

Patient Guide to MyChart Video Visits

Caring for people is our first priority. At Vancouver Clinic, we are dedicated to providing expert medical help and keeping our community healthy. To better support our patients, we offer video visits with many of our providers.

To schedule a video visit, you must have:

- An active Vancouver Clinic MyChart account
- Access to a smartphone, laptop, or tablet with a camera and microphone

Getting Ready For Your Visit

MyChart@TVC Account

Please ensure that you are able to log into your MyChart account. If you are using a web browser, go to <https://mychart.tvc.org/mychart/> to log in.

You can also download the MyChart App from your smartphone or tablet:

1. Go to the App Store  for iOS, and to the Play Store  for Android
2. Search and select the MyChart App 


Smartphone or Tablet

You will need to download the Zoom Cloud Meetings App for your Video Visit.

Download Zoom App from iOS

1. From the App Store, get Zoom Cloud Meetings 
2. Go to Settings on your device and locate the Zoom App – Make sure the microphone and camera are turned on. To make sure Zoom has access to your camera, go to Settings/Privacy/Camera

Download Zoom App from Android

1. From the Play Store, install Zoom Cloud Meetings 
2. Go to Settings on your device and locate the App permissions, Settings/Apps/App Permissions – Make sure the microphone and camera are turned on

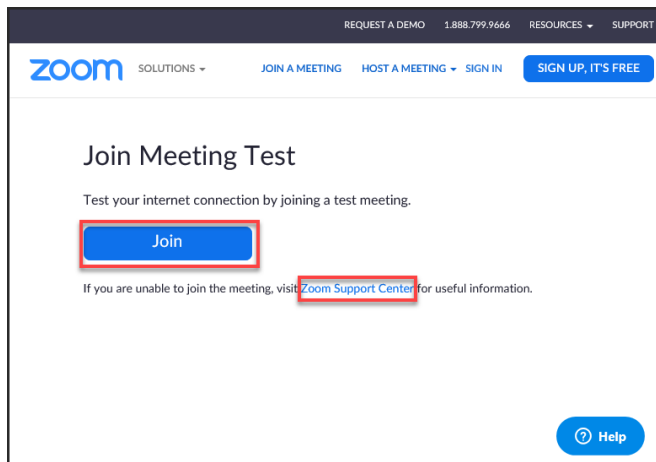
Web Browser

If you are accessing your MyChart Account through a web browser, please test and ensure that your audio and video is working on your device.

Test Your Audio and Video

Please visit [Join a Test Meeting - Zoom](#), to test your audio and video capabilities. You may need to Allow pop-ups if you get a warning message when accessing this site.

1. Click the Join button to Join a Meeting Test
2. Visit the Zoom Support Center if you experience issues



The Day of Your Video Visit

Launch your Visit at least 15 minutes prior

1. Log into your MyChart account using the MyChart App or your web browser
2. Go to your appointments and locate your Video Visit
3. Select *Start Visit*
 - If you're using a smartphone or tablet, you'll be redirected to the Zoom App. Make sure you select *Use Internet Audio*, if prompted
4. Once you have started your visit, you'll be put into a "Virtual Waiting Room." Please wait for your Provider to connect to your appointment

Tips For a Successful Video Visit

- Find a quiet, private location to have your visit
- Have a place to prop your phone or tablet so your Provider can see you clearly; holding a device in your hand will make the video shaky
- Leave plenty of time to get ready for your visit and to fix any technology issues that may present
- Join the visit 15 minutes before your scheduled time