
MyChart – Video Visit FAQ for Patients

Q What is a MyChart Video Visit?

A MyChart Video Visit is a scheduled visit using the MyChart patient portal. This access to quality health care allows a medical professional to interact and communicate with you by computer screen, smartphone, or tablet.

Q Why would I want a Video Visit?

Here are just a few reasons why you might consider or even prefer a MyChart Video Visit:

Convenience

- Comfortable location
- Avoid travel, traffic and parking

Quality

- No waiting room time
- Private, Patient centered care

Life balance

- Less time away from family and work
- Better health

Q What equipment will I need to participate?

You must have an active MyChart account. (Contact your provider's office for assistance.) You will need basic familiarity with technology, a good internet connection, a computer (**Laptop or Desktop**) and webcam able to support the minimum recommendations **-OR-** a mobile device (**smart phone or tablet**) (iPhone 5 or newer), iPod Touch (4th gen or newer), Android phone or iPad (3rd gen or newer). Finally, you must have the *MultiCare version* of the free *MyChart mobile app* downloaded on your device.

Q Why can't I just use Skype or Face Time?

Use of unsecure systems could put patient information at risk. MultiCare is under multiple regulatory requirements to protect patient information. Facetime, Google Chat, Skype and other systems do not meet the regulatory requirements.

Q How do I know if my provider offers Video Visits?

At this time not all MultiCare Clinics are able to support video visits, but more and more are including this option. Contact your clinic to see if a video visit is available for you.

Q I have a MyChart account and I'm scheduled for a Video Visit. How do I prepare?

- Verify that you can log in to your MultiCare MyChart account.** Some have forgotten their password and have been unable to log in. Contact the front office clinic staff, well in advance, if this happens. Others using the mobile app have discovered that they failed to select the **MultiCare** version. Verify that your smartphone or tablet has the appropriate app downloaded.
- Make sure that your webcam is working.** You can open it up in your control panel or in another video app (like Google Chat). If using a computer or laptop, make sure Adobe Flash Player is up to date. It's also a good time to consider the position of the camera for best face-to-face engagement, as well as remove any items that might be a distraction during the appointment.
- Check your sound** to make sure it is not muted. You can open an online video or music with sound to test out your audio.
- Try out your microphone** either by opening a recording program or looking for it in your control panel.
- Power/Battery Health** Make sure your device is fully charged and/or plugged in.
- Be in an area with good internet and/or service connection.** Check the signal indicators on your device. Make sure they are strong. Check your internet speed for free at www.speedtest.net. Look for minimum 25 Mbps Download and 10 Mbps Upload.
- Close unnecessary apps, windows, or programs.** Having other things running can bog down the system and interfere with a good quality connection. If you are at home, encourage

others to avoid using the internet during your appointment time.

- Use a dependable browser.** Many have found that Google Chrome or Firefox support a better and higher quality connection.
- Find a comfortable place with decent lighting.** Find a quiet and reasonably private space that is well lit. In a comfortable area, you will find it easier to engage with your provider.
- Have the number to your provider's office** handy and/or have your phone available to

receive an incoming call. In case of technical issues, your video visit provider may suggest a work-around to complete your visit.

- Have a pen and paper nearby.** Just like in-office visits, your MyChart will provide you an after visit summary. To make the most out of your visit, write down your questions and concerns prior to your appointment and take notes for suggestions points or ideas you want to remember.

Q I'm prepared. How do I connect for my appointment?

On a computer/laptop

1. On your computer, log into **MyChart**: <https://mychart.multicare.org/mymulticare/>.
2. From the top, select the **Visits** icon, then click on **Appointments and Visits**. Find your Video Visit then select it by clicking on the appointment.
3. If this is the first time you will be engaging in a video visit, please click **Test Hardware** to verify that your computer audio and video functionalities work appropriately. Select **Allow** when the *Adobe Flash Player Settings* box appears; then, click **Test Complete**.
4. On the **Appointment Details** page, click **Begin Video Visit**.
5. Your provider will join the video visit and appear on your screen at the time of the appointment.
Note: MyChart closes after several minutes of no activity. You may need to periodically refresh your screen by pressing the **F5** button on your keyboard.

On a mobile device

1. On your mobile device, download and open the **MyChart app**. Many organizations use this app, so make sure to select the MultiCare Health System version when prompted; then log in to your MyChart account.
2. Select the **Appointments** icon, and under **Upcoming**, select the appropriate video visit.
3. Follow instructions from Step 3-5 above to connect to the video visit.

Q I'm concerned that it won't work, would it be possible to do a practice run?

If this is your first time participating in a MyChart Video Visit with your MultiCare provider, we are happy to do a test visit with you. Often, a test visit will boost confidence and improve overall experience. Several days before your scheduled appointment, you or clinic staff can contact a MultiCare Virtual Health team member to arrange a test visit. To make arrangements, dial 253-403-1926.

Q I'm going on vacation; can I have my appointment while I'm out of town?

Federal Law requires you to be in the same state in which your provider is licensed. If you usually see your provider in Washington State, you must be in Washington State at the time of the visit.

Basic Troubleshooting

My Video won't load and/or My provider can't see me.

- **Verify that your webcam is set up** For laptop or desktop computers, go to your control panel or settings menu. Look for your webcam under “devices”. Test it to see if it is working, by opening a video chat app (like Google Chat). Make sure your camera is turned on and that nothing is covering your camera lens.
- **Enable your browser to access your webcam** When using a computer, the video screen launches. At that time, you should have seen an Adobe Flash Player pop-up asking to “allow” your camera. Make sure you have allowed the browser to access your camera and microphone.
- **Confirm that your Adobe Flash settings are enabled** Maximize the video screen window; right-click the bottom right corner of the screen; click “settings”, which should open the Adobe Flash settings pop-up; click “allow” and “remember”.
- **Browser** Verify that you are using a preferred browser (Chrome or Firefox).
- **Firewalls and Security** Some employer networks have firewalls which block the audio/video feed.

My provider can't hear me.

- Make sure you have a microphone.
- Make sure your microphone is turned on and unmuted.
- If you are using an external microphone, verify that it is plugged in. Check for loose connections
- Go to your device panel or “settings” to confirm that your microphone is set-up.

I can't see my provider.

- Your provider may be running late.
- **A white video screen** *usually* indicates that the provider has not logged in and you are waiting to connect.
- **A black video screen** *usually* indicates that the provider has logged in and the video stream is still loading **or** the person on the other end needs to enable his/her camera settings.

I can't hear my provider.

- Check your volume settings.
- Verify that your sound system is unmuted.
- If unresolvable, you and your provider can discuss options and explore acceptable work arounds.

We are connected, but the audio/video quality is poor.

- **Initial Connection** Audio and video may be delayed or fuzzy while initially connecting. If the connection is good, quality should improve after a minute or two.
- **Review your system** Make sure nothing is interfering with your ability to connect during your appointment time. Unnecessary apps, programs, and devices can slow performance. Closing apps or programs and disconnecting devices sharing your internet feed, will free up resources and promote a better connection.
- **Internet Connection** A slow internet connection hinders video quality. Check the service and connection indicators on your device to determine strength or weakness. Relocating in the room or area may improve service.
- **Try again** Log out and log back in to your visit to see if a better connection can be established.
- **Work Arounds** Sometimes a slight lag in the video feed can still support an acceptable appointment. If quality remains an issue, discuss this with your provider and explore possible work arounds.

My video screen keeps freezing up and/or kicking me out.

- **Review your system** (as above) Look for any connectivity issues.
- **Use a preferred web browser** Verify that you are using a preferred web browser (Chrome or Firefox).
- **Idle keyboard or web page** 10 -15 minutes of inactivity will at times lead to a dropped connection. Periodically refresh your screen to maintain connection, by pressing **F5** (found on the top row of your keyboard).
- **Internet Service Provider issues** A restart or reset of your home router may clear up networking issues and improve connection. Contact your Internet Service Provider for instructions.
- **Speed Test** For persistent connection issues, consider checking the internet connection speed at www.speedtest.net. Look for minimum 25 Mbps Download and 10 Mbps Upload. If using Wi-Fi and your speed is too slow, try using a wired internet connection or restart your router. A call to your internet provider to report your findings may be in order.