Video visit instructions
Preparing for your video visit

IF USING A MOBILE DEVICE (PHONE OR TABLET), YOU WILL NEED:
• Mobile device with a camera, microphone and speaker.
• Secure internet connection. Wireless (Wi-Fi) connection is better than cellular data. If you use cellular data, you need 4G service and the maximum bars.
• MyChart account. Use the MyChart signup page if you need to create a new account.
  o Fairview and M Physicians patients: Go here.
  o HealthEast patients: Go here.
• MyChart app (Visit mhealth.org/videovisitmobile for instructions on how to get the MyChart app on your mobile device).

Instructions
1. Open the MyChart app on your mobile device.
2. If this is the first time using the app, select Add Organization and search for “MHealth.”
   o Fairview and M Physicians patients: Select the M Health Fairview and M Physicians logo.
   o HealthEast patients: Select the HealthEast is now M Health Fairview logo.
3. Log in to the MyChart app.
4. Select Appointments, then select your upcoming video visit to open it.
5. Select the eCheck-in button and complete the eCheck-In process.
6. Select the Begin Visit button when it appears at the bottom of the screen. This will launch our Virtual Visit web page.
7. You will be prompted to start a technology check. Follow the steps to make sure your mobile device is prepared for your video visit.
8. Once completed, check the box to indicate your consent for treatment.
9. Select the Start Your Visit button to enter the waiting room. Your care team will be informed that you have arrived. Please wait on this screen until someone from your care team joins the call.
IF USING A COMPUTER, YOU WILL NEED:

• Computer with a camera, microphone and speaker.

• Secure internet connection. Wired connection is better than wireless (Wi-Fi). Copy this link in your web browser to test your computer setup: https://amwell.com/techcheck/getStarted.htm

• The latest version of Chrome internet browser (best), Edge or Firefox. We recommend setting Chrome as your default browser (click here for instructions).

• MyChart account. Use the MyChart signup page if you need to create a new account.
  o Fairview and M Physicians patients: Go here.
  o HealthEast patients: Go here.

Instructions

1. Log in to the MyChart web page.
   o Fairview and M Physicians patients: Go here.
   o HealthEast patients: Go here.

2. Select Visits, then Appointments and Visits.

3. Locate your upcoming video visit.

4. Select the eCheck-In button and complete the eCheck-In process. (If you have already done eCheck-In, select the Details button instead).

5. Select the Begin Video Visit button. This will launch you to our Virtual Visit web page.

6. You will be prompted to complete a technology check. Follow the steps to make sure your computer is prepared for your video visit.

7. Once completed, check the box to indicate your consent for treatment.

8. Select the Start Your Visit button to enter the waiting room. Your care team will be informed that you have arrived. Please wait on this screen until someone from your care team joins the call.

VIDEO VISIT BEST PRACTICES:

• Make sure your computer or mobile device is charged or plugged in to a power source.

• Establish a secure internet connection with your computer or mobile device. Wired connection is better than wireless (Wi-Fi). Wired or wireless connection is better than cellular data for mobile devices.

• Minimize other websites/applications running on your computer or mobile device while participating in the video visit.

• Find a private space in a quiet, well-lit area without distractions. Take a seat, if possible (so you don’t move).

• Set the camera down at eye level, if possible (rather than holding it).

• Dress as you would if you were being seen in the clinic.

• Have your phone ready in case your care team needs to contact you for any reason.

Privacy: Video visits are done using secure, HIPPA-compliant video connections. Unauthorized recording is not allowed.

For questions about your scheduled video visit, call a support agent at 612-672-7266 (7:00 AM - 11:30 PM, 7 days a week).

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