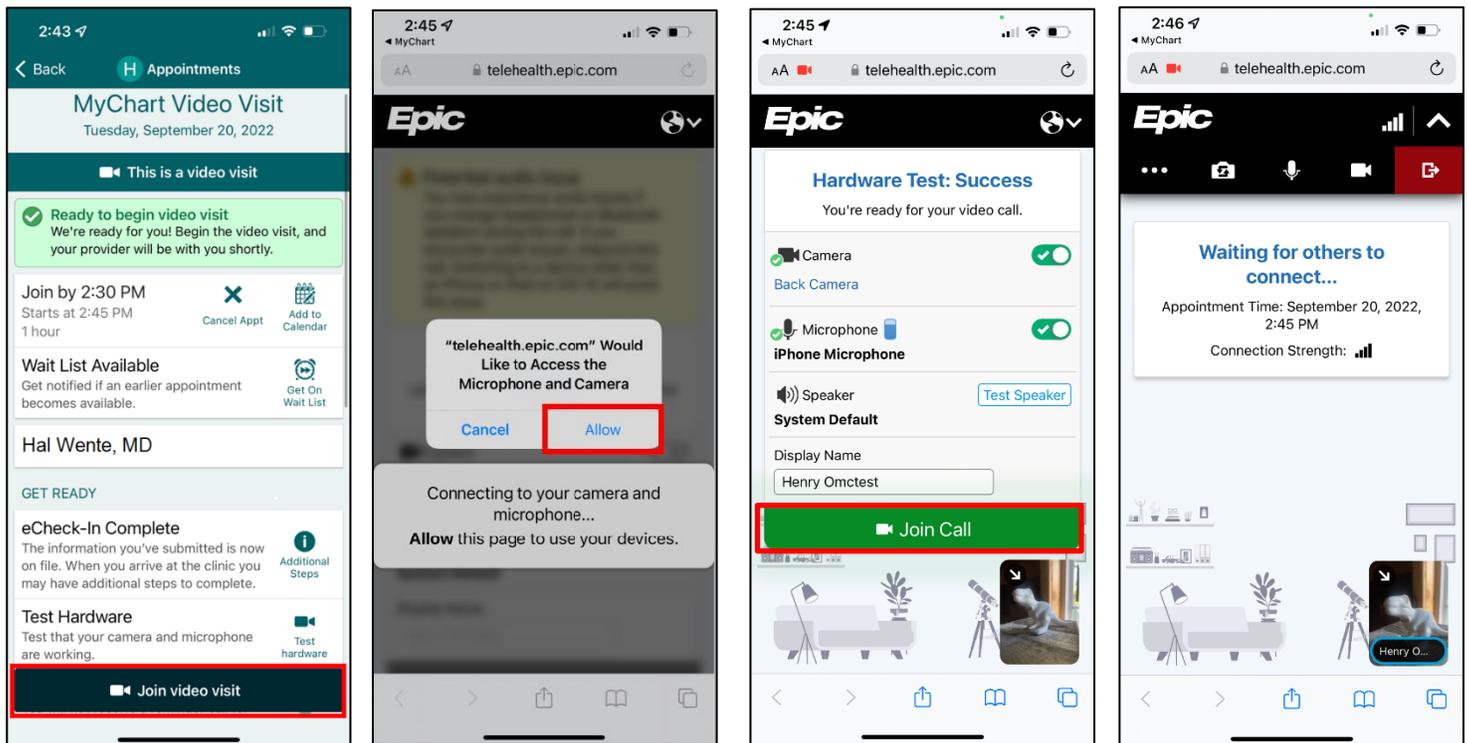


## OMC MyChart Video Visits Patient Guide

MyChart Video Visits using Epic Video Client. You can use a web browser on your desktop or a mobile app to start a video visit. Mobile devices are preferred, because most already have the appropriate camera and microphone setup for video visits. Access MyChart through a mobile app on your Android™, Apple iPhone®, Apple iPad®, or another smart device or tablet.

### Patient's First OMC MyChart Video Visit using a Mobile Device

1. Using the **MyChart Mobile app**, log into your account.
2. Locate and tap on **Appointments**.
3. Tap on the **Video Visit** appointment.
4. If not completed, complete the required **eCheck-In**.
  - a. Prior to your visit, you can test your hardware after completing eCheck-In.
5. Locate and tap the **Join Video Visit** button and then **Allow Access to Microphone and Camera**.
6. Once you click to join, a quick test will be performed to make sure your camera and microphone can connect. Once the test is successful, click **Join Call**.



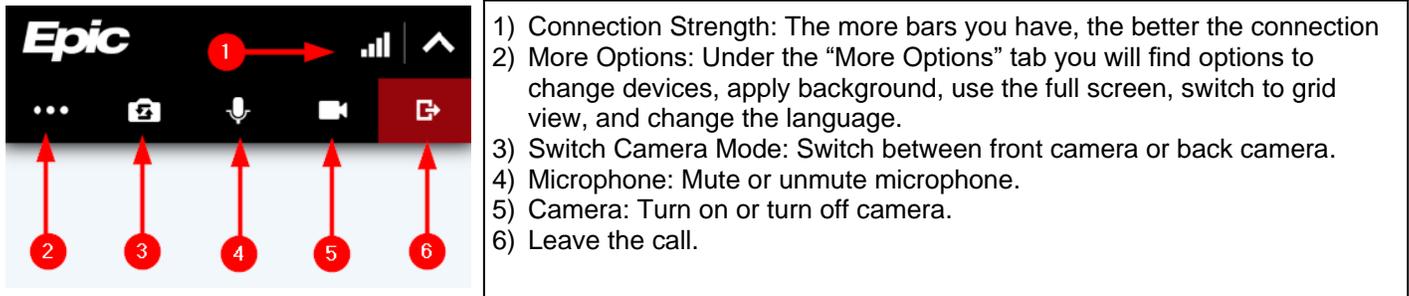
*(Continued on next page)*

### Need help or forgot your password?

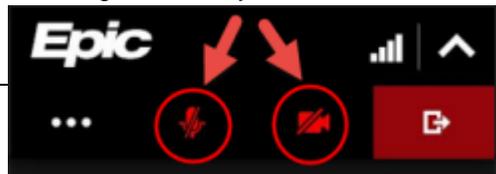
Contact OMC MyChart Support Services  
7:00 AM – 7:00 PM, Monday through Friday  
507.292.7242

## Overview of the main toolbar (from your mobile device)

Once you connect, all options for your Video Visit are found in the toolbar along the top of your screen. Options may look slightly different if you are on your home computer.



If your camera is off or the microphone is muted, they will look like the image below. Click the button again to turn your camera on or unmute the microphone.



## What are the technology requirements for video appointment/visit?

If connecting via **mobile device**:

- iOS 11+ (iPhone) or Android 7.0+
- MyChart mobile app (most updated version)
- Network connectivity: Wi-Fi or cellular
- Ensure phone/mobile device is charged.
- When initiating video appointment/visit, use the front (“selfie”) camera. This camera may offer a grainy picture, so if you need a clearer picture, you can rotate to the back camera on the mobile device, which offers better picture quality.

If connecting via **computer**:

- Laptop or desktop with web camera and sound enabled.
- Compatible web browsers:
  - Google Chrome 28+, Safari 11+ (Mac), Microsoft Edge 12+ (Windows)
  - MAC USERS: Please note that Firefox web browser will not support video visits.
  - WINDOWS USERS: Please note that Internet Explorer or Firefox web browser will not support video visits.

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