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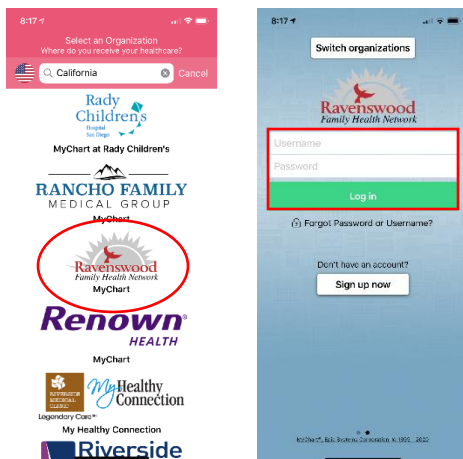
You can join a video visit through the MyChart mobile app (instructions below) or through a desktop computer with a front-facing camera (instructions here).
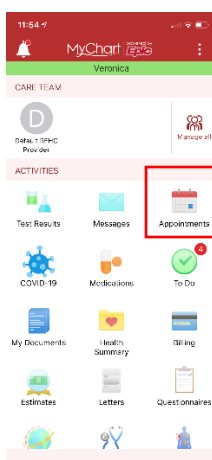
Joining through the MyChart mobile app

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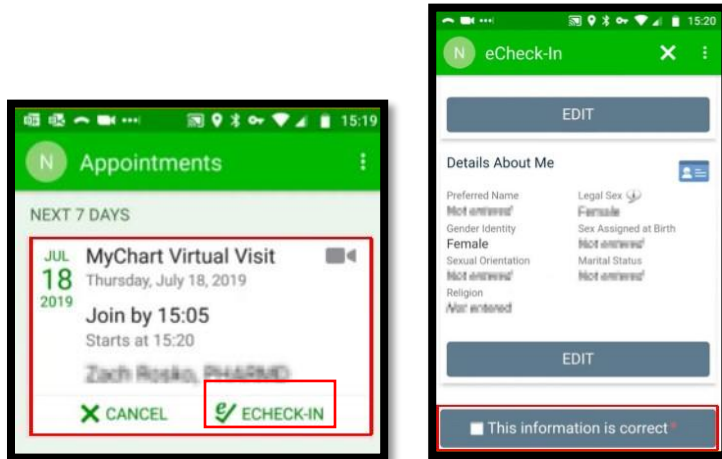

2. Open the MyChart app and Sign In. You should select Ravenswood as your organization and enter your username and password.
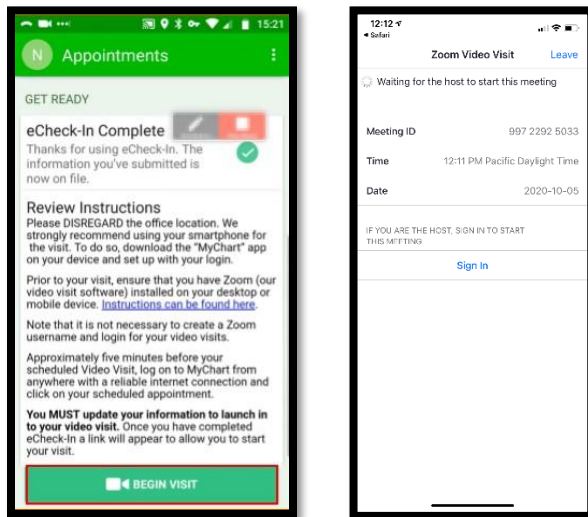

3. Select Appointments from your home page.

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.
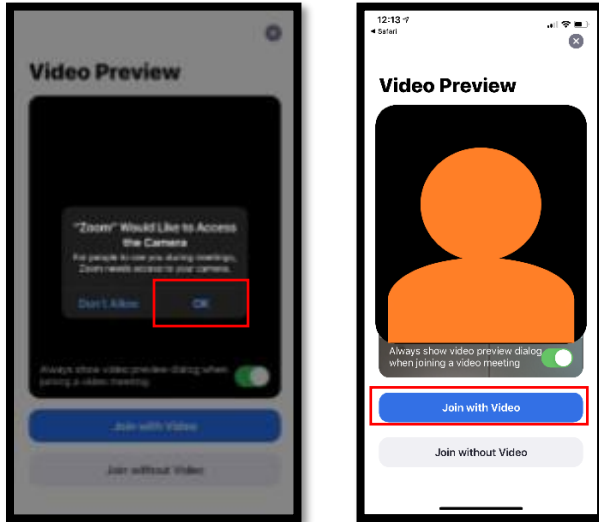

5. After completing the eCheck-In, you may now start your video visit by selecting Begin Visit, where you will be instructed to wait for the provider to start the meeting.
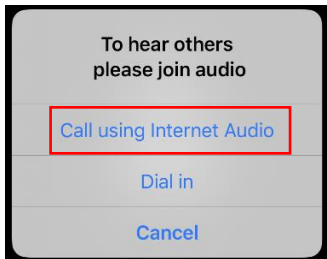
6. Once your provider begins the visit, you will connect your video and audio.
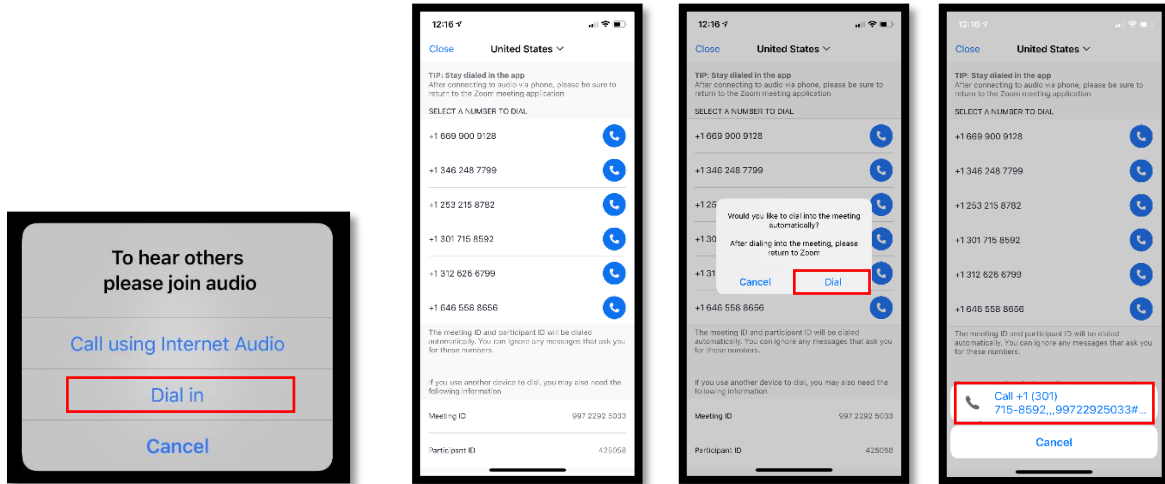
To connect your video, select Ok to allow Zoom access to your camera and select Join Video when you see a preview of your video.

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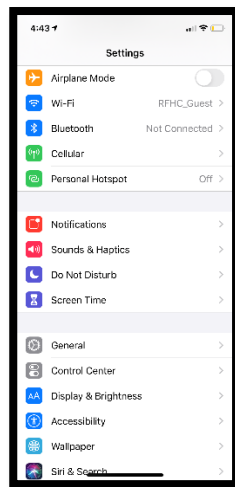
You may also connect your audio by selecting Dial In. You will choose any of the numbers listed. Tap on Dial, and then on Call.
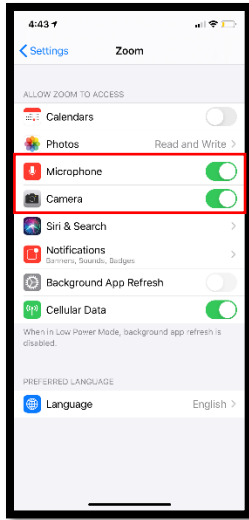

If you are not given the options above, you may have to change your phone settings to allow Zoom to access your camera and audio. Follow the steps below to do so.

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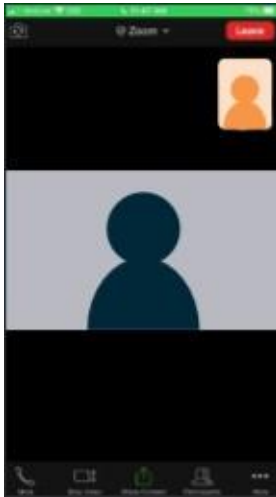
Click on Zoom to see the permissions. Ensure that Camera and Microphone access are allowed.
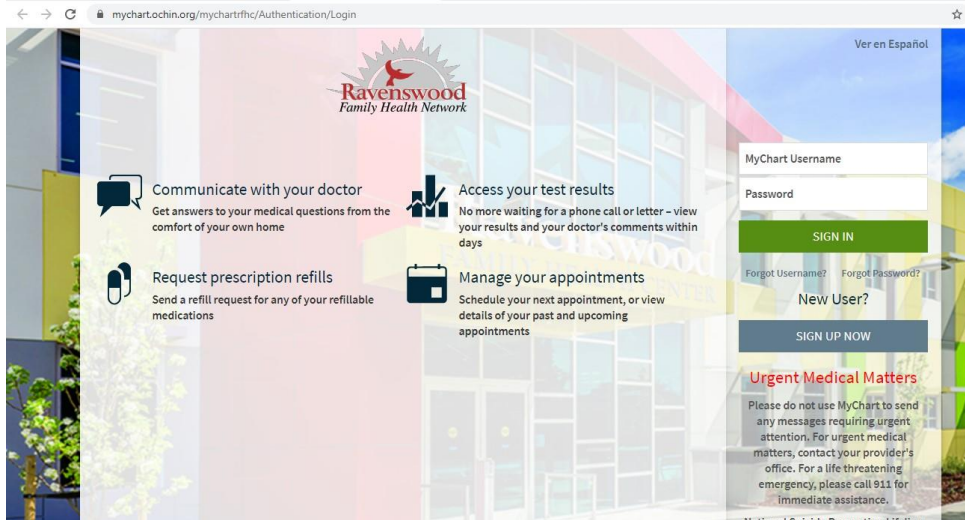

Once Camera and Microphone are enabled, go back to the MyChart app and select your appointment to begin your visit.

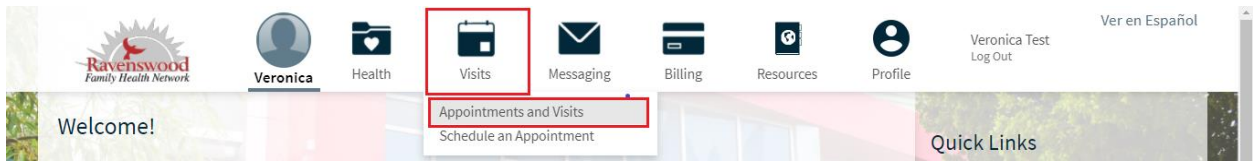7. You are now connected with your provider!
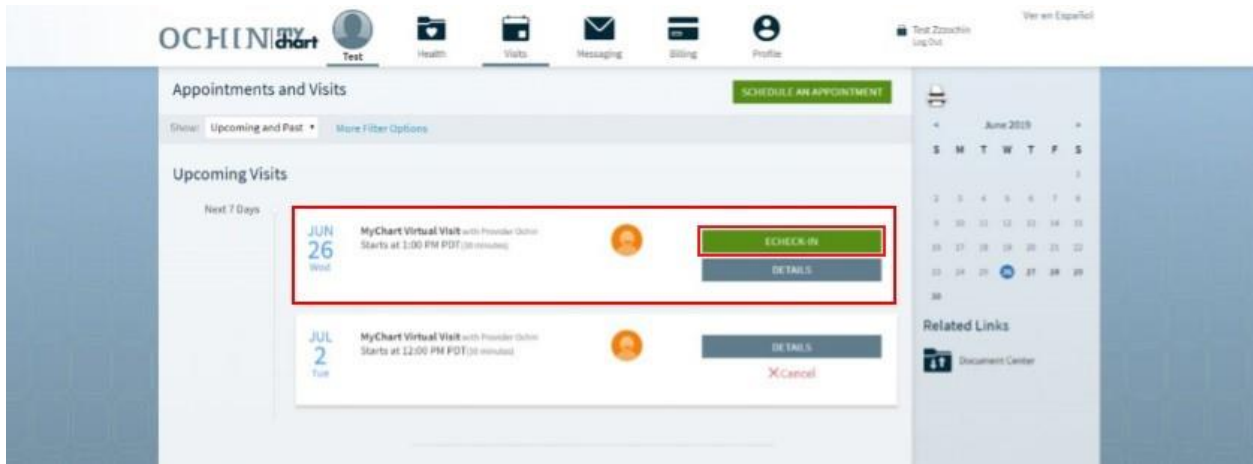
Joining through the website:

1. Go to https://mychart.ochin.org/mychartrfhc/Authentication/Login and Sign In.
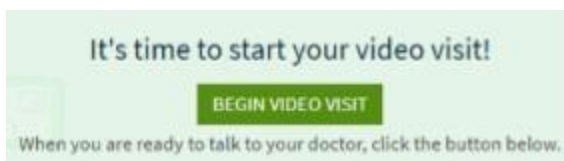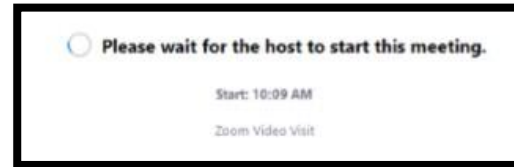

2. Under Visits, select Appointments and Visits.

3. You must eCheck-In before your appointment and can do so up to 30min before your appointment. Update your personal information and sign documents if needed.
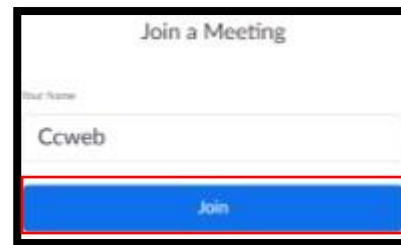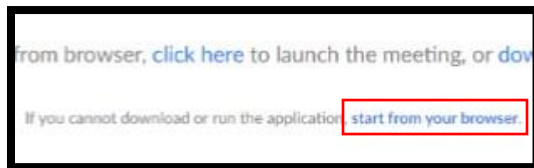

4. After eCheck-In, you may click on Begin Video visit.

It's time to start your video visit!

BEGIN VIDEO VISIT

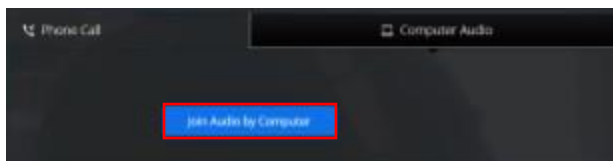When you are ready to talk to your doctor, click the button below.

5. If you have Zoom already downloaded, Click Allow to let Zoom launch. You will be instructed to wait until your provider starts the meeting.

If you do not have Zoom downloaded, join from your browser. Zoom will launch, select start from your browser, and click join. You will then be asked to wait until your provider starts the meeting. *If you are not prompted to Join the meeting, go back to MyChart and click Begin Video Visit.*
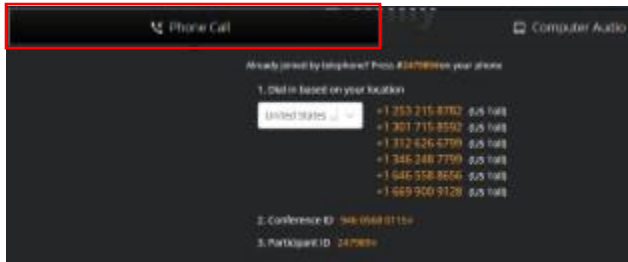

6. Once your provider joins, connect your audio and video. It is recommended to select join Audio by Computer.
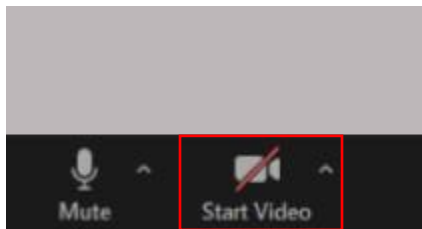
To use your phone to connect to audio, click Phone Call.

- Dial any one of the numbers listed.
- When asked for the meeting ID, enter the conference ID listed followed by a hashtag (#).
- Enter your participant ID followed by a hashtag.
- You are now in the visit.

To connect your device camera, click on Start Video.

7. You are now connected with your provider!