

PATIENT INSTRUCTIONS FOR VIDEO VISIT

PreCheck-In within MyChart

If you already have a MyChart account, you'll get email or text reminders to complete your PreCheck-In as your telehealth appointment gets closer.

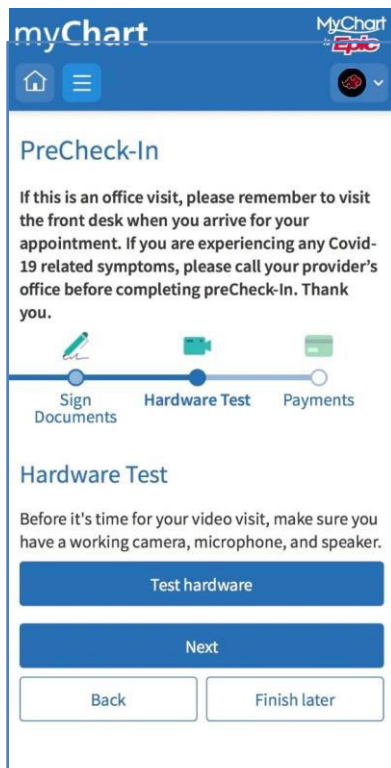
You can complete your pre-check in on your mobile phone or computer.

Hardware Test

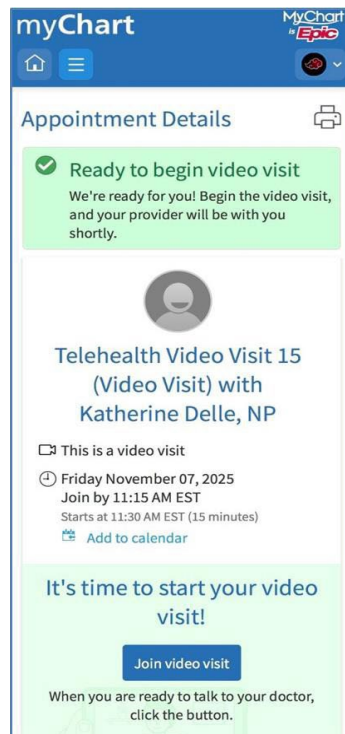
During your pre-check in, you can test your camera, microphone, and speakers. This helps prevent delays during your telehealth visit.

Joining Your Telehealth Visit

After you finish your PreCheck-In, you can join your telehealth visit as early as 30 minutes before your scheduled appointment. Please try to join about 15 minutes early.



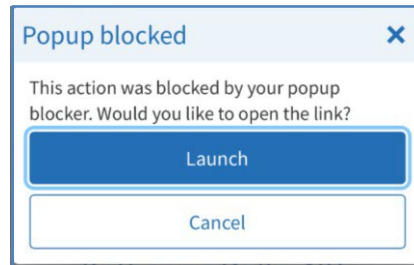
The screenshot shows the MyChart mobile app interface. At the top, there's a blue header with the MyChart logo and a user profile icon. Below the header, the main content area is titled "PreCheck-In". It contains a paragraph of instructions: "If this is an office visit, please remember to visit the front desk when you arrive for your appointment. If you are experiencing any Covid-19 related symptoms, please call your provider's office before completing preCheck-In. Thank you." Below this text is a progress bar with three steps: "Sign Documents", "Hardware Test" (which is currently selected and highlighted), and "Payments". Under the "Hardware Test" step, there's a section titled "Hardware Test" with the text: "Before it's time for your video visit, make sure you have a working camera, microphone, and speaker." Below this text are two large blue buttons: "Test hardware" and "Next". At the bottom, there are two smaller white buttons: "Back" and "Finish later".



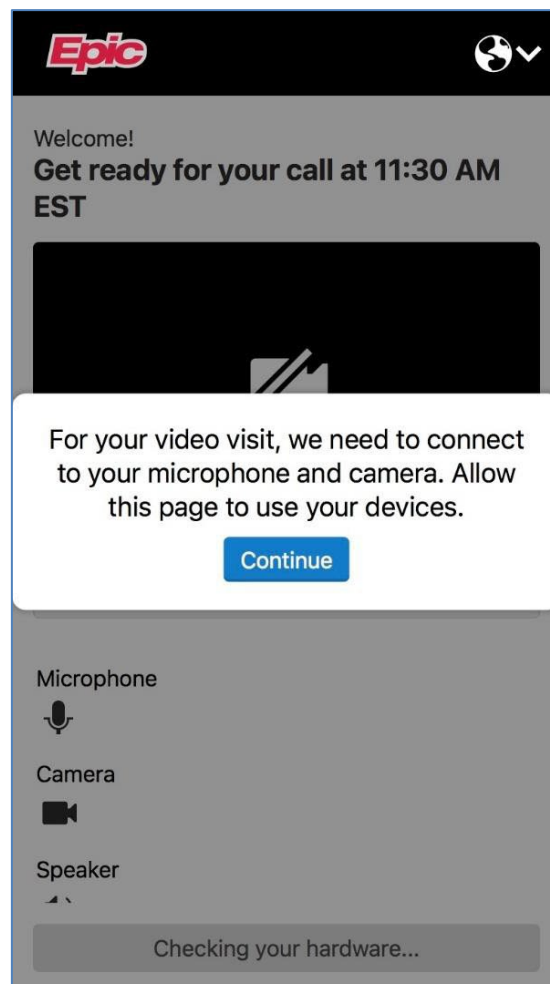
The screenshot shows the MyChart mobile app interface for appointment details. At the top, there's a blue header with the MyChart logo and a user profile icon. Below the header, the main content area is titled "Appointment Details". It features a green checkmark icon and the text "Ready to begin video visit" followed by "We're ready for you! Begin the video visit, and your provider will be with you shortly." Below this is a profile icon and the text "Telehealth Video Visit 15 (Video Visit) with Katherine Delle, NP". There's a checkbox labeled "This is a video visit" which is checked. Below that, it says "Friday November 07, 2025", "Join by 11:15 AM EST", and "Starts at 11:30 AM EST (15 minutes)". There's a blue button labeled "Add to calendar". At the bottom, there's a green banner with the text "It's time to start your video visit!" and a blue button labeled "Join video visit". Below the button, it says "When you are ready to talk to your doctor, click the button."

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If a pop-up blocker is active in your browser, you'll see a message asking you to allow the pop-up. Select **Launch** to join the video visit.



Your Epic video visit will open in your web browser and ask for permission to use your microphone and camera.



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After you allow permissions, check that your microphone, camera, and speakers are working. You'll then be placed in a waiting room until your provider joins the telehealth appointment.

