



Follow the steps in this document to participate in a video visit through your web browser on your laptop or desktop.

### Before you begin, you will need:

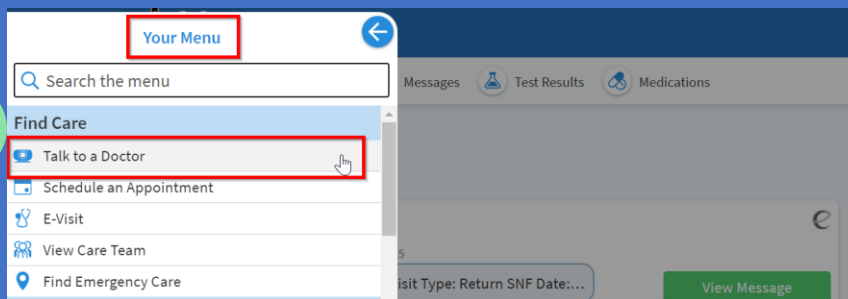
1. An active MyChart account at <https://www.mychart.mercycare.org>
2. High speed internet connection



### To get in line for a video visit:

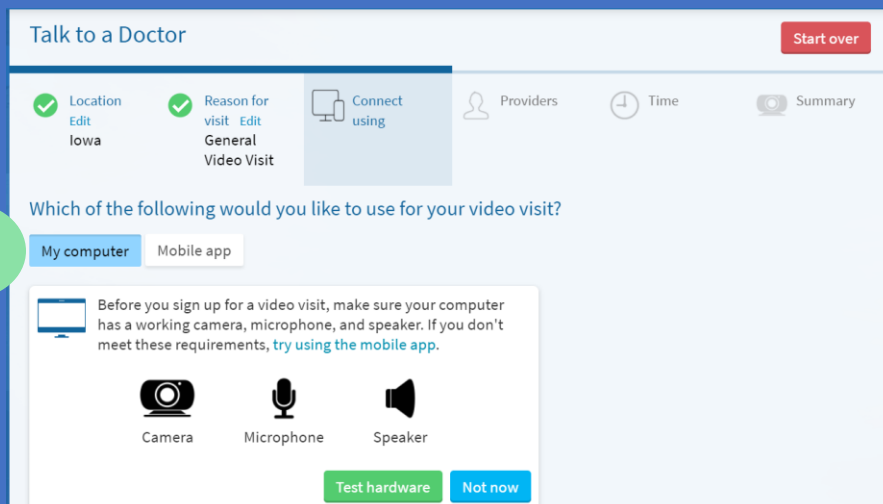
3. Choose a quiet, private location and log into the **MyChart** at <https://mychart.mercycare.org>
  - a. Select **Your Menu**, then **Talk to a Doctor**

3a

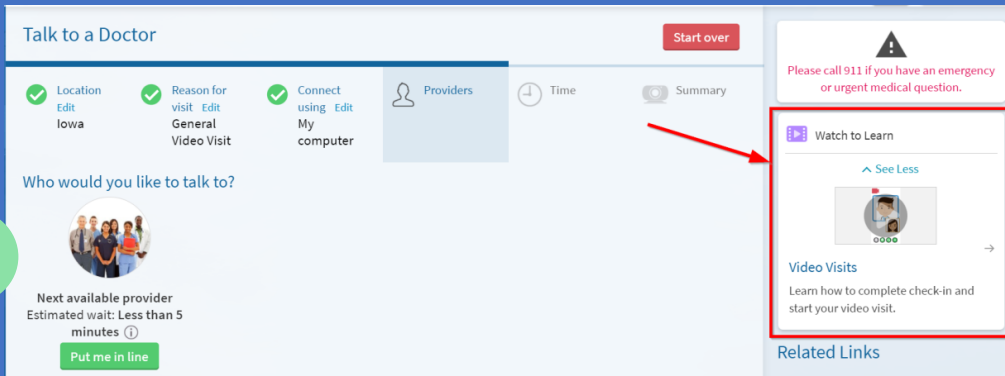


- b. Provide your current location, select **Continue**
- c. Select **General Video Visit**, click **Continue**
- d. On the following screen select **My computer** as the platform that you will use for the visit.
  - i. You can test your hardware from this page or select **Not Now** to advance to the next step

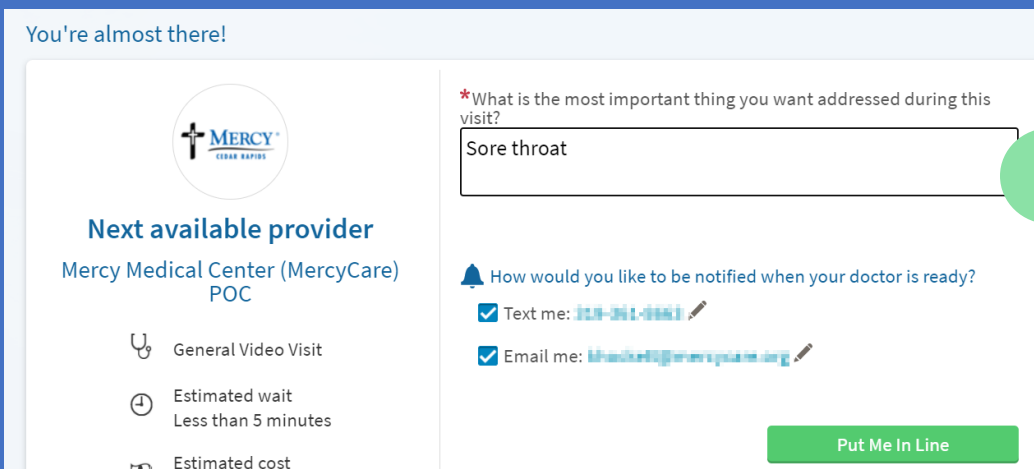
3d



4. On the next screen, you will see an estimated wait time. Please note that the wait time is only an estimate and you may end up waiting longer than the listed time or your provider may be available sooner than expected. Select **Put me in line** to advance to the next screen.




5. Please enter the reason you've requested a visit in the text box and select how you would like to be notified when the provider is ready to see you (email or text). When you're done, select **Put Me In Line**




## eCheck-In Instructions


1. Click on the **Go to eCheck-In** button to begin the process.

The screenshot shows a web interface titled "Appointment Details" with a print icon in the top right. On the left, there is a profile icon, the text "Video Visit with Mercy Video Visit Provider", a clock icon with "Time to Be Determined", and a red "X Cancel appointment" button. A green circle with the number "1" highlights the "eCheck-In" button. The main area is titled "Get ready for your visit!" and contains two columns: "eCheck-In" (with a sub-button "eCheck-In") and "Test hardware" (with a sub-button "Test hardware"). Below this is a "Visit Instructions" section with detailed text and a "clicking here" link.

Appointment Details 

**1**

 Video Visit with Mercy  
Video Visit Provider

 Time to Be Determined

**X Cancel appointment**

**Get ready for your visit!**

**eCheck-In**

Save time by completing eCheck-In ahead of time.

You must complete eCheck-In before joining the video visit.

**Test hardware**

Test that your webcam and microphone are functioning correctly.

**Visit Instructions**

We recommend having the MyChart app downloaded/installed onto a mobile device and using the app on your mobile device for your video visit. You may still use a laptop or desktop computer for your visit, provided it has a compatible microphone and camera. If you choose to use your computer, we recommend logging on early to test your hardware (click the Test Hardware button in the appointment details).

At the time of your visit, please log into your MyChart account at least 10-15 minutes prior to appointment time to complete the check in process. You may begin check-in earlier, but the Begin Visit button used to launch the visit is not available until 30 minutes before the appointment time.

Setup Instructions can be found by [clicking here](#).

2. Update your demographics, medications, allergies, pertinent health information, and answer health history questionnaires.
3. Digitally sign any required forms (HIPAA Notice of Privacy, Physician Consent for Treatment, etc.)
4. Once eCheck-In is complete, make sure that your notifications are turned on.
5. Wait for your text/email notification letting you know that the provider is ready. If you'd like, you can begin the visit and wait in the virtual "waiting room" for your provider to join. You can also test your hardware here to make sure your ready to go when your provider joins the call.

### For troubleshooting:

Please email [mychart@mercy.org](mailto:mychart@mercy.org) or call (319) 398-6161

