



Getting ready for your video visit

Read all of these instructions before your video visit to ensure you are ready and your appointment is a success.

Preparing for your video visit

- A **MyHillChart** account is required for video visits. If you do not have a MyHillChart account, please request your activation code from your doctor's office staff.
- **Activate your account by visiting MyHillChart.com** and following the instructions to log in using your activation code, date of birth and ZIP code.
- You will need **high-speed internet access**, 4G or WiFi for your mobile device (smartphone or tablet) or computer.
- **Make sure your device has a video camera**, speakers, and a microphone.
- If you are using a computer for your video visit, **you must use Google Chrome**.
- **eCheck-In is recommended** to complete any required questionnaires and confirm or update demographic and insurance information.



Video visits from a mobile device

(Apple or Android) – preferred method

- 1. Before your appointment**, or after you have scheduled your appointment, **download the free MyChart app** from the App Store (Apple) or the Google Play Store (Android).
 - After the app has installed, click to open it and **accept the license agreement**.
 - If prompted, **allow MyChart to access your location while you are using the app by clicking "Allow."** Your location will be used to suggest healthcare providers near you.
 - Scroll down to locate "MyHillChart" or type "Hill" and **select "MyHillChart."**
 - You will now be able to log in to your MyHillChart account using information from your doctor's office.
- 2. Fifteen minutes before your appointment** open the MyChart app and log in to your MyHillChart account.
 - Once you are logged in, **select "Appointments."**
 - **Select** your upcoming video visit **appointment**.
 - Follow prompts to complete eCheck-In, **clicking "Continue"** after confirming each section.
 - **Select "Complete"**, then select **"Begin Visit."**
 - You will see **"Waiting for Provider"** until your provider joins the video visit.



Video visits from a computer

1. Before your appointment, or after you have scheduled your appointment, **log in at MyHillChart.com to complete eCheck-In and test hardware.** **Note:** You must use **Google Chrome** as your web browser for video visits when using a computer.

- Locate your upcoming video visit by going to the **“Visits”** tab on the top navigation bar and **selecting “Appointments.”**
- You can also locate your visit under the **“To Do”** section on the main page.
- Next to your upcoming video visit appointment, **click on “Update Information.”**
- Follow prompts to complete eCheck-In to review or edit demographics, insurance, and other information.
- **Click “Continue”** after confirming each section.
- **Once eCheck-In is completed**, make sure your camera, microphone and speakers are turned on so you can successfully complete the hardware test.

- **Click on your upcoming video visit** appointment in the **“To Do”** section, and then **click on the “Test Hardware”** button.
- Follow the on-screen instructions to install the **VidyoWeb** extension and **plug-in.**
- When prompted for camera and microphone permission, **check the boxes for “Yes” and “Yes, do not ask again for this website.”**
- Once you see the **“Hardware Test Successful”** message, you know you are ready for your visit.

Note: For support with plug-in installation, contact Vidyo support at **(844) 488-2227.**

2. Fifteen minutes before your appointment.

- log in to your MyHillChart account.
- Go to **“Visits”** and then **“Appointments”** or locate your upcoming video visit under the **“To Do”** section.
- **Select your video visit appointment** and click **“Begin Video Visit.”**
- You will see **“Waiting for Provider”** until your provider joins the video visit.

Video visit tips (Follow these tips to ensure a quality video visit experience.)

- Complete any visit questionnaires and personal medical history review using eCheck-In anytime after your appointment is scheduled
- For your own privacy, find a location where you can talk freely with your doctor. Many patients also find it helpful to use headphones during their video visit.
- Try to find a well-lit area to sit while communicating with your provider.
- Your provider may need to reschedule your video visit if you are more than 10 minutes late.

For support with MyHillChart or video visits, please contact a MyHillChart support representative at (888) 965-8588.