

MyChart Video Visit

Mobile App



Copy and paste this link into a MyChart message to share this tip sheet with your patient: https://www.henryford.com/-/media/files/henry-ford/services/virtual-care/patients-mychart-video-visits-usingmobile-app.pdf?la=en&hash=7B68FE1EBD0F62F8550FEA5CD95ECA30

Patients joining a MyChart Video Visit on a Mobile Device- Arabic Patients joining MyChart Video Visits using a Mobile Device- Spanish

Always remember:

- Do not join your visit while driving, on the go, or anywhere unsafe.
- Select a quiet, private, well-lit location with access to a strong internet connection to ensure the privacy and quality of your visit.
- Minimize distractions.
- Dress appropriately.

Try it Out

1. Log into your Henry Ford MyChart account and click Visits.



2. Select the appropriate appointment and complete eCheck-In to verify your personal information, insurance, medications/pharmacy, allergies, health issues and payment. Make any appropriate changes and scroll to the bottom of each section and click the check box to verify that the information is correct.

Note that adding insurance information will require insurance name, member number, group number and a picture of the front and back of the insurance card.

GET READY	Details About Me	2=	1	•	^₀	SELECT A PHAI	RMACY FOR THIS VISIT	
eCheck-In Save time at your appointment by updating some of your information now	Preferred First Name (i) Not entered Gender Identity Not entered	Legal Sex (1) Female Sex Assigned at Birth Not entered Marital Status Single Ethnicity Not Hispanic/Latino Language Ennlish	Personal Info Insurance Medication		Medicatior	CVS/pharmacy #8194 - DETRO MI - 12707 DEXTER AT CORNEL OF GLENDALE		DIT, R 💼
	gin Sexual Orientation				12707 DEXTER DETROIT MI 48126	ER DETROIT MI 48126		
	Not entered Race White Ethnic Background German		You have no insurance on file.			EXPRESS SCRIPTS HOME DELIVERY - St. Louis, MO - 4600 North Hanley Road 4600 North Hanley Road St. Louis MO 63134		î
	Religion None		+ ADD A COVERAGE		+ Add a pharmacy			
		EDIT		NEXT			NEXT	
	This inform	ation is correct *		BACK			BACK	



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eCheck-In X : Auteuto 57 15 2013 (i) Learn more REMOVE	eCheck-In X DISREGARD Added 4/27/2020 (i) Learn more	eCheck-In X :
Ibuprofen Iching Added 8/25/2016 ① Learn more REMOVE	Anxiety problem Added 9/18/2020 ① Learn more REMOV	VE
+ ADD AN ALLERGY	+ ADD A HEALTH ISSUE	SUBMIT BACK
NEXT BACK	NEXT BACK	
3. Close eCheck-In once sub	omitted using the X.	eCheck-In Thanks for using eCheck-In! The information you've submitted is now on file.

4. Scroll down to view and complete any questionnaires before clicking **Join video visit**.

Appointments	:
.	
Starts at 8:00 AM X 20 minutes Cancel Appt	Add to Calendar
TESTINGDR BCA	
GET READY	
eCheck-In Save time at your appointment by updating some of your information now.	& Begin
Confirm Appointment Confirm now to skip the reminder call for this appointment.	Confirm
Questionnaires Save time at the doctor's office by filling out questionnaires.	Answer
Review Instructions	

5. You are now asked to join using the browser or to download the VidyoConnect App.

If you choose to download the app, you will be redirected to the App Store or Google Play Store to download it. Click Install (Google Play) or View and then Get (App Store) and complete the download of the VidyoConnect App. If you have already downloaded this app, please jump to step 10.

If you choose to join using the browser, accept all terms and conditions, allow access to microphone, camera and speakers, and click **Join**

Join via the app	
Join via the browser	



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6. Click Agree and Continue on the End User License Agreement.





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7 The VidyoConnect App opens and asks for a Portal Address. Close out of the VidyoConnect App (Do NOT enter a Portal address) and return to your MyChart Appointment screen and click **Begin Visit**.

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Portal a	ddress			
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Keep m	e signed ir			
First tim me	ie guest us eting link a	sers: ple gain to j	ase clicl join the	c on the call

8. You will be redirected to the VidyoConnect App (click Open if prompted) with your name pre-populated. Click **Join**.





Mobile App



9. You must agree to the Vidyo User Terms & Conditions and the Vidyo Privacy Policy. Be sure to allow access to your Microphone, Camera and Speakers when prompted.



10. You will be placed in the Virtual Waiting Room while you wait for your provider to connect. When connecting on a mobile device, we recommend turning the device on its side (landscape view). This allows for a wider angle and help your video to not appear zoomed in. This also allows better access to the charging port on your device.





Mobile App



11. Tapping your screen will allow you to access the toolbar shown below.



If you get disconnected at any time during your visit, you can reconnect in the VidyoConnect App by clicking Rejoin . Close the VidyoConnect app completely by clicking the Cancel button or by swiping up from the bottom of the screen when your visit is complete.



If you need further assistance, please call 1-313-876-7951 to speak to a MyChart Advocate.