Telehealth Visit Patient Guide

Follow these four simple steps to connect with your provider using Epic MyChart

PATIENT INSTRUCTIONS

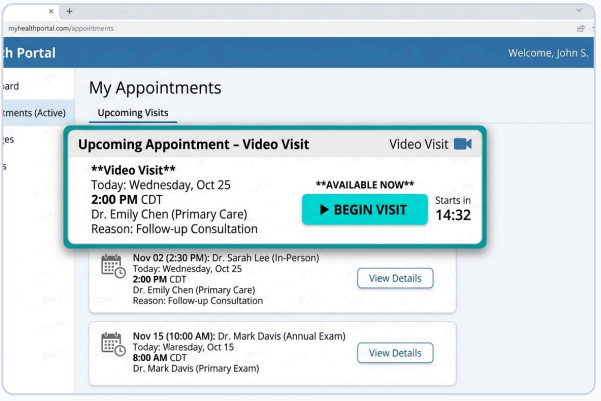
1 Log In to Patient Portal

- Open your web browser or open the MyChart app.
- Enter your **Username** and **Password** to sign in.



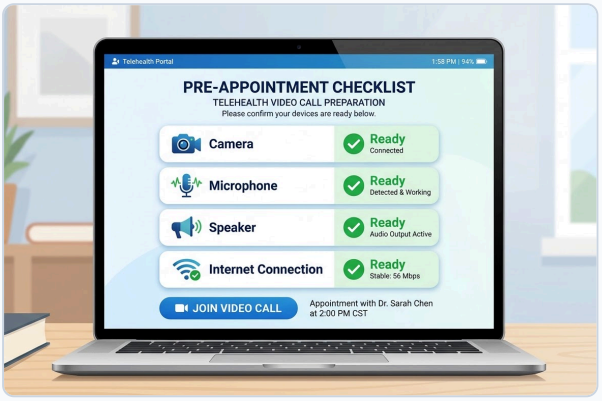
2 Locate Your Appointment

- Go to **Appointments** or **Visits** on your dashboard.
- Select your scheduled **Video Visit** card.
- Click **Begin Visit** (active 15 min prior).



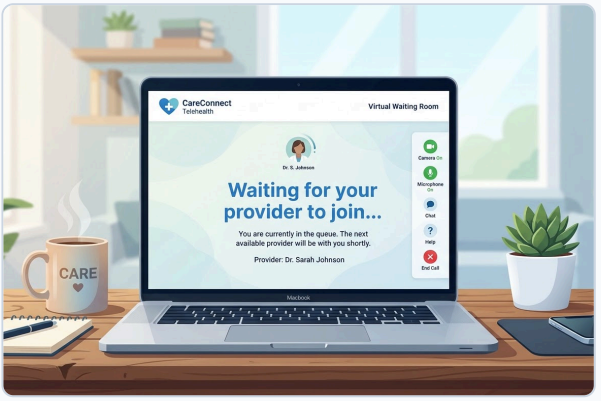
3 eCheck-In & Setup

- Complete the quick **eCheck-In** process if prompted.
- Allow access to your **Camera** and **Microphone**.
- Run the automatic device test to verify audio/video.



4 Virtual Waiting Room

- Click **Join Call** to enter the virtual waiting room.
- Stay on screen—your provider will connect shortly.



Quick Preparation Checklist

- Ensure a strong Wi-Fi or cellular internet connection
- Have your medication list and questions ready
- Find a quiet, well-lit room for privacy
- Use headphones if you need clearer audio