

Before you begin on a mobile device, you will need:

1. An active MyChart account at <https://mychart.mercycare.org>
2. The most recent MyChart mobile app downloaded/installed on Android OR iOS device (Links at <https://mychart.mercycare.org>)
3. If the MyChart app is already installed on your device, make sure Mercy Cedar Rapids is one of your providers.
4. Cellular or wireless (Wi-Fi) network connection

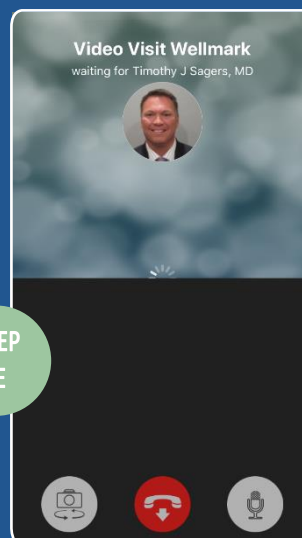
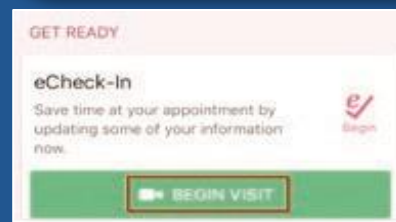
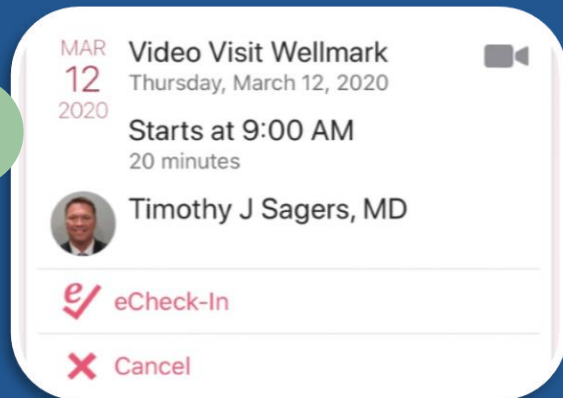
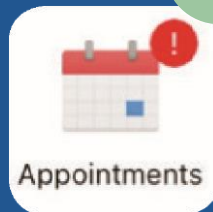
STEP 2



To start your video visit:

5. Chose a quiet, private location.
Log into MyChart mobile app
 - A. Open Appointments activity
 - B. Open appointment from list
 - C. Click Test Video
 - i. Allow access to your microphone
 - ii. Allow access to your camera
 - D. Complete eCheck-In (instructions below)
 - E. Click Begin Visit
 - F. Your screen will split – your provider at the top half and you on the lower half of the screen

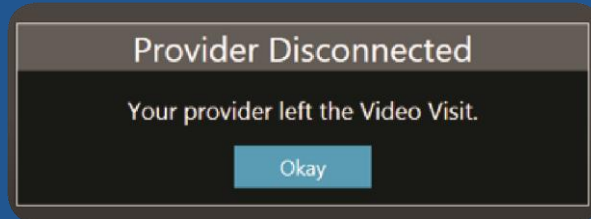
STEPS
5A-D



STEP
5E

In the event of a disconnection during the session:

- Should the provider be disconnected from the visit, you will receive the message below. The provider can rejoin the session and you can continue your appointment



Don't forget to eCheck-In!

- From your Appointment screen, click **eCheck-In**
- Update your demographics, medications, allergies, pertinent health information, and answer health history questionnaires.
- Sign any required forms (HIPAA Notice of Privacy, Physician Consent for Treatment, etc.)
 - When completing your forms, turn your phone horizontally and use your finger to sign your name.
- Once you have completed eCheck-In, click on your appointment once more to begin your Video Visit. You **must** complete eCheck-In to begin your visit.



For troubleshooting:

Email mychart@mercyCare.org or call (319) 398-6161

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