

# How to Connect With Your Provider Using Telemedicine Video Visits

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## To do a Video Visit, you must have:

- ✓ Smartphone, tablet, or computer
- ✓ High-speed internet connection
- ✓ MyChart access
- ✓ Zoom Cloud Meeting access
- ✓ Web camera, microphone

## How to download Zoom Cloud Meeting

1. Go to the Apple Store or the Google Play Store on your device.
2. Search for the free “Zoom Cloud Meetings” app.
3. Install the application on your device.
4. If you are using a computer, you will be asked to download Zoom when connecting to the video visit

## How to download and navigate MyChart

1. Go to the Apple Store or the Google Play Store on your device.
2. Search for the free “MyChart” app.
3. Install the application on your device.
4. Run the application and select Hennepin Healthcare when prompted for your clinic.
5. Use your existing user name and password to log in.
6. If you are using a computer, go to: <https://www.mychart.com/>
7. Navigate to **Visits** and select today’s appointment
8. Select the green **eCheck-In** button to begin the appointment
9. Review the **Personal Information**, edit as needed then check the **this information is correct** and select **Next**
10. Review your **Medications**, add as needed then check the **this information is correct** and select **Next**
11. Review your **Allergies**, add as needed then check the **this information is correct** and select **Next**
12. Select the Review and Sign button on the appropriate documents, review the consent form, **sign**, and **continue**, and **submit**
13. Select the green button **Begin video visit** – the Zoom Cloud Meeting application will launch and you’ll be placed in a virtual waiting room until the provider joins
14. Join with Video and Audio, then your video visit will begin!

## Tips for your visit:

- Be sure your audio isn’t muted. Your provider will not be able to hear you.
- Your provider may ask you to reposition the camera.
- Let your provider know about everyone that is in the same room with you. Your provider wants to protect your privacy.
- Use a quiet and private place for the video visit.
- Make sure there are no bright lights behind you. This makes it too hard for your provider to see you. Things like bright lamps or windows need to be in front of you.
- Use WiFi when possible. A video visit uses a lot of data. This can cause extra charges for data usage.

## Important facts for parents:

- If your child is under 12 years old, you are called the proxy. You can log on and do the video visit.
- If your child is 12- 18, you are not the proxy. You cannot log on and do the video visit. Only the child can.