



Step-by-Step Guide for MyChart Video Visits Using a Computer

This guide will provide step-by-step instructions for using your computer to connect to a MyChart video visit with your healthcare provider. To receive the maximum benefit of your video visit without delays, please review and follow these instructions to ensure you are prepared for your appointment.

Part I: Day before Your Appointment

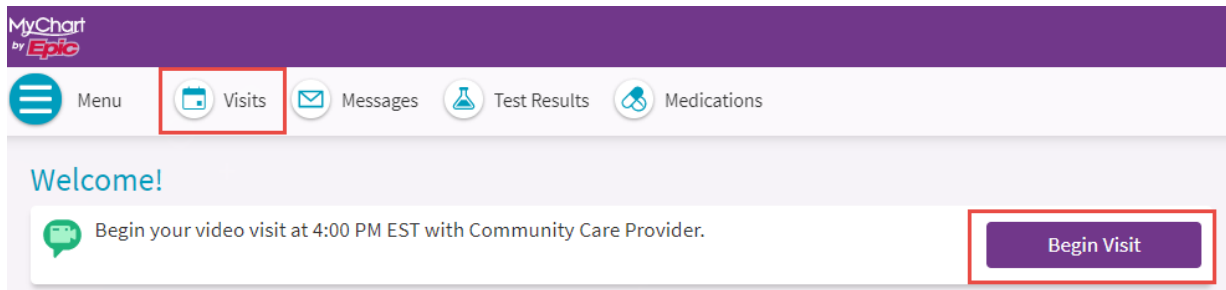
1. You will need access to MyChart via your web browser. MyChart then uses the Twilio Video Client within your browser to connect you with your healthcare provider by video.

To reset your MyChart password, call 502-253-4820 or 844-764-7820.

Part II: Day of Your Appointment

1. Log in to your MyChart account by opening your web browser and going to www.baptisthealth.com/mychart.
2. Once you've logged in, click the **Visits** icon at the top of the screen or the **Begin Visit** button in your feed.

Note: You can login to your visit up to 30 minutes prior to the start time. If you are having trouble connecting to your visit, please contact the office. Please know that if you are more than 30 minutes late connecting to your visit, the appointment will be canceled.





3. From the Visits screen, locate your scheduled Video Visit and click **START ECHECK-IN**. Review and/or update the information on each screen. Once the information has been updated or verified as correct, click **This information is correct** and then click **Next** to proceed to the next screen. When you have finished, click **Submit**.

Locating your Appointment and Clicking ECHECK-IN (Images continued next page):





Appointment Details


 **eCheck-In Required**
You must complete eCheck-In before joining the video visit. [Start eCheck-In](#)



VIRTUAL BEHAVIORAL HEALTH with Linda McCool, APRN

 This is a video visit

 Thursday November 17, 2022
12:30 PM EST

 [Add to calendar](#)

Get ready for your visit!

[Join video visit](#)

[Confirm](#)

Once eCheck-In is complete, start your video visit with the button.


Let staff know you don't need a reminder call.

Completing the eCheck-In Process:

MyChart by Epic

[Menu](#) [Visits](#) [Messages](#) [Test Results](#) [Medications](#)

eCheck-In







Verify Your Personal Information
Please ensure we have your mobile phone number. This is an important piece of information as we use this number for appointment reminders, and other important communication from your provider.

Contact Information


1234 AMB Way
LEXINGTON KY 40515


Going somewhere for a while?
[Add a temporary address](#)

 502-555-6719
 502-259-7760 (preferred)
 Work phone not entered
 erin.hebner@bhsi.com

[Edit](#)

Details About Me

Preferred First Name 
Erin Boss

Legal Sex 
Female

Marital Status
Married

Religion
None

[Edit](#)

This information is correct *

[Next](#) [Finish later](#)

Note: eCheck-In must be completed before the video visit can begin. You should allow for extra time to complete this step before your scheduled appointment. Be sure to continue through the prompts until you receive the message shown in the image to the right.

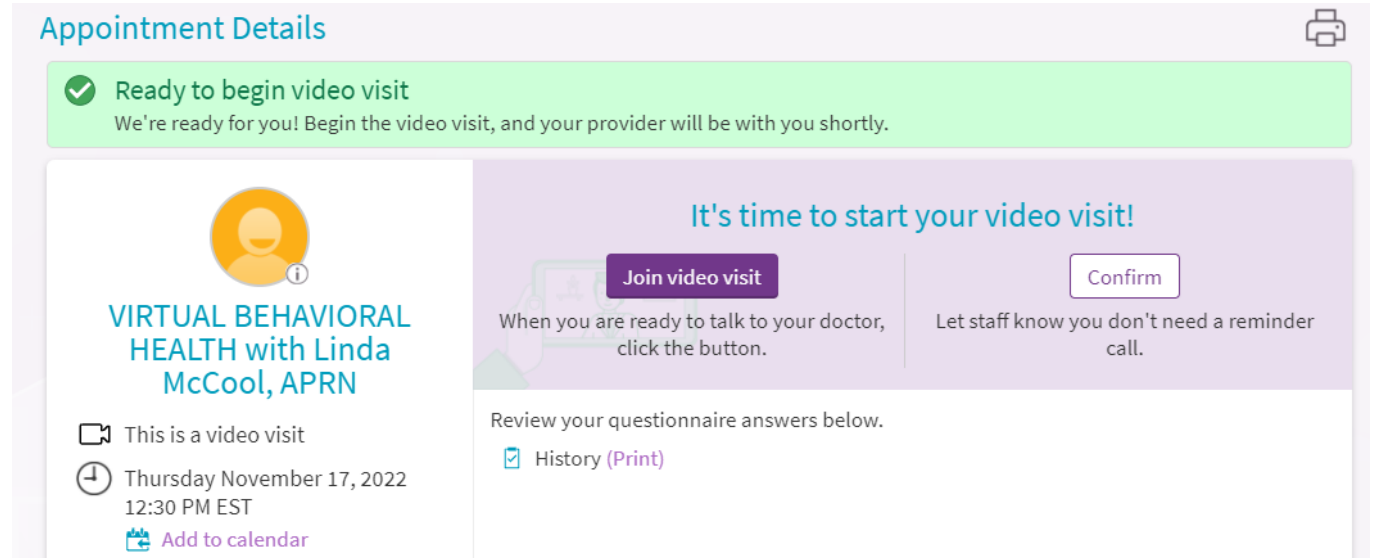
Appointment Details

Thanks for using eCheck-In!
The information you've submitted is now on file.



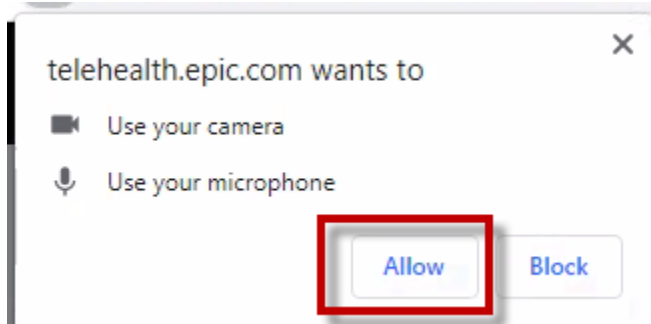
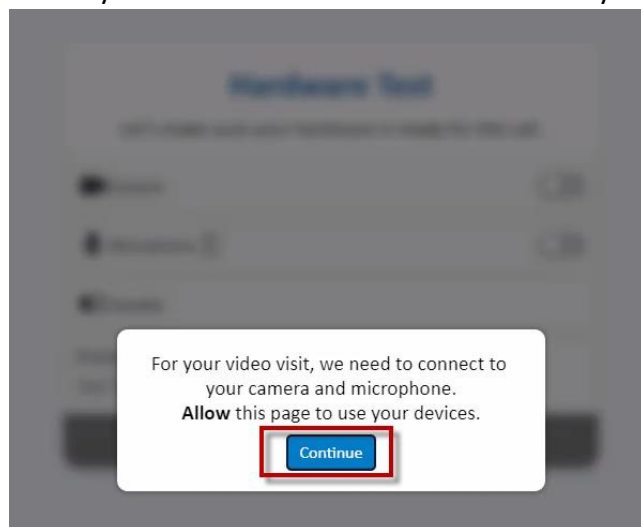
- Once eCheck-In is complete, click **JOIN VIDEO VISIT** from the Appointment Details screen as shown in the image below.

Note: The option to begin the video visit will not be available until 30 minutes prior to the appointment.



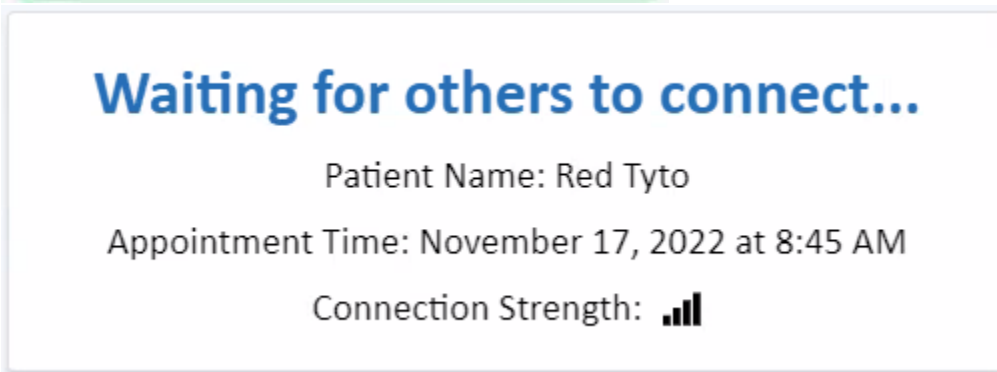
The screenshot shows the 'Appointment Details' screen. At the top, there is a green banner with a checkmark icon and the text 'Ready to begin video visit' and 'We're ready for you! Begin the video visit, and your provider will be with you shortly.' Below this, on the left, is a profile card for 'VIRTUAL BEHAVIORAL HEALTH with Linda McCool, APRN' with a video visit icon, the date 'Thursday November 17, 2022 12:30 PM EST', and an 'Add to calendar' link. On the right, a purple banner says 'It's time to start your video visit!' with a 'Join video visit' button and a 'Confirm' button. Below the banner, it says 'Review your questionnaire answers below.' with a 'History (Print)' link.

- MyChart will automatically launch you into Twilio on your browser to connect to the Video Visit. Ensure you click **Continue** and then **Allow** for your computer to access your camera and microphone.





- You will then be prompted to a hardware test where we also recommend testing your speaker. After completing this, click **JOIN CALL** to be placed in the virtual waiting room where your provider will arrive at the time of your visit.



Note: You can access your audio and video settings during the visit if needed by clicking the three dots next More Options in the upper right of your screen. You can also see your signal strength, participant list, and mute or camera disconnect buttons.

