



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 <https://www.mychart.mercycare.org>
2. The most recent MyChart mobile app downloaded/installed on your Android or iOS device (links to the app available at <https://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

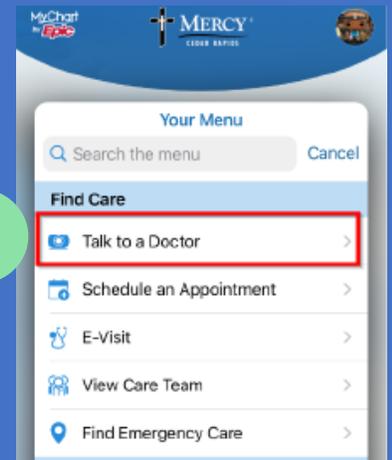
To get in line for a video visit:

5. Choose a quiet, private location and log into the **MyChart mobile app**
 - a. Select **Menu**, then **Talk to a Doctor**
 - b. Provide your current location, select **Continue**
 - c. Select **General Video Visit**, click **Continue**
 - d. On the following screen select **I've got the app**
 - e. Select **Put me in line**
 - i. Please note that the wait time on this screen is approximate. The wait may end up being longer or shorter than the listed time.
 - f. **Enter your reason for requesting a video visit** and select **Put Me In Line**
 - g. You are now in line for your visit and need to complete your **eCheck-In** (see instructions below)

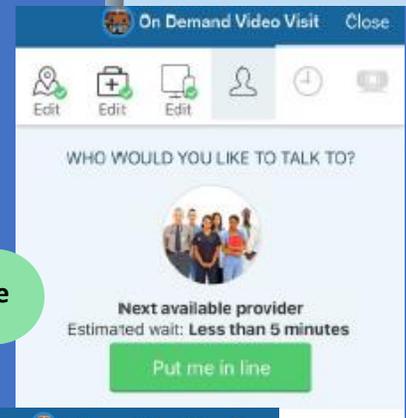
2



5a



5e



5f



eCheck-In Instructions

1. Click on the **Go to eCheck-In** button to begin the process.
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. You should receive a message indicating that **Notifications are 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.
 - a. **PLEASE NOTE: VIDEO VISITS ARE NOW PERFORMED THROUGH A WEB BROWSER.** Upon starting your visit, MyChart will open a secure webpage where you will need to **allow access to your microphone and camera**.
 - b. The last screen before beginning your visit will allow you to make sure your camera and microphone are working correctly. From here select **Join Call**

For troubleshooting:

Please email mychart@mercy.org or call (319) 398-6161

