

FOLLOW THE STEPS in this document to participate in a video visit on a mobile device...

Before you begin on a mobile device, you will need:

1. An active MyChart account at www.mychart.mercycare.org
2. The most recent MyChart mobile app downloaded/installed on Android OR iOS device (links at www.mychart.mercycare.org)
3. If the MyChart app is already installed on your device, make sure Mercy Cedar Rapids is one of your providers.
4. Cellular or wireless (Wi-Fi) network connection

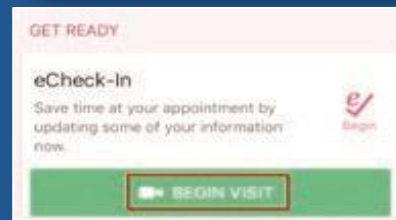
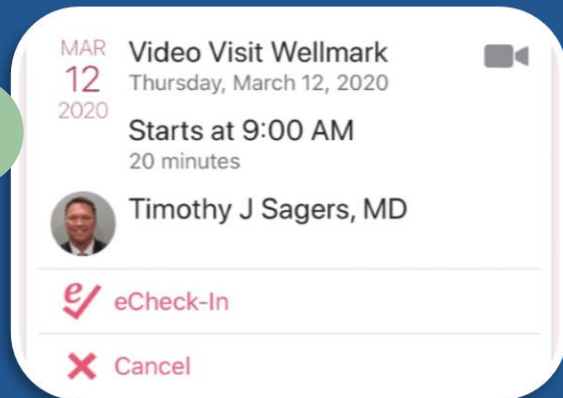
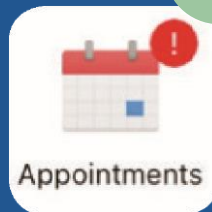
STEP 2



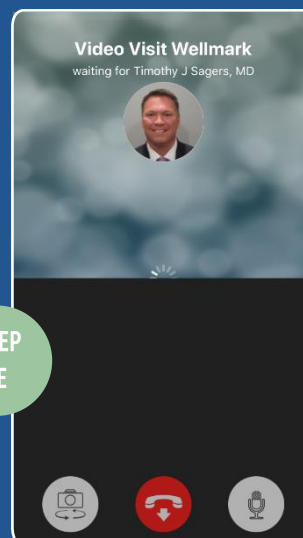
To start your video visit:

5. Chose a quiet, private location.
Log into MyChart mobile app
 - A. Open Appointments activity
 - B. Open appointment from list
 - C. Click Test Video
 - i. Allow access to your microphone
 - ii. Allow access to your camera
 - D. Complete eCheck-In (instructions below)
 - E. Click Begin Visit
 - F. Your screen will split – your provider at the top half and you on the lower half of the screen

STEPS
5A-D

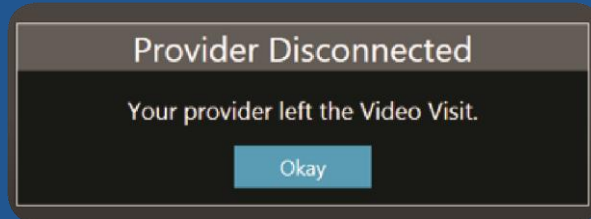


STEP
5E




In the event of a disconnection during the session:

- Should the provider be disconnected from the visit, you will receive the message below. The provider can rejoin the session and you can continue your appointment



Don't forget to eCheck-In!

- From your Appointment screen, click **eCheck-In**
- Update your demographics, medications, allergies, pertinent health information, and answer health history questionnaires.
- Sign any required forms (HIPAA Notice of Privacy, Physician Consent for Treatment, etc.)
 - When completing your forms, turn your phone horizontally and use your finger to sign your name.
- Once you have completed eCheck-In, click on your appointment once more to begin your Video Visit. You **must** complete eCheck-In to begin your visit.



eCheck-In Finish Later

HIPAA Notice of Privacy

MercyCare Service Corporation
Acknowledgement of Privacy Notice Receipt

ACKNOWLEDGEMENT:
I hereby acknowledge receipt of the MercyCare Service Corporation's Joint Notice Privacy Practices.

Patient Name: Mychart Test

Signature of Patient (or person authorized to sign for patient):
Patient or Guardian Signature
MyChart
Electronically signed

If authorized signer, relationship to patient:

Date: March 1, 2019

For troubleshooting:

Email mychart@mercyCare.org or call (319) 398-6161

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