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 both MyChart and Zoom via the web. MyChart uses the Zoom Video Client to connect you with your healthcare provider by video. If you already have Zoom downloaded on your computer, skip to step 1b (Zoom Prep/Testing).

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

   a. **Downloading Zoom**
   Zoom: Open your web browser and go to zoom.us. Click on the **Resources** dropdown, and select **Download Zoom Client**.
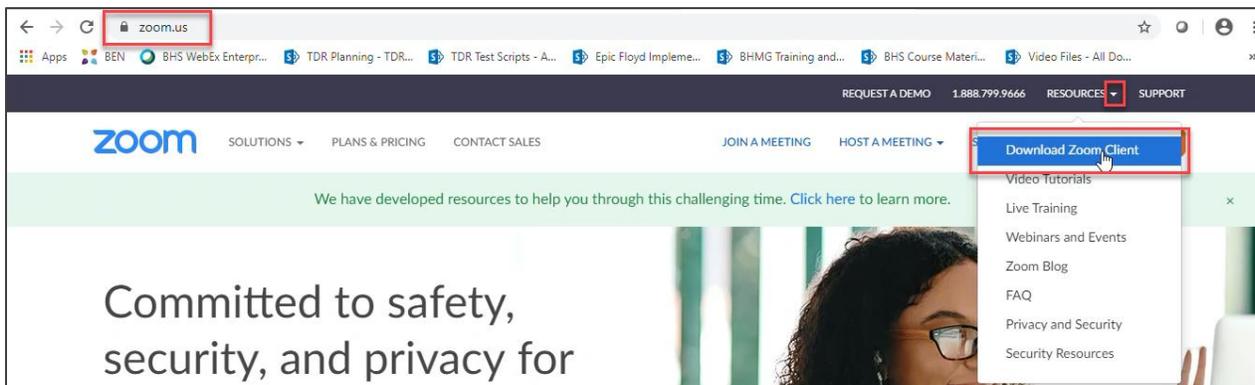

   Click to download the first option in the list, **Zoom Client for Meetings**. Follow the on-screen prompts provided by your web browser to successfully complete the download. *Note: You do NOT need to set up a Zoom account or sign in.*
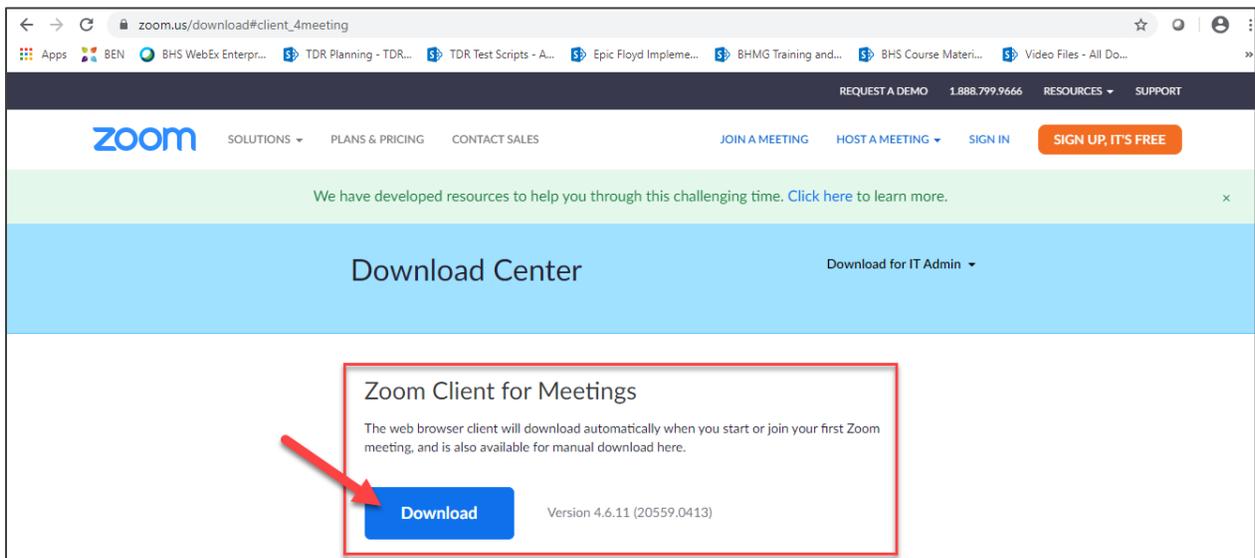
b. **Zoom Prep/Testing:**
   Once Zoom has been downloaded, check your computer to ensure your webcam and microphone are functioning properly by visiting https://zoom.us/test.
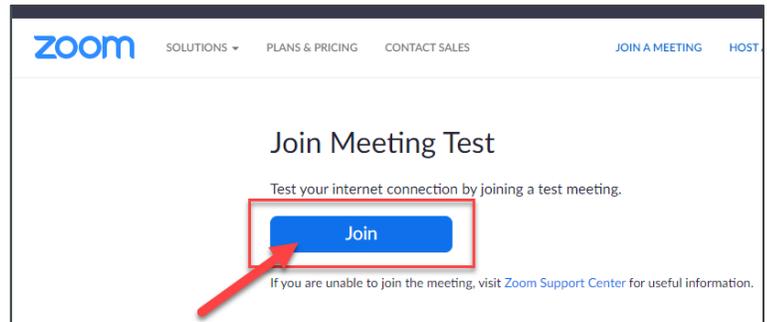
Part II: Day of Your Appointment

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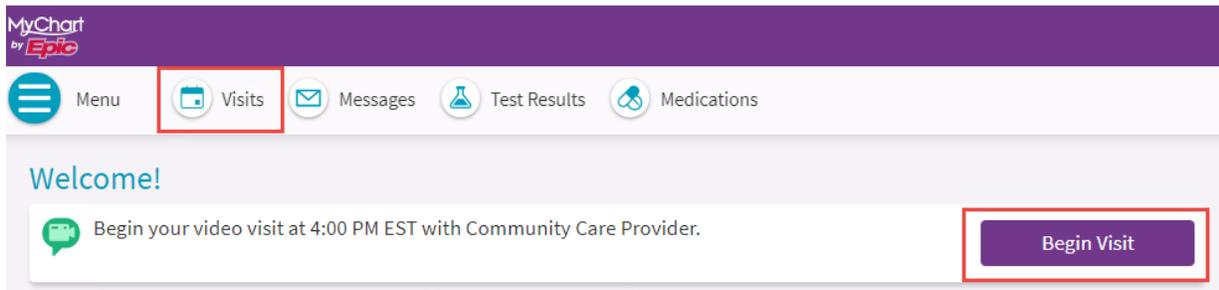
3. From the Visits screen, locate your scheduled Video Visit and click **ECHECK-IN.** Review and/or update the information on each screen. Once the information has been updated or verified as correct, click **This information is correct** and then click **Next** to proceed to the next screen. When you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

   Locating your Appointment and Clicking ECHECK-IN (Images continued next page):
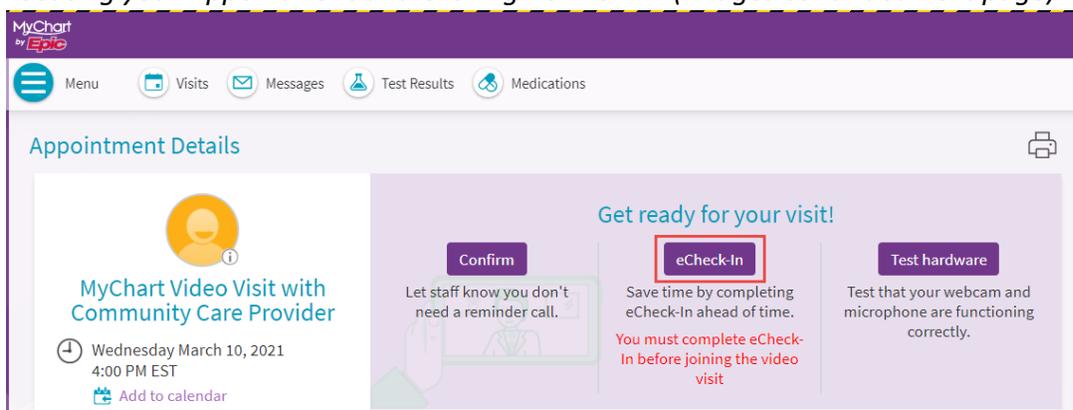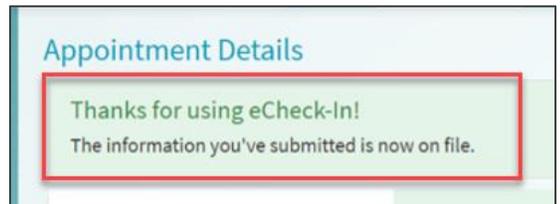
Completing the eCheck-In Process:
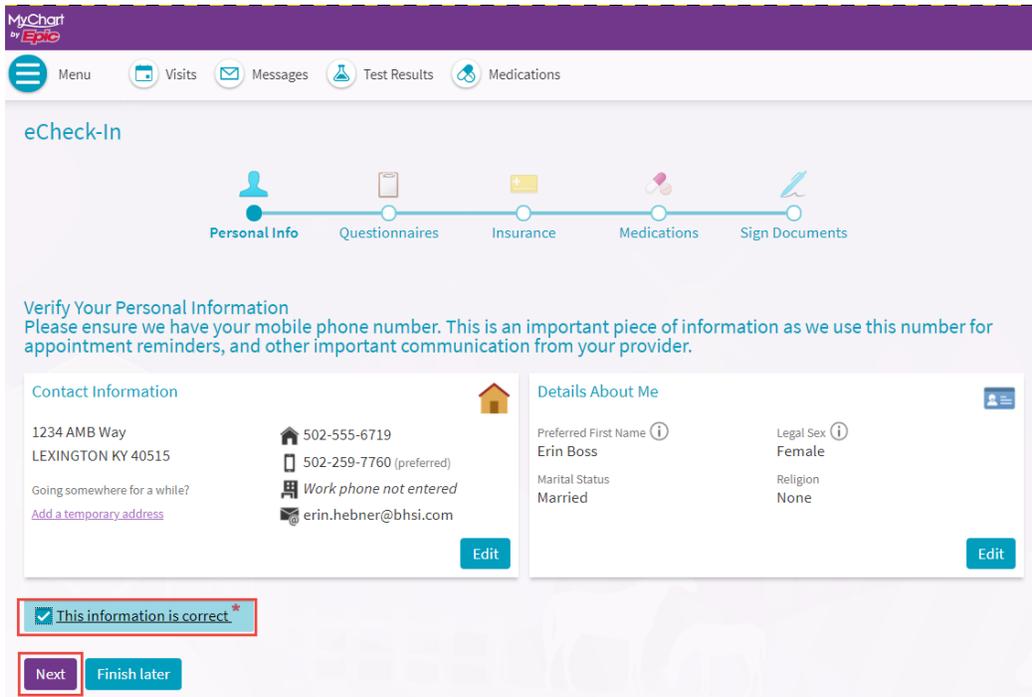
Note: eCheck-In must be completed before the video visit can begin. You should allow for extra time to complete this step before your scheduled appointment. Be sure to continue through the prompts until you receive the message shown in the image to the right.


4. Once eCheck-In is complete, click **BEGIN 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.*
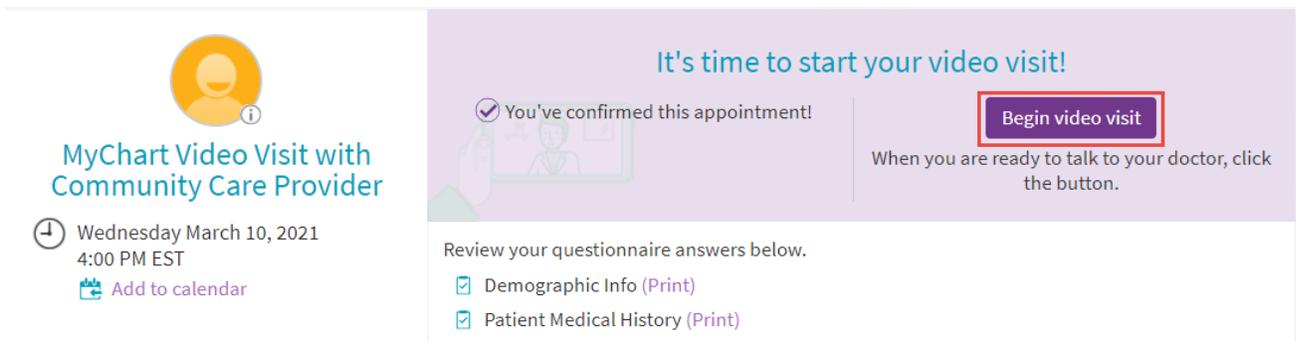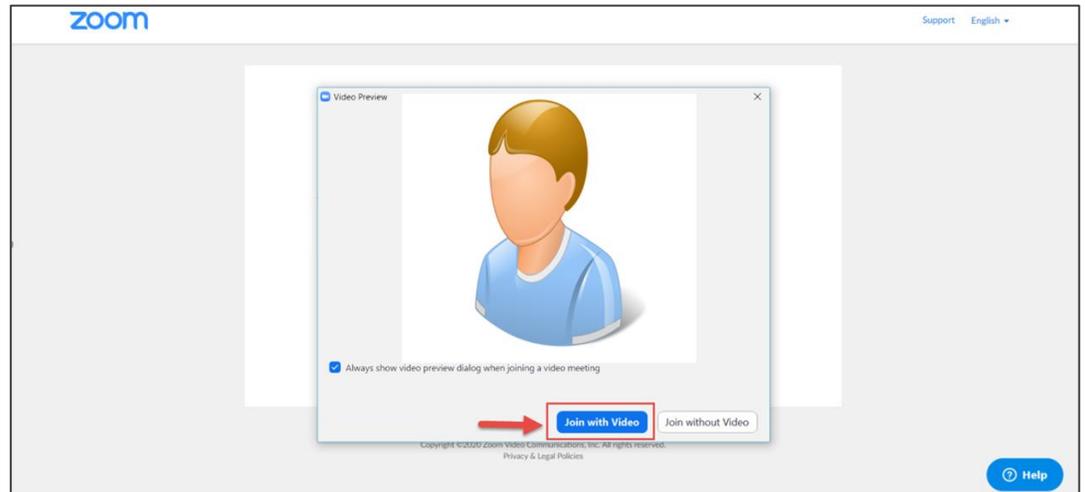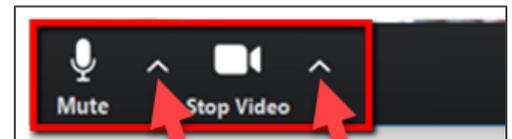
5. MyChart will open Zoom to connect to the Video Visit. Be sure to click **Open Zoom Meetings** if prompted. **Wait for your host (Healthcare Provider) to join and start the meeting.**
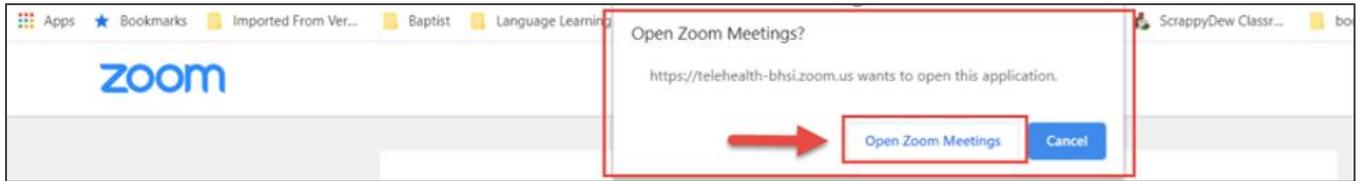

6. Once they join, select **"Join with Video"** to enable the camera and video visit so that you and your Healthcare Provider can see each other.

Note: You can access your audio and video settings during the visit if needed by clicking the up arrows next to the Microphone or Video icons at the bottom-left of your screen.

If you attempt to join the video meeting without downloading Zoom, a Zoom download will begin automatically. Follow the on-screen prompts provided by your web browser to successfully complete the download.
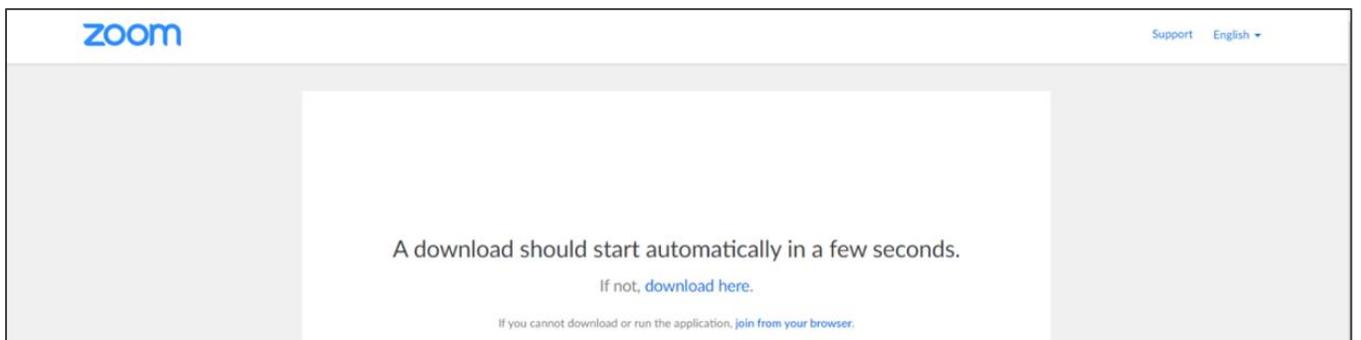
*Once the download has finished, proceed with steps 5 and 6 above, being sure to click **Open Zoom Meetings** if prompted and **waiting for your host (Healthcare Provider) to join and start the meeting.***