Join Video Visit from MyChart

You can join a video visit through the MyChart mobile app (instructions below) or through a desktop computer with a front-facing camera (instructions here).

Joining through the MyChart mobile app

1. The MyChart app and Zoom app should be downloaded on your phone.

2. Open the MyChart app and Sign In. You should select Ravenswood as your organization and enter your username and password.

3. Select Appointments from your home page.
4. Before you can begin your visit, you must complete the e-check in process. Edit or confirm any information, and submit it to complete the eCheck-in process.

5. After completing the eCheck-In, you may now start your video visit by selecting Begin Visit, where you will be instructed to wait for the provider to start the meeting.
6. Once your provider begins the visit, you will connect your video and audio.

To connect your video, select Ok to allow Zoom access to your camera and select Join Video when you see a preview of your video.

To connect your audio, it is recommended to select Call using Internet Audio.
You may also connect your audio by selecting Dial In. You will choose any of the numbers listed. Tap on Dial, and then on Call.

If you are not given the options above, you may have to change your phone settings to allow Zoom to access your camera and audio. Follow the steps below to do so.

Go to Settings, and search for the Zoom app, which can be found if you scroll to the bottom of Settings.
Click on Zoom to see the permissions. Ensure that Camera and Microphone access are allowed.

Once Camera and Microphone are enabled, go back to the MyChart app and select your appointment to begin your visit.

7. You are now connected with your provider!