



# MyChart Video Visit Instructions

## For a Mobile Phone

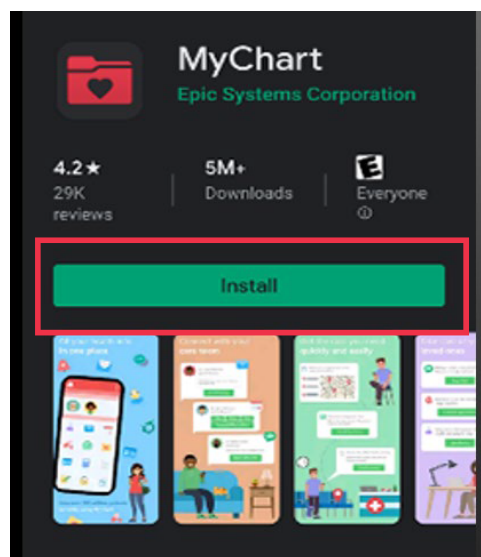
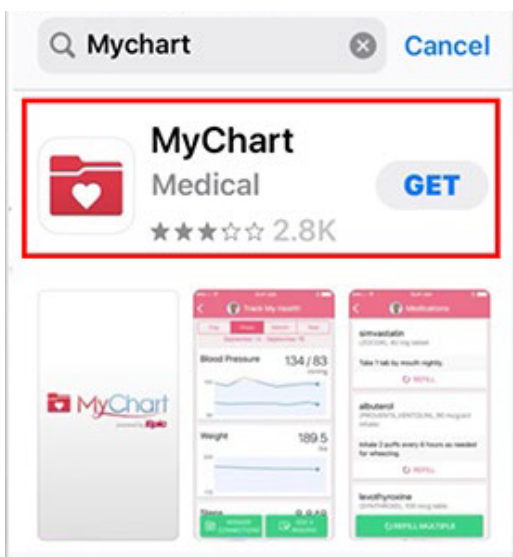
This tutorial will help you attend your MyChart video visit appointment with Spartanburg Regional Healthcare System on your mobile phone.

**You must use the MyChart app. Video visit appointments do not work on phone browsers (like Safari or Chrome).**

### Before your video visit

#### Download the MyChart mobile app

- Add the MyChart mobile app to your phone from the App Store for iPhones or Google Play Store for Androids.



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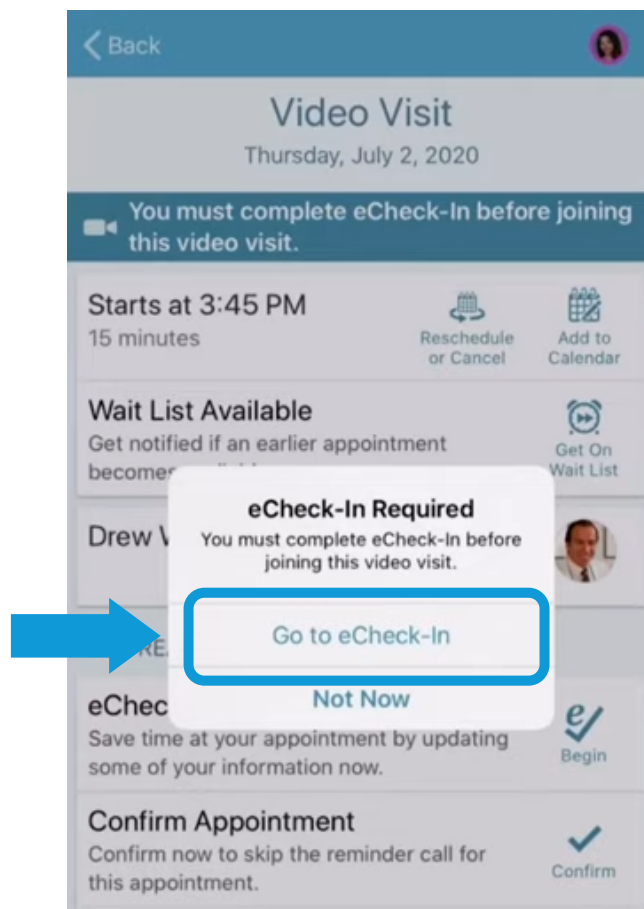
- Open the app, and select "Add Organization." Select organization Spartanburg Regional Healthcare System:



- Log into the app with your SRHS MyChart account credentials.

### Complete your eCheck-in

Have your insurance card and a credit card (if you have a co-pay) ready. On the home screen of your app, click on your upcoming visit. You will be prompted to complete eCheck-in for your video visit. Click "Go to eCheck-in" to begin.



- Follow the prompts to complete the check-in process. You must fully complete eCheck-in to be able to join your video visit, including paying any co-pays you may have.

The screenshot shows the 'eCheck-In' process on a mobile app. At the top, there's a blue header with a profile icon, the text 'eCheck-In', and a 'Finish Later' link. Below the header is a progress bar with three steps: 'Personal Info' (represented by a person icon), 'Payments' (represented by a coin icon and currently selected), and 'Medications' (represented by a pill icon). The main content area says 'Complete your payment below.' and 'Payment for This Visit'. Underneath, there's a section titled 'Copay' with a blue box containing a checked checkbox and the text '\$20.00 (Amount due)'. At the bottom, there's a large green button labeled 'PAY \$20.00'.

- Review the information on each screen. If the information is correct, select "Information is Correct". If the information is not correct, select "Edit" and make any needed changes.
- You may also be prompted to complete a questionnaire or sign a form. Please complete these, as this provides us the most up-to-date information regarding your medical history and symptoms.
- When all elements of eCheck-in are complete, click "Submit."

The screenshot shows the 'eCheck-In' process on a mobile app, specifically the 'Sign Document' step. At the top, there's a blue header with a profile icon, the text 'eCheck-In', and a 'Finish Later' link. Below the header is a progress bar with three steps: 'Medications' (represented by a pill icon), 'Questionnaires' (represented by a document icon), and 'Sign Document' (represented by a pen icon and currently selected). The main content area says 'Please review and address the following documents.' Below this, there's a box titled 'Informed Consent for Release of Info' with a green checkmark and the text 'Signed on 7/2/2020'. Inside this box is a blue button labeled 'REVIEW'. Below the box, it says 'Once this step is completed, documents will be submitted for clinic review.' At the bottom, there are two buttons: a large green button labeled 'SUBMIT' and a white button with a blue border labeled 'BACK'.

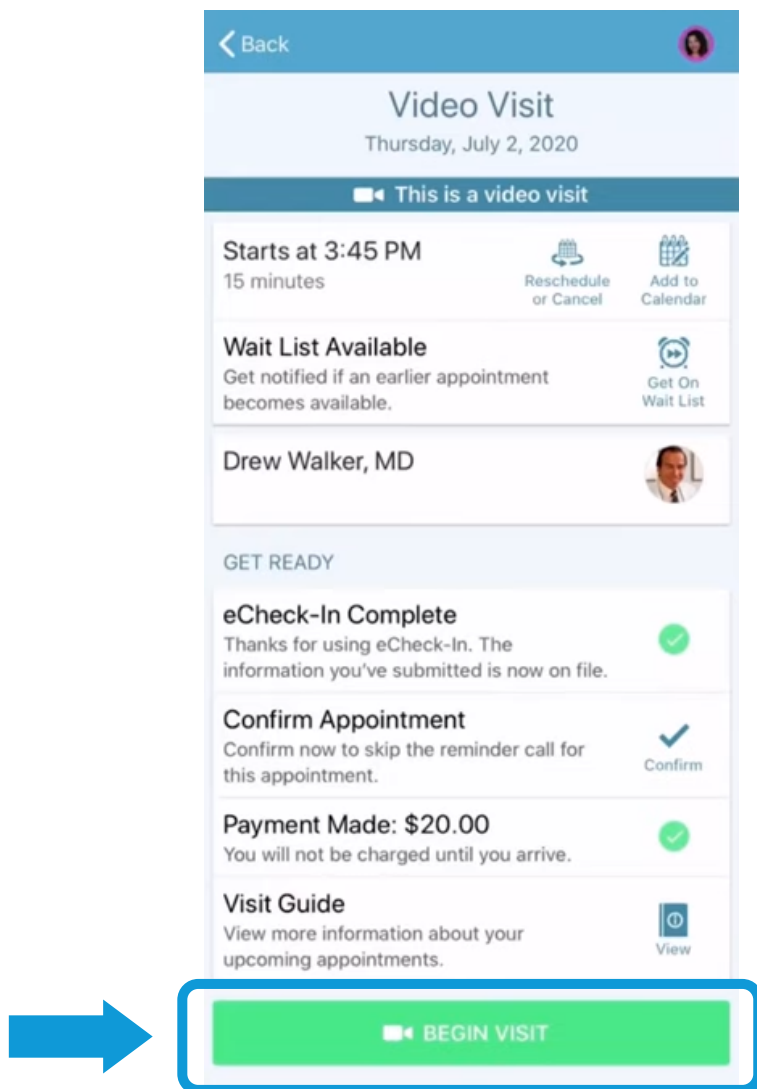
## The day of your video visit

You can connect to the video visit 15 minutes before your appointment start time. You will be unable to connect more than 15 minutes after your scheduled time and your appointment will be canceled. Make sure you have a strong signal, sit in a well-lit area and remove any dressings and bandages.

**You will not be able to join your visit if eCheck-in has not been completed, including paying any co-pays you may have.**

### Connect to the video visit

- Click the "Begin Visit" button.

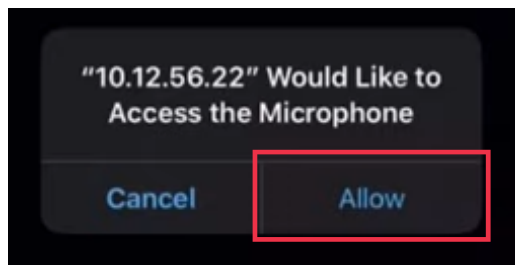


Note: If this button is still grayed out, you are too early. You can connect up to 15 minutes before your appointment.

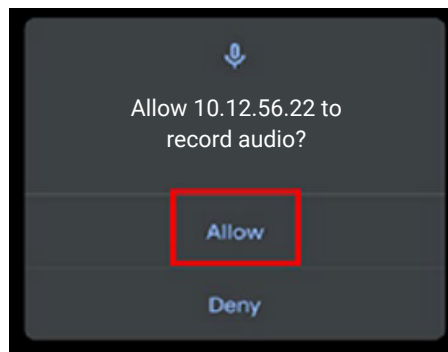
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- If this is your first MyChart video visit, you may need to grant access to your microphone and camera.

Example of iPhone pop-up



Example of Android pop-up



- If your provider is not yet online, you may be placed into a virtual waiting room until the provider connects to your call.

