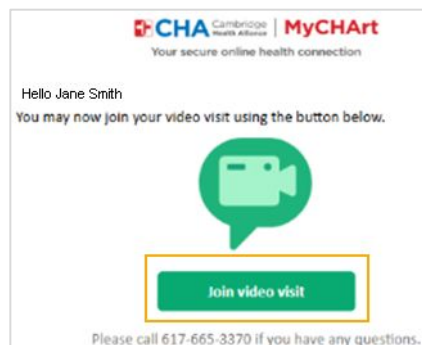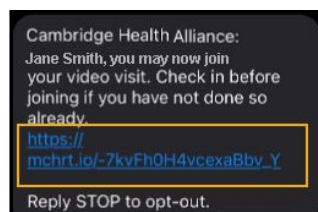# Patient User Guide

How to Connect with Your Provider for a Video Visit on a Smartphone or Tablet

1 30 minutes before your scheduled visit you will receive a message that you can now join the visit. Click the link in the SMS Text Message or on the **Join video visit** button within your email
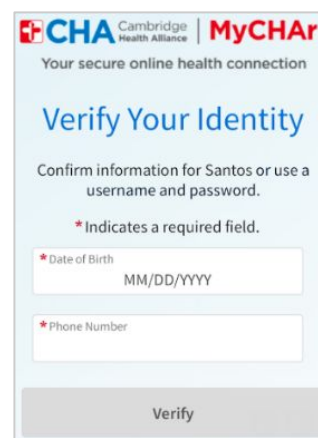
> Cambridge Health Alliance:
> Jane Smith, you may now join your video visit. Check in before joining if you have not done so already.
> https:// mchrt.io/-7kvFh0H4vcexaBbv_Y
> Reply STOP to opt-out.

> **CHA** Cambridge Health Alliance | MyCHArt
> Your secure online health connection
>
> Hello Jane Smith
> You may now join your video visit using the button below.
>
> **Join video visit**
>
> Please call 617-665-3370 if you have any questions.

2 If prompted, select **Launch** to open the link

> **Popup blocked** ✕
> This action was blocked by your popup blocker. Would you like to open the link?
> **Launch**
> Cancel

3 Provide the information requested by your healthcare organization. You may be prompted to enter your date of birth to confirm your identity as well as Phone Number and press **Verify**

Please enter the Date of Birth as **MM/DD/YYYY.** So, a birthdate of September 25, 1947 would be entered as 09251947

Note: **if the appointment is scheduled for a Dependent in your care, their date of birth OR the parent or guardian's date of birth will allow entry into the visit**

> **CHA** Cambridge Health Alliance | MyCHArt
> Your secure online health connection
>
> ## Verify Your Identity
> Confirm information for Santos or use a username and password.
> * Indicates a required field.
> *Date of Birth
> MM/DD/YYYY
> *Phone Number
>
> Verify

Need Help?

Call Health Information Management (HIM) at (617) 381-7266 from 8:00 AM - 4:30 PM ET Monday - Friday
Email us at mycharthelp@challiance.org
Use our online form: https://www.challiance.org/help-center/mychart-contact-us-form

3 You may get a prompt asking to use your camera and microphone. Please select

Continue

> For your video visit, we need to connect to your microphone and camera. Allow this page to use your devices.
>
> Continue

4 When prompted, select **Allow** to grant access to your camera and microphone

> "telehealth.epic.com" Would Like to Access the Microphone and Camera
>
> Cancel | Allow
>
> camera

5 You are now in the Welcome screen of the televisit where you can ensure your microphone, speakers and camera are turned on.
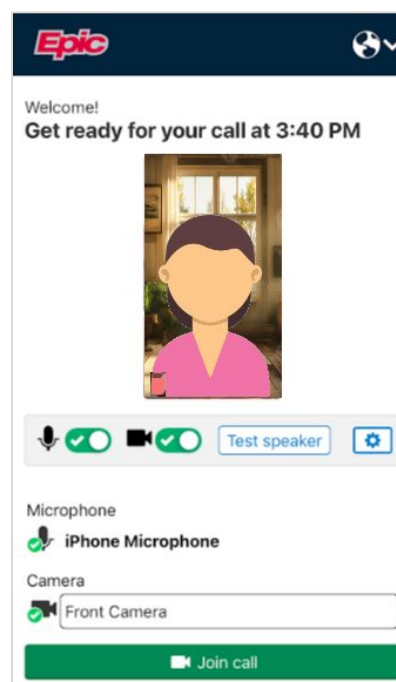
- Toggle microphone on/off. Green indicates On

- Toggle camera on/off. Green indicates On

Test speaker - Allows you to ensure your speakers are working properly

It is recommended that you test your speakers) to ensure you will be able to hear your provider during the visit

> Epic
>
> Welcome!
> Get ready for your call at 3:40 PM
>
> Test speaker
>
> Microphone
> iPhone Microphone
>
> Camera
> Front Camera
>
> Join call

6 When ready, click **Join call** and wait for your provider to join at your scheduled time!

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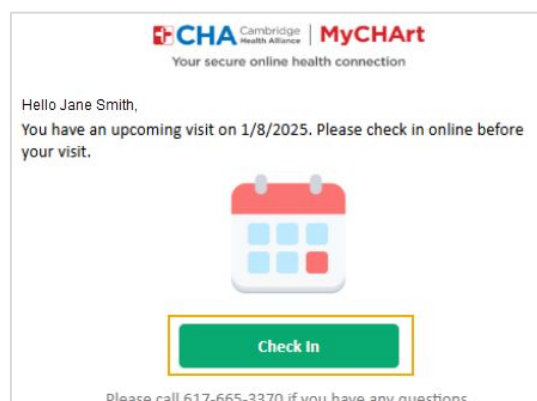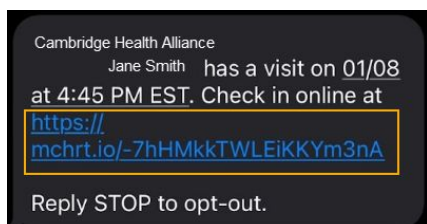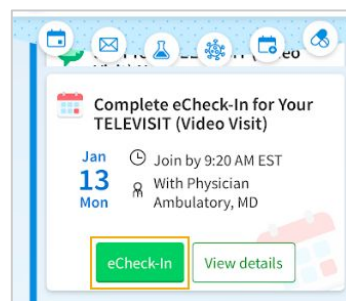Email us at mycharthelp@challiance.org
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Please Note that 24 hours prior to your scheduled visit, you will get an email and SMS Text Message reminder that will allow you to eCheck In via MyCHArt <u>but this is not required</u>. If you wish to do this, follow the steps below.

1 Click the link in the SMS Text Message or **Check In** from within the appointment reminder message
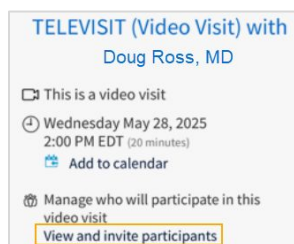
> Cambridge Health Alliance
> Jane Smith has a visit on 01/08 at 4:45 PM EST. Check in online at https://mchrt.io/-7hHMkkTWLEiKKYm3nA
>
> Reply STOP to opt-out.

> **CHA** Cambridge Health Alliance | **MyCHArt**
> Your secure online health connection
>
> Hello Jane Smith,
> You have an upcoming visit on 1/8/2025. Please check in online before your visit.
>
> **Check In**
>
> Please call 617-665-3370 if you have any questions.

2 From the MyCHArt mobile app, locate your scheduled visit and click **eCheck-In**

> Complete eCheck-In for Your TELEVISIT (Video Visit)
> **Jan 13 Mon** Join by 9:20 AM EST With Physician Ambulatory, MD
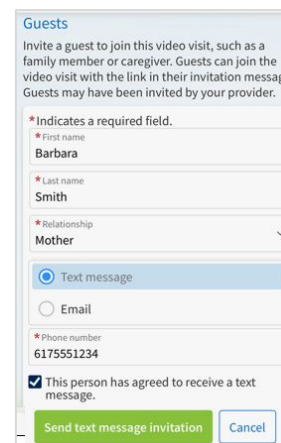> **eCheck-In** View details

While in MyCHArt, if you wish to invite a guest to your session (like a family member):

a From your scheduled visit, click **View and invite participants**

> TELEVISIT (Video Visit) with
> Doug Ross, MD
> This is a video visit
> Wednesday May 28, 2025 2:00 PM EDT (20 minutes)
> Add to calendar
> Manage who will participate in this video visit
> View and invite participants

b Enter in the required information, pick if notification should be an email or text message and then click **Send invitation** button

> Guests
> Invite a guest to join this video visit, such as a family member or caregiver. Guests can join the video visit with the link in their invitation message. Guests may have been invited by your provider.
> *Indicates a required field.
> *First name
> Barbara
> *Last name
> Smith
> *Relationship
> Mother
> ● Text message
> ○ Email
> *Phone number
> 6175551234
> ☑ This person has agreed to receive a text message.
> Send text message invitation   Cancel

Please note that your provider can also send invitations to guests at the time of the video visit

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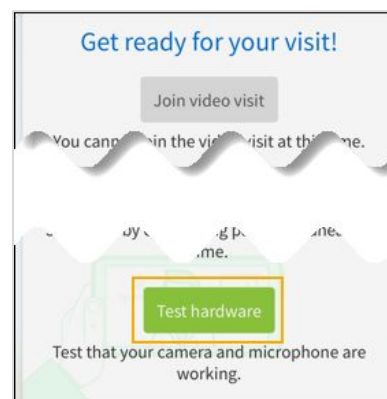Email us at mycharthelp@challiance.org
Use our online form: https://www.challiance.org/help-center/mychart-contact-us-form

Patient User Guide

You can also test your hardware before your video visit while in MyCHArt.

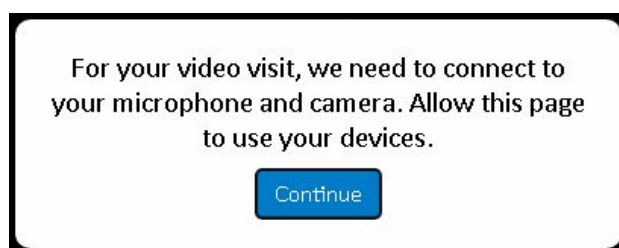**1** From your scheduled visit, click [Test hardware]

> Get ready for your visit!
>
> Join video visit
>
> You can ~~join the video visit at this time~~.
>
> ~~by~~ ... ~~g p~~ ... ~~ne~~.
> .me.
>
> Test hardware
>
> Test that your camera and microphone are working.

2 If prompted, select [Launch] to open the link

> **Popup blocked** ✕
>
> This action was blocked by your popup blocker. Would you like to open the link?
>
> Launch
>
> Cancel

3 You may get a prompt asking to use your camera and microphone. Please select [Continue]

> For your video visit, we need to connect to your microphone and camera. Allow this page to use your devices.
>
> Continue

4 When prompted, select **Allow** to grant access to your camera and microphone

> "telehealth.epic.com" Would Like to Access the Microphone and Camera
>
> Cancel | Allow
>
> camera

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Patient User Guide

5 You are now the hardware test screen of the televisit where you can ensure your microphone, speakers and camera are turned on.

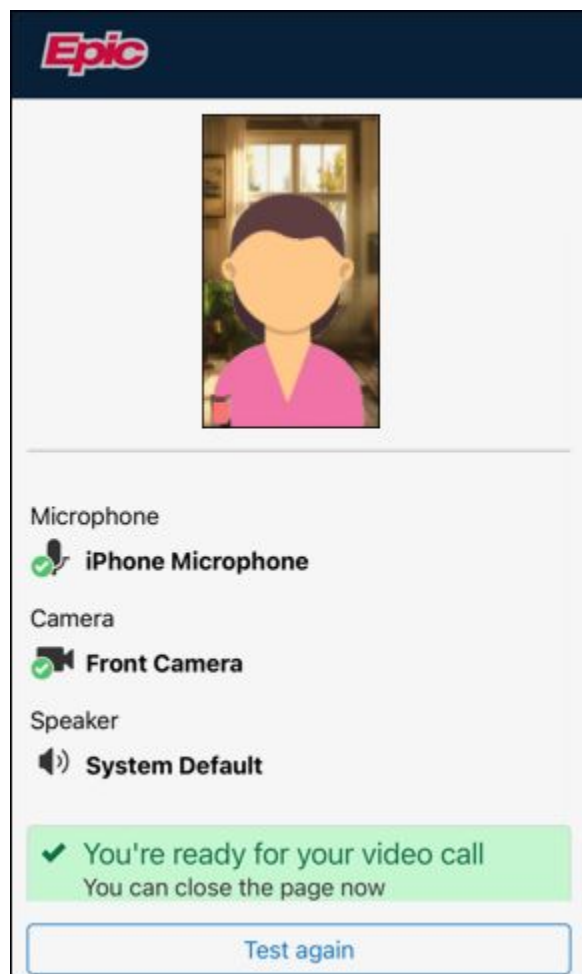- Indicates mobile device's microphone is on

- Indicates mobile device's front camera is on

- Indicates mobile device's speaker is on

Test again - Allows you to run through another full test for the speakers, camera and microphone

Basic Video Visit Functions

At the top of the screen, you will see the following buttons in your video visit

Turn Camera

Switches which camera is turned on

Mute Microphone

The Mute Microphone icon will silence the audio coming from your video feed. When enabled, your provider will not be able to hear you

Turn Off Camera

The Turn Off Camera icon will pause your video feed by temporarily turning off your camera

Chat

The Chat will open a window to type and receive messages to/from your provider

Leave Call

The Leave call icon will disconnect you from the Video Visit.

You may rejoin the visit any time until the provider leaves the call.

You may also disconnect by closing your app

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Before Your Televisit Appointment

Before your appointment, you'll want to prepare a few things:

- Check your notifications!

    You should received at least one (if not more) notifications by email or SMS text message containing a button or link to join your visit.

- Try to join a few minutes early and select to **Test Hardware**. This process will test your internet connection, camera, microphone, and speakers on the device you will be using for your visit

    We recommend using a strong Wifi connection, but cellular data can work too

- Find a quiet, comfortable place where you can speak with your provider without interference.

    Since Epic is web-based, you can connect from anywhere with a consistent internet connection.

    We recommend picking a private location where you can close a door, like an office or a bedroom.

Device Information

Internet Browser

Epic Video works through an internet browser. Please see the table below for supported browsers

	iOS	Android	Windows	MacOS
Chrome	Recommended	Recommended	Recommended	Recommended
Edge	Not supported	Not recommended	Recommended	Recommended
Safari	Recommended	N/A	N/A	Recommended
Firefox	Not recommended	Not recommended	Not recommended	Not recommended
Opera	Not supported	Not recommended	Not recommended	Not recommended
Samsung Internet	N/A	Not recommended	N/A	N/A

MyCHArt Application

To ensure that Epic Video works from MyCHArt, please ensure that your MyCHArt app is on 10.3 at a minimum

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