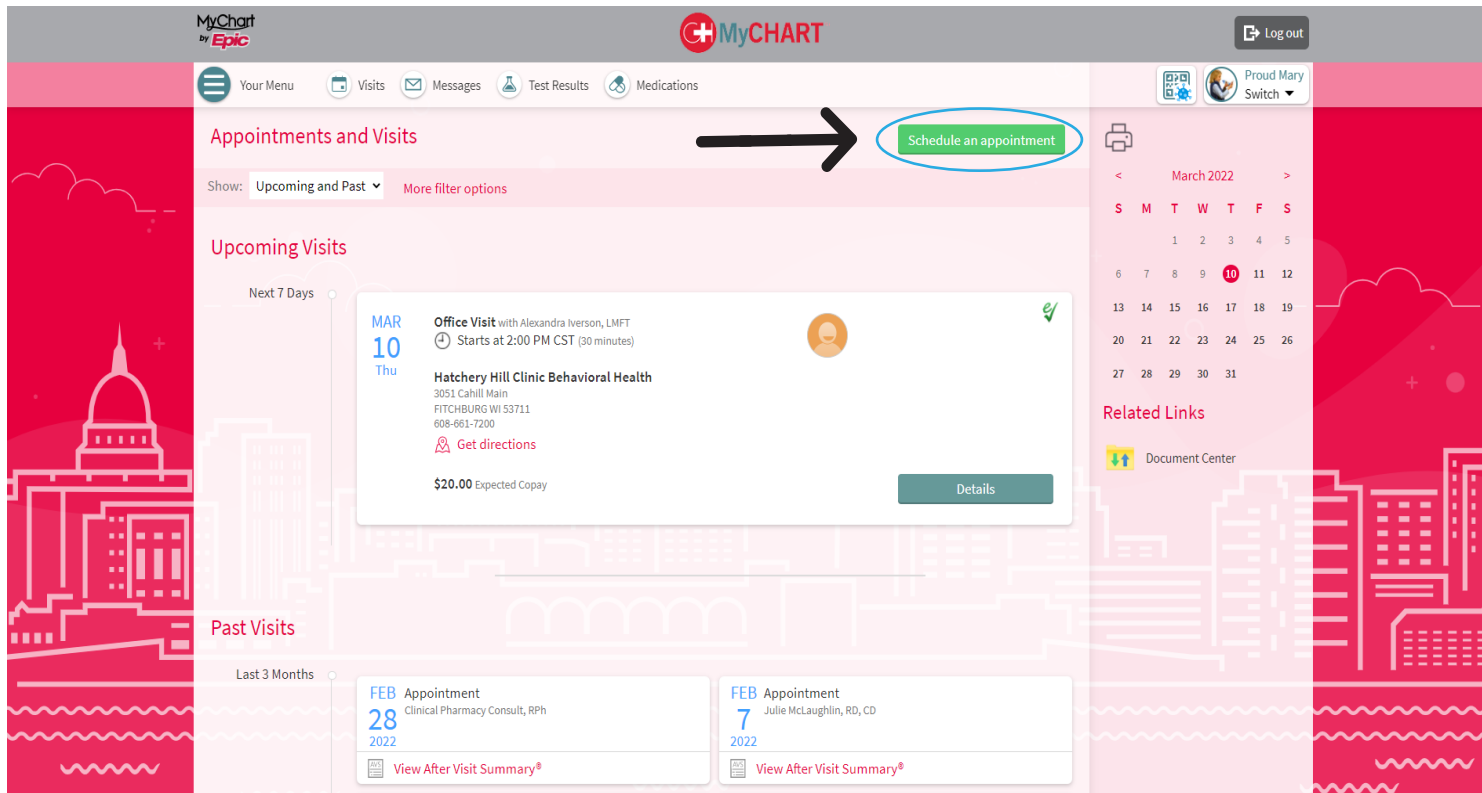


## INSTRUCTIONS FOR DESKTOP AND LAPTOP COMPUTERS

GHCMyChart<sup>SM</sup> Video Visits can also be done from a smartphone or tablet.

### HOW TO SCHEDULE A VIDEO VISIT

1. Log into GHCMyChart<sup>SM</sup> and click **“Visits”**.
2. Click on the **“Schedule an Appointment”** button.



The screenshot displays the GHCMyChart interface. At the top, there is a navigation bar with 'MyChart by Epic' and 'MyCHART' logos, and a 'Log out' button. Below the navigation bar, there are icons for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. The main content area is titled 'Appointments and Visits' and features a 'Schedule an appointment' button circled in green, with a black arrow pointing to it. Below this, there is a 'Show: Upcoming and Past' dropdown and a 'More filter options' link. The 'Upcoming Visits' section shows a card for an 'Office Visit' on March 10th at 2:00 PM CST, starting at Hatchery Hill Clinic Behavioral Health. The 'Past Visits' section shows two appointment cards from February 2022. On the right side, there is a calendar for March 2022 and a 'Related Links' section with a 'Document Center' link.

## HOW TO SCHEDULE A VIDEO VISIT (CONTINUED)

3. Select **"Office or Video Visit"** box.
4. Under the **"Would you prefer to have this visit in-person or by video visit?"** question, select **"Video Visit"**.
5. Click **"Continue"** and answer prompted questions.
6. Select if you would like to see a **"Specific Provider"** or **"Any Provider"** and click **"Continue."**

**MyCHART**

Your Menu Visits Messages Test Results Medications

Schedule an Appointment Start over

Reason for visit Locations Providers Time Verify and schedule

What kind of appointment are you scheduling?

- Schedule a Covid-19 Vaccine
- Office or Video Visit**
- Physical  
Yearly Physical for patients ages 4 and up. GHC advises in-person physicals. If a video visit physical is desired, please call your clinic to schedule.
- Eye Care Center Appointment
- Chiropractic Appointment
- Complementary Medicine Appointment
- Travel Medicine Video Visit  
Schedule one month prior to international travel to update immunizations.
- Mammogram Screening
- Clinical Health Education Appointments  
Education on Asthma, Diabetes, and Nutrition

A couple of questions

\*Would you prefer to have this visit in-person or by video visit?

In-Person Visit **Video Visit**

Continue

**MyChart  
by Epic**

Your Menu Visits Messages Test Results Medications

Schedule an Appointment Start over

Reason for visit Edit Office visit Providers Time Verify and schedule

Who do you want to see?

- Any provider**  
Schedule with any available provider.
- Christian Kastman, MD  
Primary Care Provider  
Family Practice
- Brittany Friederick, DNP  
Family Practice

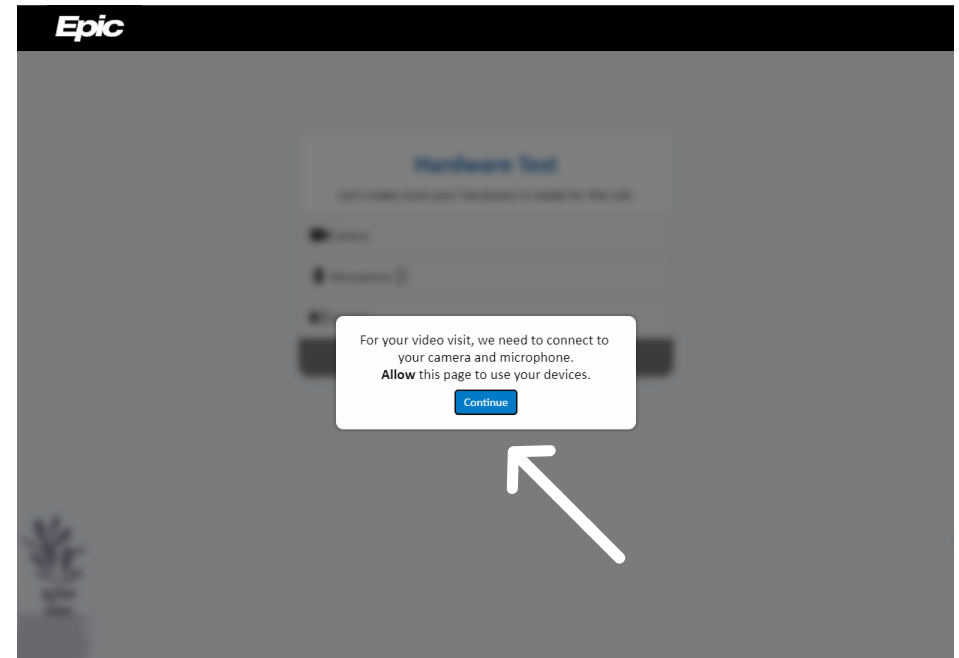
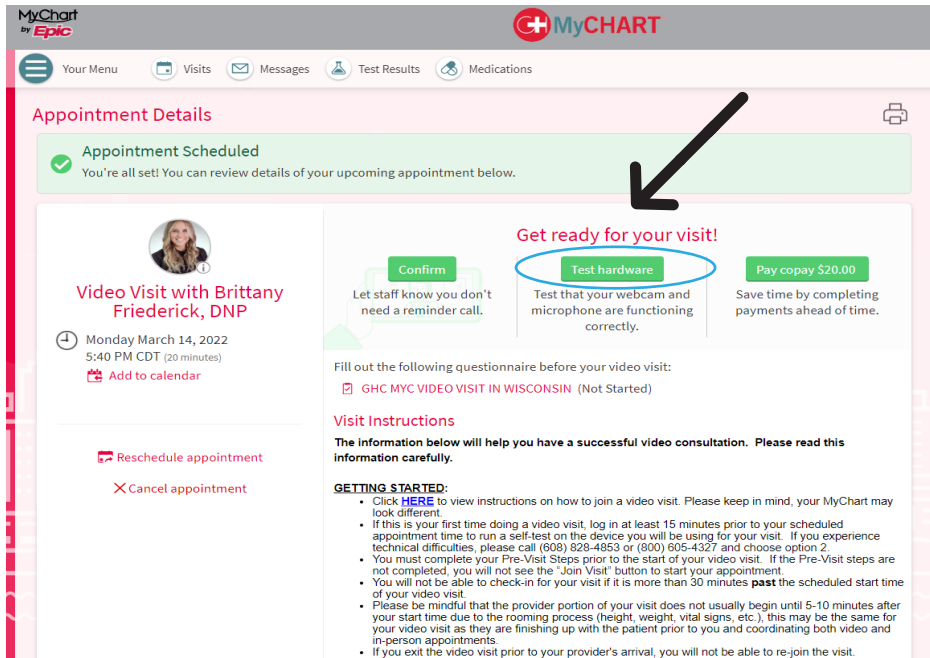
## HOW TO SCHEDULE A GHCMYCHART<sup>SM</sup> VIDEO VISIT (CONTINUED)

7. Select one of the proposed time slots.
8. Specify any particular concerns or questions you want to address in this visit and select **"Schedule."**
9. Your appointment is now scheduled and you should see a confirmation page.

## TESTING HARDWARE

If this is your first time doing a GHCMyChart<sup>SM</sup> Video Visit, log in at least 15 minutes prior to your scheduled appointment time to run a self-test on the device you will be using for your visit.

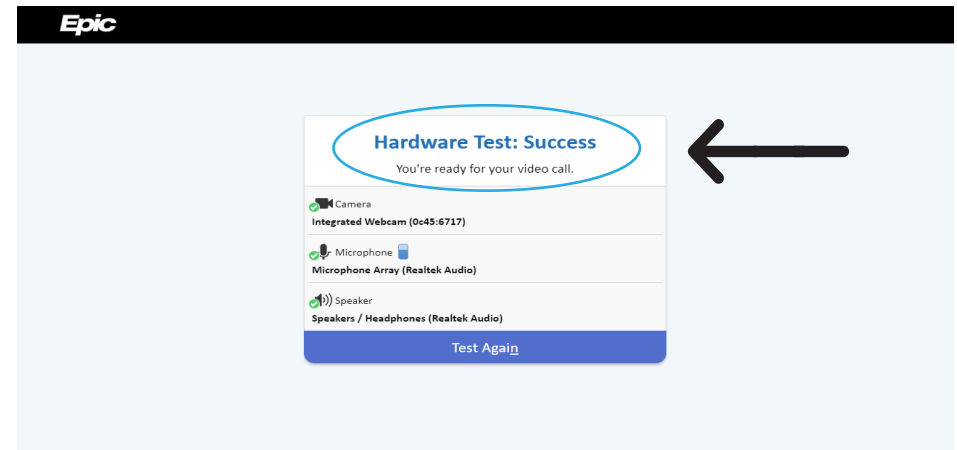
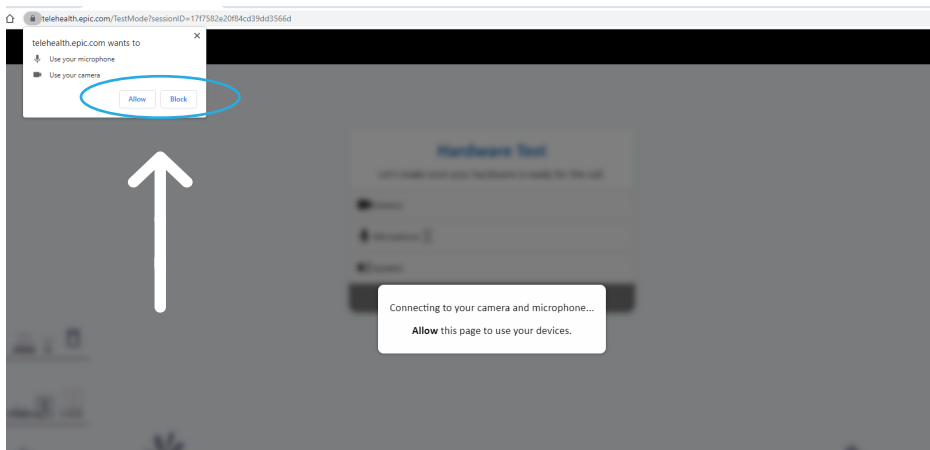
1. Under **“Get ready for your visit”** select **“Test hardware.”**
2. Click **“Continue”** to allow the page to use your devices.



## TESTING HARDWARE (CONTINUED)

3. If a telehealth.epic.com pop-up box opens, select **“Allow.”**
4. GHCMyChart<sup>SM</sup> via EPIC will now test the camera, microphone and speaker. If everything is functioning correctly, you will see **“Hardware Test: Success.”**

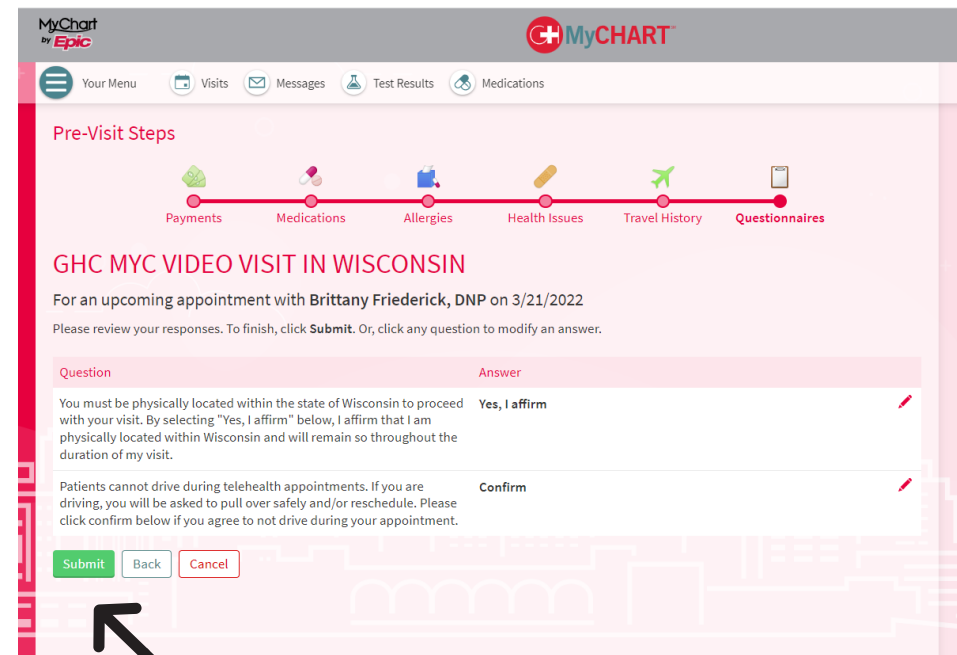
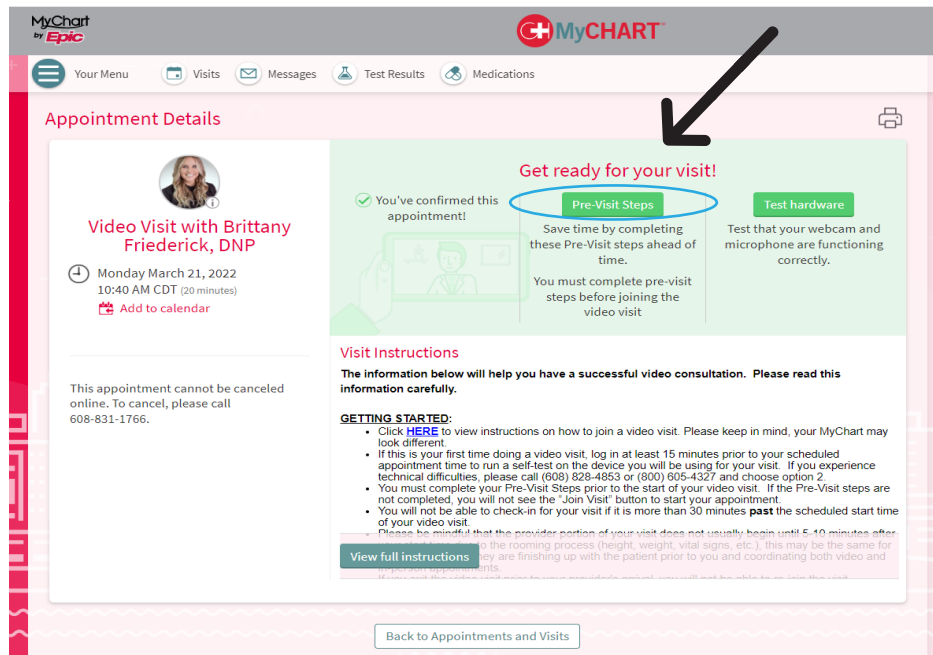
If you experience technical difficulties, please call (608) 828-4853 or (800) 605-4327 and choose option 2.



## COMPLETING YOUR PRE-VISIT STEPS

You must complete your Pre-Visit Steps prior to the start of your video visit. If the Pre-Visit Steps are not completed, you will not see the **“Join Visit”** button to start your appointment.

1. Under the **“Appointment Details,”** select **“Pre-Visit Steps.”**
2. Complete all steps, including Payments, Medications, Allergies, Health Issues, Travel History and Questionnaire.



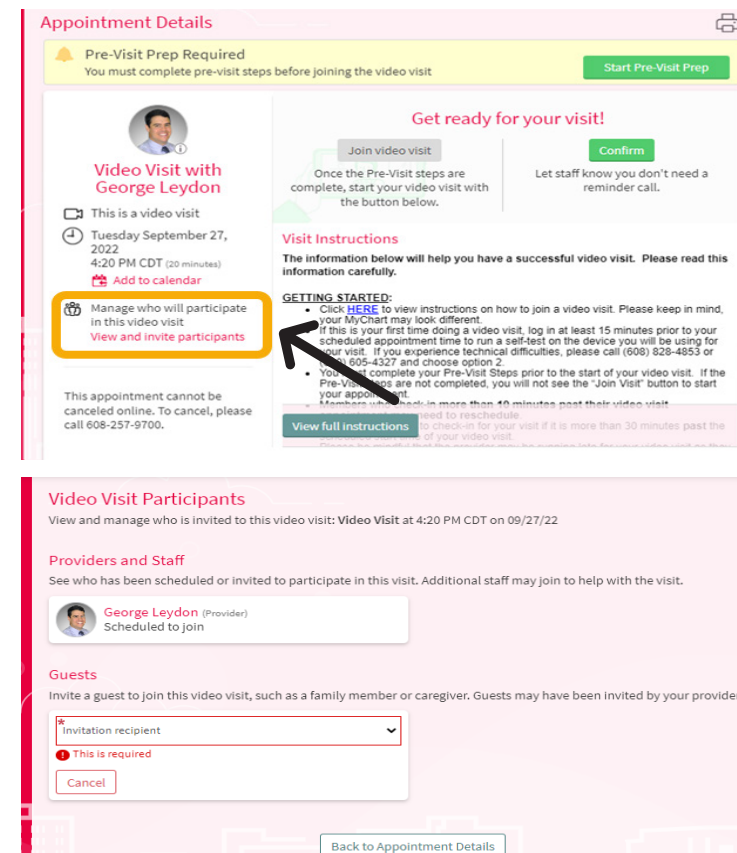
## JOINING YOUR GHCMYCHART<sup>SM</sup> VIDEO VISIT

Note: Members who check in more than 10 minutes past their video visit appointment may need to reschedule. You will not be able to check in for your visit if it is more than 30 minutes past the scheduled start time of your video visit.

1. Select **“Join Video Visit”** on your GHCMyChart<sup>SM</sup> homepage.

Note: If this video visit is for a child or adolescent, a parent or guardian must be present for the entirety of the initial video visit.

- After the initial visit, a parent or guardian must be available at the start and during the visit if needed.
- A proxy or proxies can join the same video visit if they are also GHCMyChart<sup>SM</sup> active. They can access the same video visit link by signing into GHCMyChart<sup>SM</sup> and going to the patient’s appointment. This will work even if you are not in the same location. Patients are also able to invite proxies and non-proxies to the video visit from their GHCMyChart<sup>SM</sup> account in **“Appointment Details”**.
- The patient can send the link via email or text to either a proxy or non-proxy. Patient invited guest(s) will show up in their **“Appointment Details”**.



**Appointment Details**

**Pre-Visit Prep Required**  
You must complete pre-visit steps before joining the video visit. [Start Pre-Visit Prep](#)

**Video Visit with George Leydon**

This is a video visit  
Tuesday September 27, 2022  
4:20 PM CDT (20 minutes)  
[Add to calendar](#)

**Manage who will participate in this video visit**  
[View and invite participants](#)

This appointment cannot be canceled online. To cancel, please call 608-257-9700.

**Get ready for your visit!**

[Join video visit](#) [Confirm](#)

Once the Pre-Visit steps are complete, start your video visit with the button below. Let staff know you don't need a reminder call.

**Visit Instructions**  
The information below will help you have a successful video visit. Please read this information carefully.

**GETTING STARTED:**

- Click [HERE](#) to view instructions on how to join a video visit. Please keep in mind, your MyChart may look different.
- If this is your first time doing a video visit, log in at least 15 minutes prior to your scheduled appointment time to run a self-test on the device you will be using for your visit. If you experience technical difficulties, please call (608) 628-4853 or (608) 605-4327 and choose option 2.
- You must complete your Pre-Visit Steps prior to the start of your video visit. If the Pre-Visit steps are not completed, you will not see the "Join Visit" button to start your appointment.
- Members who check in more than 40 minutes past their video visit appointment will need to reschedule.
- Members who check in more than 30 minutes past the start of your video visit will need to check-in for your visit if it is more than 30 minutes past the start of your video visit.

[View full instructions](#)

**Video Visit Participants**  
View and manage who is invited to this video visit: Video Visit at 4:20 PM CDT on 09/27/22

**Providers and Staff**  
See who has been scheduled or invited to participate in this visit. Additional staff may join to help with the visit.

**George Leydon** (Provider)  
Scheduled to join

**Guests**  
Invite a guest to join this video visit, such as a family member or caregiver. Guests may have been invited by your provider.

Invitation recipient

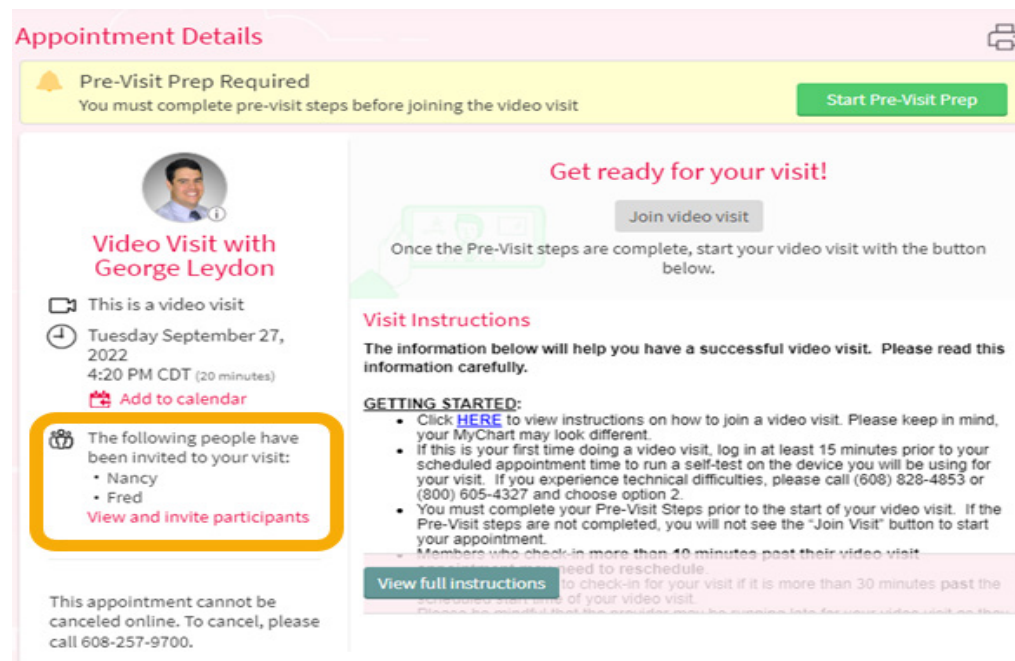
**This is required**

[Cancel](#)

[Back to Appointment Details](#)

## JOINING YOUR GHCMYCHART<sup>SM</sup> VIDEO VISIT (CONTINUED)

- Patient guests will be able to join the appointment 30 minutes prior and after the appointment start time.
- A proxy will get an **“Ineligible to Join”** message if the member or proxy hasn’t completed the pre-visit prep.
- Non-proxy guests will get a link regardless of the patient completing their pre-visit prep.



The screenshot shows the 'Appointment Details' page for a video visit. At the top, a yellow banner indicates 'Pre-Visit Prep Required' with a 'Start Pre-Visit Prep' button. Below this, the patient's profile is shown with a 'Join video visit' button. A section titled 'Get ready for your visit!' provides instructions on when to click the button. The 'Visit Instructions' section contains a 'GETTING STARTED' list of steps. A yellow box highlights the 'Add to calendar' button and the list of invited participants (Nancy and Fred) with a 'View and invite participants' link. At the bottom, a note states that the appointment cannot be canceled online.

**Appointment Details**

**Pre-Visit Prep Required**  
You must complete pre-visit steps before joining the video visit [Start Pre-Visit Prep](#)

**Video Visit with George Leydon**

This is a video visit  
Tuesday September 27, 2022  
4:20 PM CDT (20 minutes)  
[Add to calendar](#)

The following people have been invited to your visit:  
• Nancy  
• Fred  
[View and invite participants](#)

This appointment cannot be canceled online. To cancel, please call 608-257-9700.

**Get ready for your visit!**  
[Join video visit](#)  
Once the Pre-Visit steps are complete, start your video visit with the button below.

**Visit Instructions**  
The information below will help you have a successful video visit. Please read this information carefully.

**GETTING STARTED:**

- Click [HERE](#) to view instructions on how to join a video visit. Please keep in mind, your MyChart may look different.
- If this is your first time doing a video visit, log in at least 15 minutes prior to your scheduled appointment time to run a self-test on the device you will be using for your visit. If you experience technical difficulties, please call (608) 828-4853 or (800) 605-4327 and choose option 2.
- You must complete your Pre-Visit Steps prior to the start of your video visit. If the Pre-Visit steps are not completed, you will not see the "Join Visit" button to start your appointment.
- Members who check in more than 10 minutes past their video visit appointment time will need to reschedule.
- Members who check-in for your visit if it is more than 30 minutes past the start time of your video visit will need to call the office to get into the visit.

[View full instructions](#)

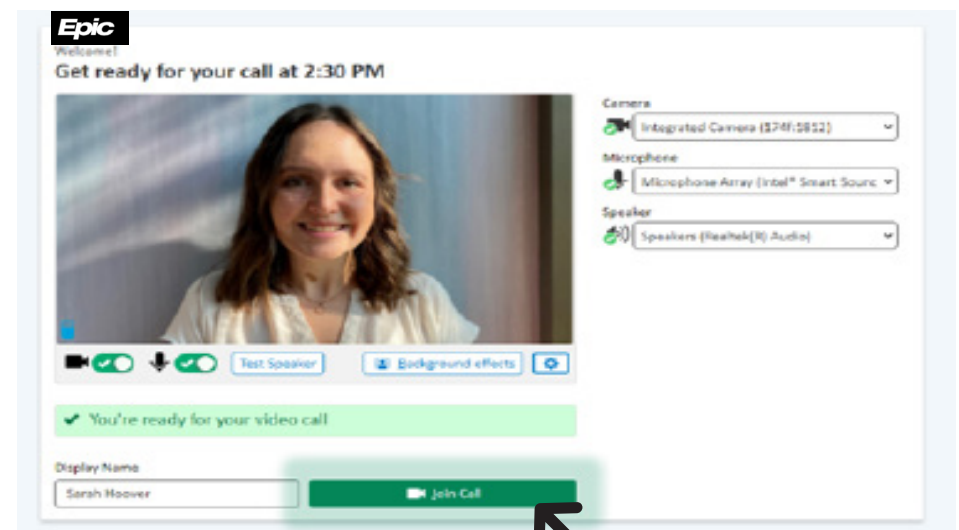


## JOINING YOUR GHCMYCHART<sup>SM</sup> VIDEO VISIT (CONTINUED)

2. Confirm all hardware is working. You can change the camera/speaker/microphone settings during the hardware test. Click on the **“tool”** icon in the test window, the section on the right appears where you can check the set up. After everything is set, select **“Join Call.”**
- The **Camera** section lists all available cameras that are connected to the PC. A live preview of the selected webcam will display on the bottom-right corner of the page. Select the correct camera device and confirm that the webcam preview is working.
  - The **Microphone** section lists all available microphones that are connected to the PC. The currently selected microphone displays a blue meter bar indicating the level of sound it detects.
  - The **Speaker** section lists all available speakers that are connected to the PC. If you are using a computer with a Multimedia Monitor, select **“Echo Canceling Speakerphone”**. Alternatively, select the desired speakers (e.g. if you are using USB-connected headphones). To verify you can hear sound from the selected speaker, select the **“Test Speaker”** button. This will send audio to the currently selected speaker.

After everything is set, select **“Join Call.”**

(If you experience technical difficulties, please call (608) 828-4853 or (800) 605-4327 and choose option 2.)

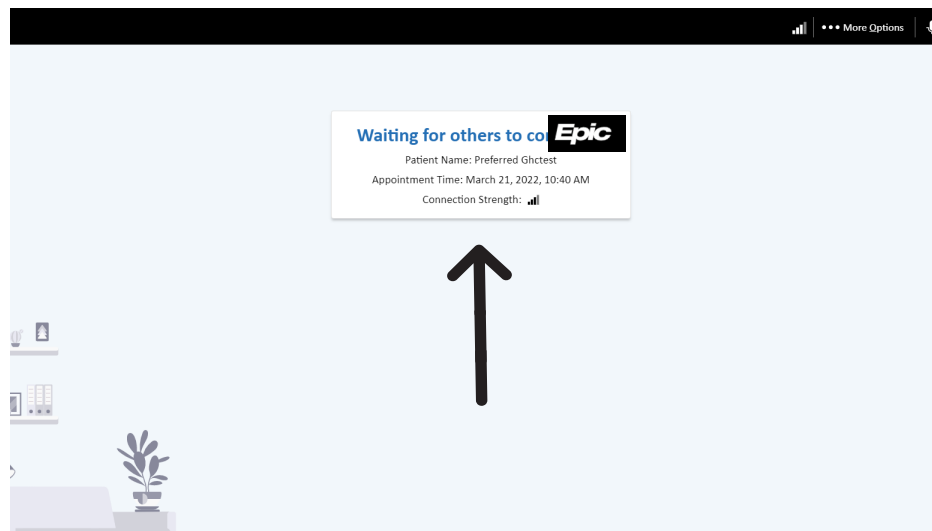


## JOINING YOUR GHCMYCHART<sup>SM</sup> VIDEO VISIT (CONTINUED)

3. You are now ready for your video visit. The provider will join shortly.

Please be mindful that the provider may be running 5-10 minutes late for your video visit as they are finishing up with the patient prior to you and coordinating both video and in-person appointments.

If you exit the video visit prior to your provider's arrival, you will not be able to re-join the visit.



## GENERAL:

- Change your settings to allow pop ups for GHCMYChart<sup>SM</sup> Video Visits.
- Do not use Internet Explorer as your browser – it will not work for your video visit.
- If you will be accessing your video visit via Zoom, ensure that you are not running Zoom elsewhere on the device. Close all windows or apps that are running Zoom prior to your visit.
- Your Wi-Fi connection needs to be at least 2Mbps for a successful video visit.
- Do not join a video visit from a corporate network.
- If possible, use headphones to avoid audio feedback or sound issues.

## MOBILE DEVICES/TABLETS:

- We suggest using a mobile device such as a smartphone or tablet for your video visit.
- If using a mobile device, please use the GHCMYChart<sup>SM</sup> app, which can be downloaded for free from the Apple App Store or Google Play Store.
- If you are accessing the video visit on an Apple device, please ensure that it is updated to Apple iOS or iPadOS version 15.0 or higher.
- Do not answer a text message or phone call during your GHCMYChart<sup>SM</sup> video visit – it will disrupt your visit.

## LAPTOP/DESKTOP:

- If using a PC (Windows) laptop or desktop computer, use the Google Chrome or Microsoft Edge browser.
- If using an Apple laptop or desktop computer, use the Safari browser.
- Please note that the video visit will open in your default browser so you may need to switch to one of the above mentioned browsers prior to your visit.

## Browser Recommendations for GHCMYChart<sup>SM</sup> Video Visits:

	iOS	Android	Windows	MacOS
Chrome	Recommended	Recommended	Recommended	Recommended
Edge	Not Supported	Not recommended	Recommended	Recommended
Safari	Recommended	N/A	N/A	Recommended
Firefox	Not recommended	Not recommended	Not recommended	Not recommended

If you have any questions regarding your video visit appointment, please call your clinic.

- Capitol Clinic: (608) 257-9700
- East Clinic: (608) 257-9700
- Hatchery Hill Clinic: (608) 257-9700
- Madison College Community Clinic: (608) 441-3220
- Sauk Trails Clinic: (608) 257-9700
- Behavioral Health (any clinic): (608) 257-9700
- PT/OT (any clinic): (608) 257-9700
- Princeton Club West PT/OT Clinic: (608) 662-5060