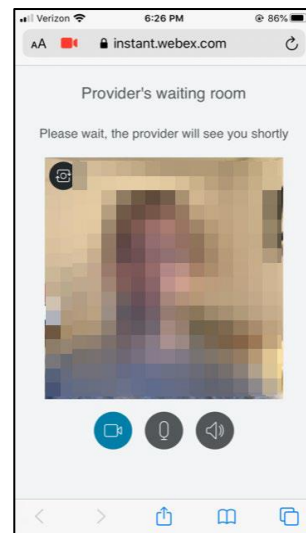
4. A window may appear asking if the program can 'access your microphone.' Select **"Allow"** or **"Yes"**. This will connect your phone's microphone so your provider can hear you during your video visit.
5. Another pop-up window asking for 'Access to your video or camera may appear. Select **"Allow"** 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!



4.

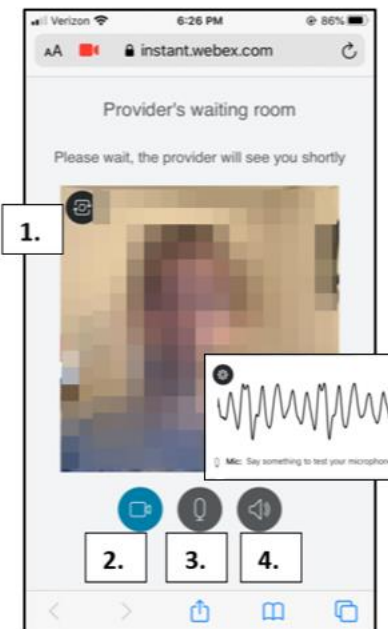


5.



6.

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



1. To confirm that your **Camera** is ready, click on the camera button in the top left
2. To test your **Video**, click on the Video button to hide or turn on/off your video. This is a test to make sure the video is working.
3. To test your **Microphone**, click on the Microphone button. Speak and watch that the sound line shakes when you speak.
4. To test that your **Speaker** is working, click on the black speaker button and listen for the "ping" sound.

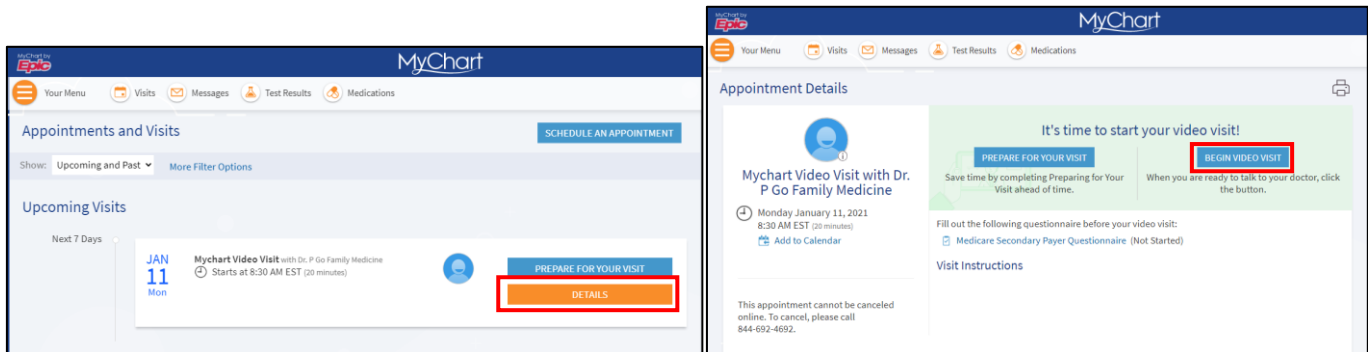
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Video visit using your computer: Use a Supported browser!

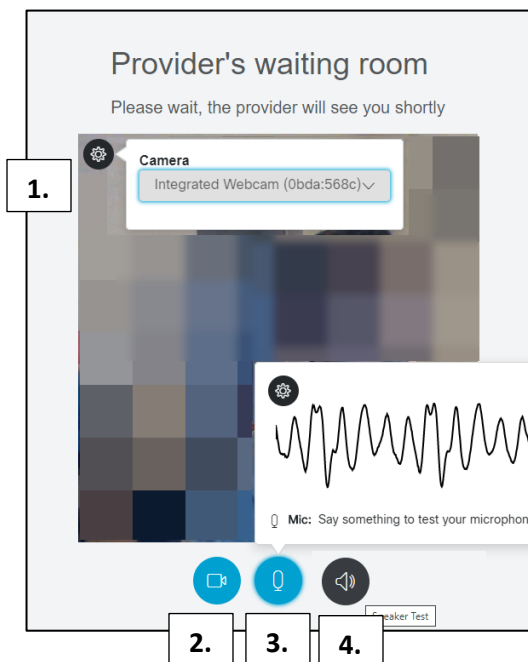
(NOTE: Internet Explorer does NOT work with Video Visits)

- [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 **Begin Video 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. To confirm that your **Camera** is ready, click on the camera button in the top left
2. To test your **Video**, click on the Video button to hide or turn on/off your video. This is a test to make sure the video is working.
3. To test your **Microphone**, click on the Microphone button. Speak and watch that the sound line shakes when you speak.
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