

# Express Video Visits Mobile (Patient)

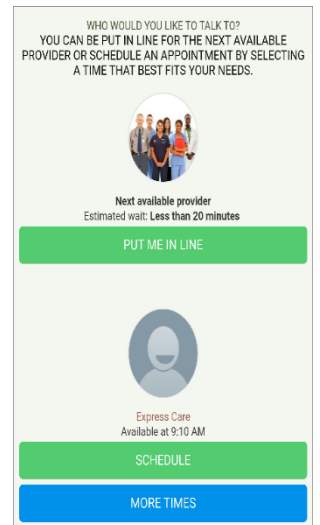
Express video visits let patients either join a virtual waiting room to see the next available provider or quickly schedule an appointment with selected providers.

- The cost for an Express Video Visit is dependent on the patient’s insurance and the length of time spent with the patient.
- Express Video visits are available 7 days a week including holidays, Sunday thru Saturday 7:00 a.m. to 10:00 p.m.
- Patient must be physically located in Minnesota or North Dakota to be eligible for an Express Video Visit.

## Join the Next Available Video Visit (Virtual Waiting Room)

1. Ensure that you have the **MyChart mobile app** downloaded to your mobile device.
2. **Log into MyChart**, select **Menu > Express Video Visit**.
3. You will be presented with information regarding Express Video Visits. Please select the state you are physically located in and tap **“CONFIRM”** (You must be physically located in ND or MN at the time of the visit).
4. Tap **“Express Video Visit”**, the type of visit you are going to have with the provider.
5. Choose **“Put me in line”** to get in line to see the next available provider.
  - The estimated wait time will display, if you are unavailable at that time, **Schedule** a designated time that will work with your schedule (go to the Join a Scheduled Express Video Visit section below).
6. **Enter the reason for your visit** and tap **“Schedule”**.
7. A confirmation page will display along with an eCheck-In Required pop up, tap **“Go To eCheck-In”**.
8. Complete the steps of **eCheck-In** and tap **“Submit”**. **Close out of eCheck-In and go back to MyChart**.
  - When you complete eCheck-In, please verify that you have a mobile phone number and/or email address on file so the provider can contact you when they are ready for the visit.
9. You are now prepared for your video visit with the provider when the provider is ready.
10. You will be notified on your device when your provider has connected and will also receive either a text or email indicating that your provider is ready to connect.
11. Once you receive the notification, log into MyChart and tap on the **“Begin Visit”** button.
  - If prompted to **“Join via the app”**, please go the **VidyoConnect** section at the bottom of this tipsheet to download the VidyoConnect app and join the visit via the app.
12. If prompted, **allow access** to the microphone and camera.
13. You may need to place a checkmark next to **“Agree to the Vidyo User Terms & Conditions & Privacy Policy** on the VidyoConnect page.
14. Click **“Join”**.
15. You will be placed in a virtual waiting room until the provider connects.

**Important:** When the visit is complete, tap the red **“end call”** button and close the app.

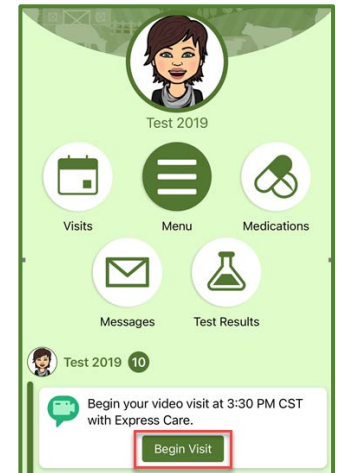


# Join a Scheduled Express Video Visit

1. If you completed steps 1-6 above and opted to **Schedule** an Express Video Visit, log into your **MyChart Mobile app** at least 15 minutes prior to your appointment time.
2. Tap the **“Begin Visit”** button and tap **“Go to eCheck-In”**. You need to go through the eCheck-In steps and Submit.

**Please Note:** If you log in prior to 30 minutes within your appointment you will need to look for your visit and tap **“eCheck-In”** instead of **“Begin Visit”**.

3. Once you have completed the eCheck-in steps, close out of screen to get back to previous MyChart screen with appointment information.
  4. If you are within 30 minutes of your appointment time, you can click **“Begin Visit”**.
    - If prompted to **“Join via the app”**, please go the **VidyoConnect** section at the bottom of this tipsheet to download the VidyoConnect app and join the visit via the app.
  5. If prompted, **allow access** to the microphone and camera.
  6. You may need to place a checkmark next to **“Agree to the Vidyo User Terms & Conditions & Privacy Policy** on the VidyoConnect page.
  7. Click **“Join”**.
  8. You will be placed in a virtual waiting room until the provider connects.
- Important:** When the visit is complete, tap the red **“end call”** button and close the app.



## VidyoConnect

**Beginning 2/23/21 you may need to download the VidyoConnect app**

You may need to use the VidyoConnect app to join your video visit if your device is not supported to launch automatically when you click **“Begin Visit”**. If you are prompted to **“Join via the app”** and tapping on that gives you an error, you will need to download the VidyoConnect app.

### Download the VidyoConnect App (go to next step, if already downloaded)



This is a one-time download. Keep for future video visits!

If your device prompts you to download the app from Google Play or from the App store, please click link or button to download **VidyoConnect**. Otherwise, find Google Play or the App Store on your Android™ or Apple mobile device and search for **VidyoConnect**.

- **Install the VidyoConnect app. Read agreement and click Accept.**
  - [Android App](#)
  - [Apple iPad or iPhone App](#)
- **Post install, do NOT OPEN VidyoConnect app and DO NOT enter a portal address.**
- **Close out of VidyoConnect and go back to your MyChart account to BEGIN the visit.**

### Join via the App

- Tap **“Begin Visit”**.
- Tap **“Join via the app”**.
- Tap **“Open”** to open in VidyoConnect.
- Tap **“Join”**.
- Agree to the Vidyo User Terms & Conditions and Privacy Policy.
- Tap **“Continue”**.
- You will be placed in a virtual waiting room until the provider connects.

**Important:** When the visit is complete, be sure to tap the **“End Call”** button and close the app.