

MyChart video visits are a convenient way for you to get the medical care you need to treat common health issues. This patient handout addresses how to have a MyChart Video visit from your mobile device. To learn more about MyChart please visit the MyChart website at <https://mychart.musc.edu>

Prepare for your visit

1. Download the Epic MyChart® mobile app  for your device from either the App Store™ or the Google Play™ store.
2. Once downloaded, tap the Epic MyChart® mobile app icon  and tap **+ Add Organization**
3. To connect your MyChart account, select MUSC Health  from the list of organizations.

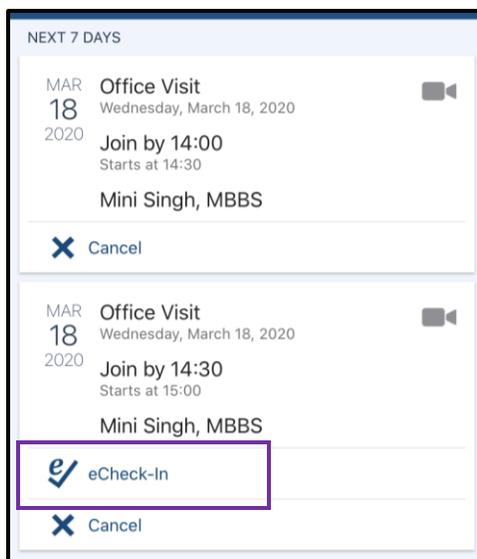
 **TIP:** At least **30 minutes prior** to your video visit, tap Appointments, then tap the green **Test Video** button  to test your mobile device to ensure your it is ready. Tap the red phone icon  to end the test visit.

Begin the video visit

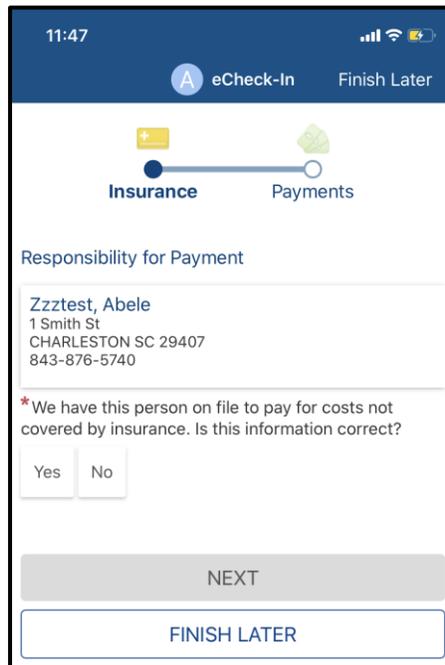
1. Tap the Epic MyChart® mobile app  and enter your MyChart username and password to sign in.
2. From the ACTIVITIES section tap  **Appointments.**

You will have to complete the e-check in process.

3. Click **eCheck-In.**

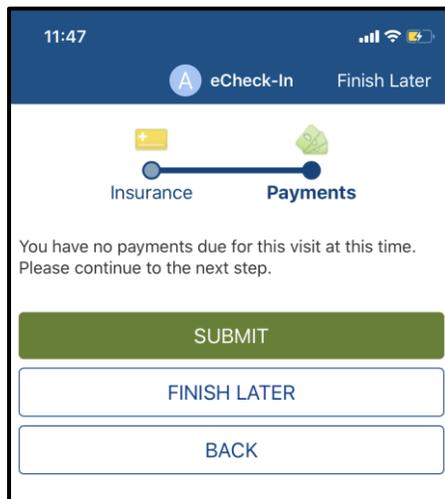


4. Click **Yes** if the patient will pay for cost not covered by insurance, then click **Next**.

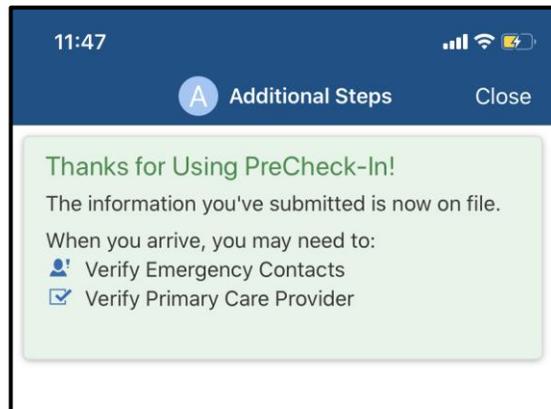


Copays will not be charged for these visits but if there is a balance, it will have to be paid.

5. Click Submit



6. Click Close.



7. Select the upcoming video visit by tapping on the  green camera. The Appointment Details open.
8. Tap the green BEGIN VISIT button  to be connected to your video visit.
- Note: Failure to connect to your video visit within 15 minutes of the will result in a “no show”.



TIP: If this is your first video visit, tap “**allow access to microphone and camera.**” in the pop-up box.

9. Once connected, you will be placed in a virtual waiting room until your provider connects.
- Note: If the video visit becomes disconnected early for any reason, you can return to the visit until the end of the appointment by tapping the BEGIN VISIT button if necessary.
10. Control the video:
- a. During the video visit, you can tap the  **camera flip icon** in the video visit window, which allows you to turn the video feed around should you need to for privacy.
 - b. You can also mute the visit by tapping the  **microphone icon**, muting the visit audio so that your doctor cannot hear what you’re saying.
 - c. Tap the **red phone icon**  when you are ready to leave the video visit.