SCL Health Video Visit Instructions

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

You must have an <u>SCL Health MyChart Account</u> and the <u>SCL Health MyChart Mobile Application</u> installed on your mobile device to start a video visit.

You will not be able to have a video visit from a WEB BROWSER on a desktop, laptop, or a smart device.
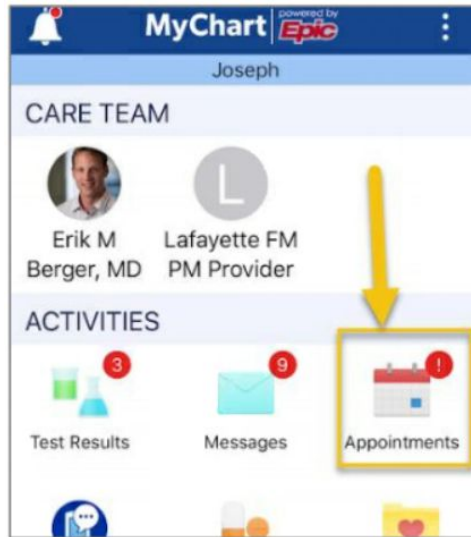
Mobile devices are the supported method, because most already have the appropriate camera and microphone setup for a successful video visit. (An Apple iOS or Google Android supported device will work.)

1. To get started, download the SCL Health MyChart App from the Apple App Store or Google Play store.
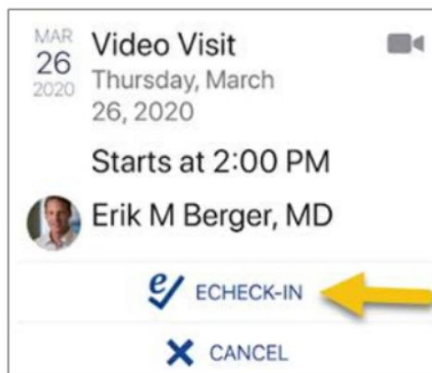

2. When downloading and opening the app, make sure to enable the microphone and video if prompted.

3. Sign into your MyChart account. If you don't have a MyChart account, simply sign up.

4. Navigate to the Appointments section in MyChart app where you will see your scheduled video visit.
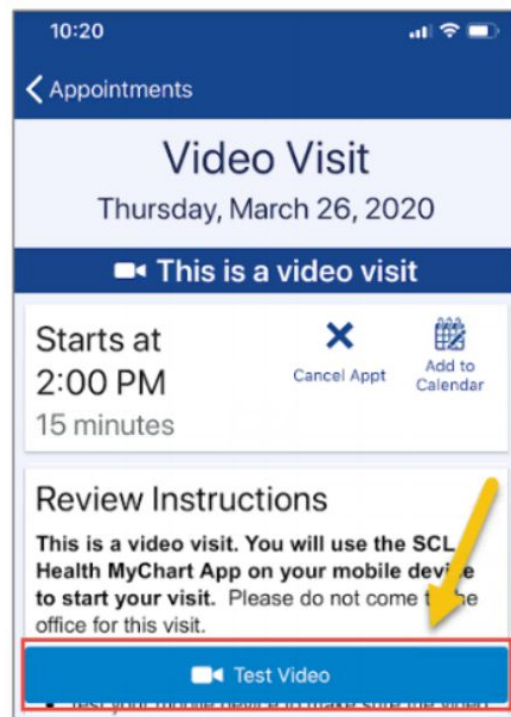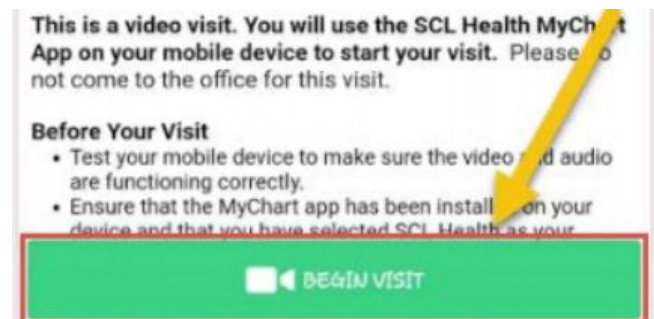

5. Click on the eCheckin button

6. Answer the questions in the eCheckin screen. You can echeckin up to 3 days in advance of your visit.

7. We highly recommend clicking the "Test Video" button to test your video connection before your visit. This can help detect problems in advance of your visit.
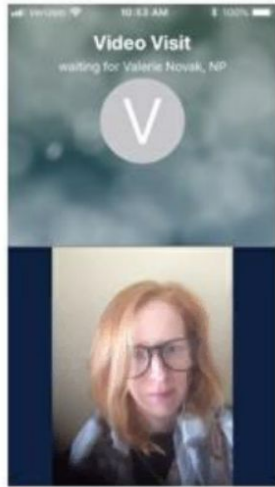

8. When eCheck-In is complete, you will have a video icon at the bottom of the details screen or to the side (depending on if you are using a mobile phone or tablet).

9. When it is time to connect it will turn green so you can begin your visit. You will be able to connect to the video visit within 30 minutes of the appointment.

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10. You will be presented with a screen with your picture and a blank box when you login. Once a provider joins the video visit, their picture will display in the top half of the screen.

Connected and waiting for provider	**Both patient and provider are connected**

11. Have your visit with your provider.