

FOLLOW THE STEPS in this document to participate in a video EAP 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

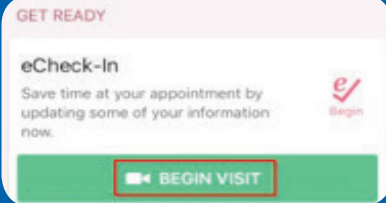
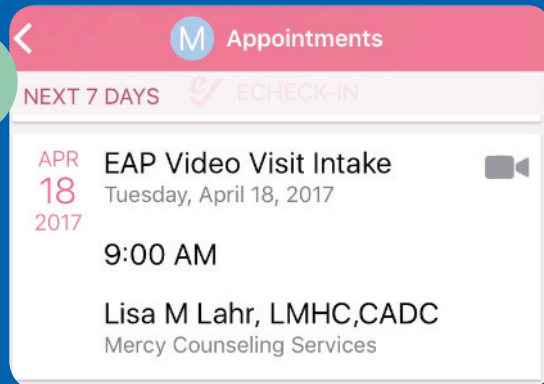
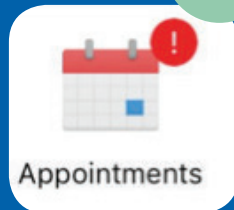
STEP 2



To start your video visit:

5. 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. Click **Begin Visit**
 - E. Your screen will split – your provider at the top half and you on the lower half of the screen

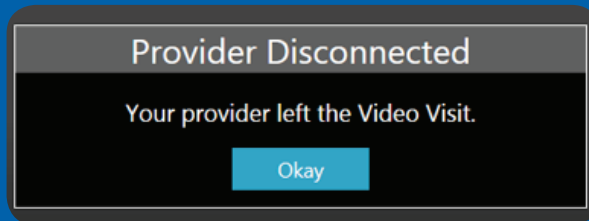
STEPS 5A-D



STEP 5E

In the event of a disconnection during the session:

6. 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



For troubleshooting:

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

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