



How to use Video Visits on MyHillChart

These instructions explain how to connect to an already scheduled Video Visit on the MyHillChart patient portal. To schedule a Video Visit, call your doctor's office or use MyHillChart's online scheduling or appointment request if available.

Checklist to Get Started

- A MyHillChart account is required for Video Visits.
- Patients can use any smartphone or computer with a webcam. For Android users the following devices are preferred:
 - Google Pixel 2 – Google Pixel 2XL
 - HTC 10 – LG Nexus 5X
 - Motorola Nexus 6
 - Samsung Galaxy S7, S8, S9, S10
- Your device needs to be connected to 4G or WiFi.
- Use eCheck-In to confirm or update your demographic and insurance information and complete any required questionnaires at least 30 minutes before your visit begins.
- Find a well-lit and private area for your Video Visit.
- Hold the camera as steady as you can so your care provider can view you clearly.



Connecting to a Video Visit

1. **Log in to your MyHillChart account on the MyChart app.** You can log in up to seven days before your actual visit to complete eCheck-In.
2. **Click on the "Appointments" activity on the home screen.**
3. **Click on the Video Visit you would like to open.**
4. **Click on the "eCheck-In Begin" icon above the green "Begin Visit" bar.**
5. **Work your way through eCheck-In.** You are not required to fill out each section completely but make sure to click "Continue" after filling out each section.
6. **Click "OK" to allow camera and microphone access.**
7. **You can click "Begin Visit" up to 60 minutes before your appointment begins.** You only have five minutes after the scheduled start time to begin the visit. If you miss the five-minute window, you will have to schedule another appointment.
8. **You have successfully connected.** Wait for your care provider to join you.

If you have any questions or need help with MyHillChart or Video Visits, please call (888) 965-8588.