

You can use a video visit (sometimes called “telehealth”) for a face-to-face visit with your doctor from the comfort of your own home. Video visits are scheduled in the same way as other appointments. You will need:

- Internet access (WiFi preferred)
- A smartphone or tablet with a webcam, microphone and speakers

You can connect to your video visit 30 minutes before your appointment time. Please connect at least 15 minutes before your appointment in case your device needs any updates.

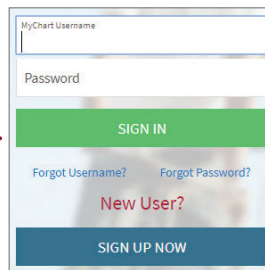
You must download Zoom on to your mobile device before the day of your visit. For instructions, go here:

- Phones, Tablets, iPads: <https://bit.ly/36TL5Bw>

*You do not need to create a Zoom account.*

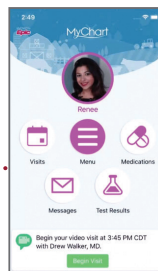
## To connect to your video visit, follow these steps:

1. **Log In:** Log in to your MyChart account at <https://mychart.mainehealth.org> or on the MyChart app you’ve downloaded to your mobile device. You may be asked to agree to terms and confirm your contact information.



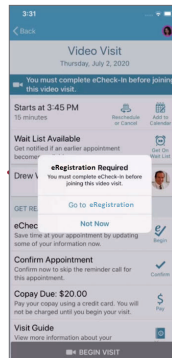
2. **Begin visit:** If your video visit is scheduled for today, you can find details about the appointment right from the MyChart homepage.

To find out more information or to start your video visit, tap the “View Details” button. Note that if you have logged in within 30 minutes of your appointment start time, the button will say “Begin Visit” instead.

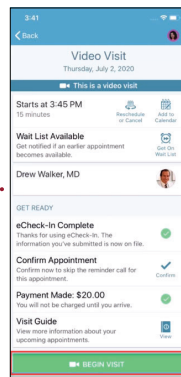


**Tip:** If your visit is not scheduled for today, it can be found by tapping the “Visits” icon in the center of the page and find your appointment there.

3. **Register:** Tap the “eRegistration” button to register for the appointment. There will be some questions for you to answer, which must be completed before you can start your visit. Once finished, you will be brought back to the appointment details page.

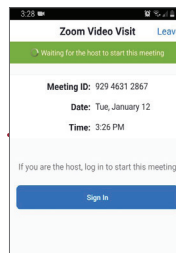


4. **Start video:** Tap the green “Begin Visit” button to launch your video visit. You may be prompted to “Open Zoom Meetings” which allows the Zoom application to open on your computer.



**Tip:** The “Begin Video Visit” button will be grey and you will not be able to click it until 30 minutes before your appointment time.

5. **Waiting Room:** A Zoom window will appear, notifying you to “Please wait for the host to start this meeting.” A staff member will join the video shortly and admit you into the visit.



...6. **Connect:** Once your provider joins and admits you to the visit, you will be connected and can begin your appointment.

- You will then be asked to join with video or without, click “Join with Video.”
- Your device may also ask you to allow Zoom access to your camera and microphone. Choose *Allow*.
- When asked to join audio, select “Call using Internet” if your device has a microphone and speakers or you have a headset connected. This gives you the best experience.

