

# How to Do a MyChart® Video Visit on Your Mobile Device

Cleveland Clinic offers scheduled video visits through your secure MyChart account. Follow the steps below to start your visit on time.

## Download the MyClevelandClinic® app

The MyClevelandClinic app connects you to your MyChart account so you can access all your health information in one place. You can have MyChart video visits on either MyClevelandClinic or the MyChart mobile app. Download either app for free at the Apple® App Store® or Google Play™.

For more about MyClevelandClinic, visit [clevelandclinic.org/app](https://clevelandclinic.org/app).

## Privacy and security

Cleveland Clinic values your privacy and security. MyChart video visits use Zoom™ for Telehealth, a HIPAA-compliant service that is integrated with Cleveland Clinic's electronic health record and MyChart. This means that your video visit will use a secure, encrypted connection that protects your private information.

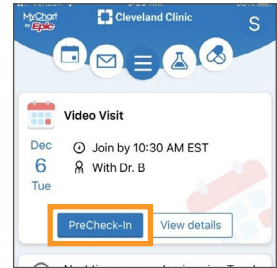
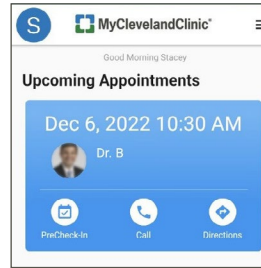
You must connect to your video visit through the MyChart website, MyChart app or MyClevelandClinic app. You will not be able to connect directly from the Zoom website or app. For added security, be sure you are using the most up-to-date version of Zoom Cloud Meetings (4.6 or higher).

**If you need help at any time, call MyChart Support at 866.915.3383.**

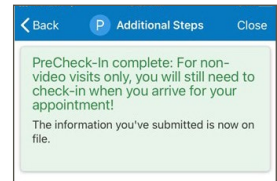
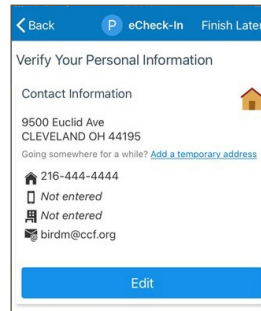
## Before your video visit

Complete these steps at least one day before your video visit, if possible. For same-day appointments, allow at least 15 minutes.

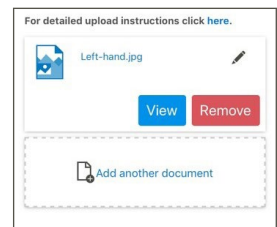
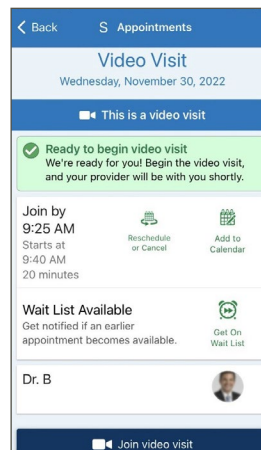
1. If you haven't already, download the MyClevelandClinic® or MyChart® mobile app from the Apple® App Store® or Google Play™.
2. From either app, log in to your Cleveland Clinic MyChart account. On the home screen, find your appointment.
3. Tap **PreCheck-In**. You must do this before starting your visit. You can do it up to seven days before your visit.



4. Make sure your information is correct. Answer all required questions.

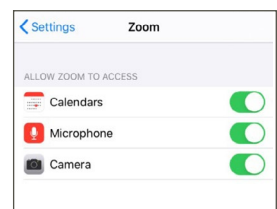
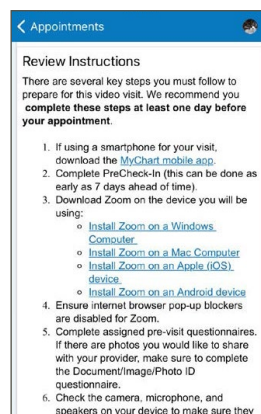


5. If you want to share any images with your provider before your visit, complete the **Document/Image/Photo ID** questionnaire.
6. Install Zoom if it is not already on your device. Tap the appropriate **install Zoom here** link.
7. When finished, tap **Close** to return to your appointment details.



8. In your phone settings, check the Zoom settings and enable access to the microphone and camera.

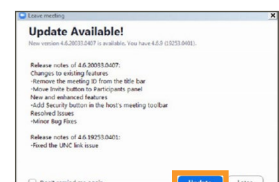
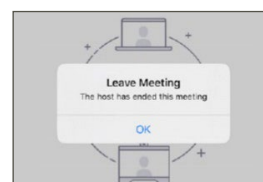
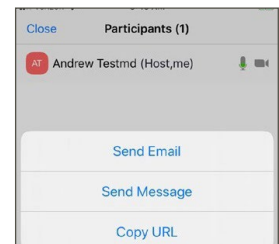
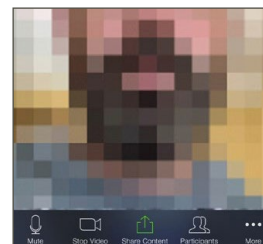
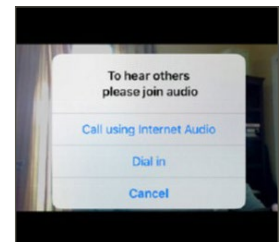
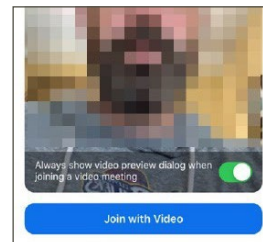
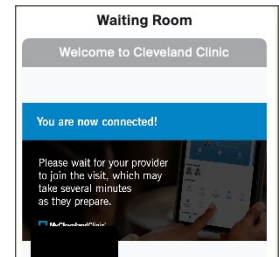
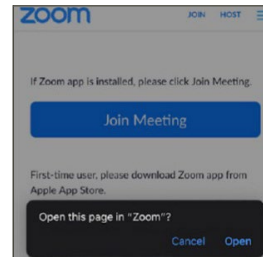
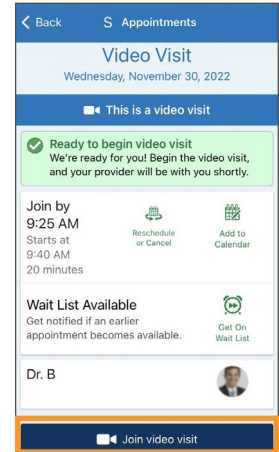
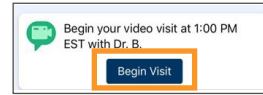
**Note:** In your internet browser settings, make sure you have allowed pop-ups from Zoom. See the Troubleshooting section for instructions.



## Join your video visit

You may connect up to 15 minutes before your visit time. You will not be able to connect 20 minutes after your visit time. Your visit will be canceled, and you will need to reschedule it.

- Open the MyClevelandClinic or MyChart mobile app. Log in to your MyChart account.
- On the home screen, find your appointment.
  - Tap **Begin Visit** and then **Join video visit**.
  - It may take up to one minute to load the screen.
  - You will then see the Zoom site launch in your mobile browser.
- Confirm you would like to open the page in the Zoom app.
  - A video screen will display, advising you to wait until your provider connects and starts your appointment.
  - There is no need to use the Sign In button.
- Your appointment will launch when your provider joins.
  - You will be asked to either Join with Video or Join without Video. Select **Join with Video**.
  - You will be prompted to join audio. Select **Call using Internet Audio**.
- During your video visit, you can invite a guest to join you and your provider.
  - Tap the **Participants** icon on the menu bar at the bottom of your screen.
  - The Participants page will display. Tap the **Invite** button in the bottom left corner.
  - Tap **Send Email** to email an invitation or **Send Message** to text an invitation to your guest. Your guest can join your video visit by clicking the link from the invitation.
  - Your guest must use a device that is connected to the internet, has a forward-facing camera and has the Zoom app. If they do not have the Zoom app, they will be prompted to download it when they click the link.
- When your visit is complete, your provider will end the visit.
  - You will be prompted to Leave Meeting. Tap **OK** to exit.
  - An Update Available message from Zoom may display. Tap the **Update** button to ensure that you have the latest, most secure version of Zoom for future calls.



**Please note:** You will not be able to connect to your video visit 20 minutes after your scheduled time, and you must complete PreCheck-In before you connect. If you are still completing PreCheck-In 20 minutes after your visit time, you will see an error message. Your visit will be canceled. Contact your provider's office to reschedule it.



## Troubleshooting

### Connection Issues

- If the connection is lost, go back to MyChart and restart the video for your appointment.
- If the video quality is poor, try switching from Wi-Fi to data, or vice versa. Note that you may incur charges when using data.
- Check your internet browser settings and make sure pop-ups are allowed:

**Apple Safari on iPhone® devices:**

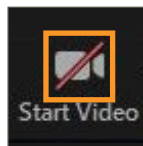
<https://support.apple.com/en-us/HT203987>

**Google Chrome on Android™ devices:**

<https://support.google.com/chrome/answer/95472?co=GENIE.Platform%3DAndroid&hl=en>

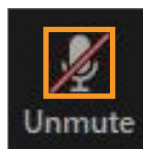
### Video Issues

- Make sure you have launched Zoom from your appointment in MyChart.
- Tap the screen so that the menu appears at the bottom of the app.
- If the video icon is crossed out, tap it to start the video.
- If the video still isn't working, check your phone settings and make sure camera access is enabled for Zoom.



### Audio Issues

- Tap the screen so that the menu appears at the bottom of the app.
- If the microphone icon is crossed out, tap it to unmute.
- If the icon on the left says Join Audio, tap it to join the call.
- If the audio still isn't working, check your phone settings and make sure microphone access is enabled for Zoom.



### Video visits for children and loved ones

To start a video visit for your child or an adult you care for, access their MyChart account from yours. [Here's how](#). In MyChart, select their account and follow the steps above.

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