

MyChart Video Visit

Helpful tips for our patients

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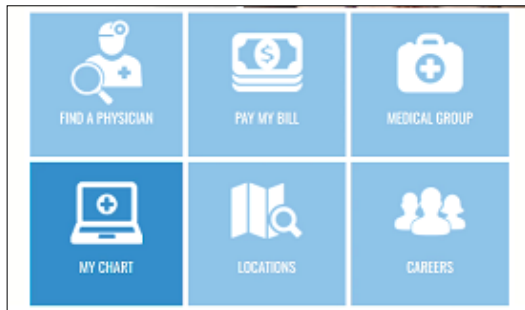
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Install MyChart app on mobile device

The following is the best way to find the correct app for this organization.

1

Go to www.ormc.org and tap on MY CHART tile



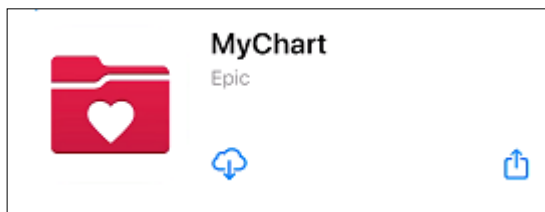
2

From the next page scroll down and select your app store



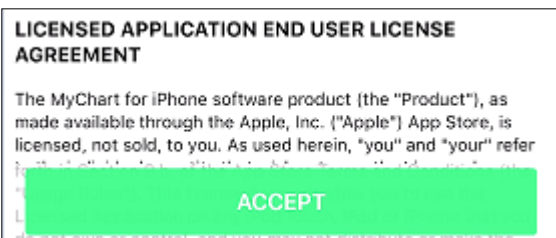
3

Install this app and open it



4

Accept the terms and conditions of app (there will be location service popup, allow location service or Deny it)



5

Open MyChart app, search for "Ghv" and select this organization



6

Enter username and password to log in or Sign up for a new account



Schedules video visit on MyChart

The following steps will guide to schedule a video visit.

1

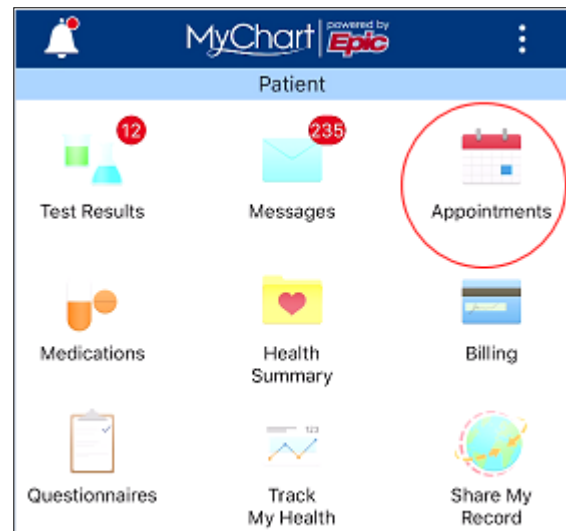
Log in using your username and password



The login screen features the logos for Orange Regional Medical Center and Catskill Regional Medical Center. It includes input fields for 'Username' and 'Password', a green 'LOG IN' button, a link for 'Forgot Password or Username?', and a 'SIGN UP NOW' button.

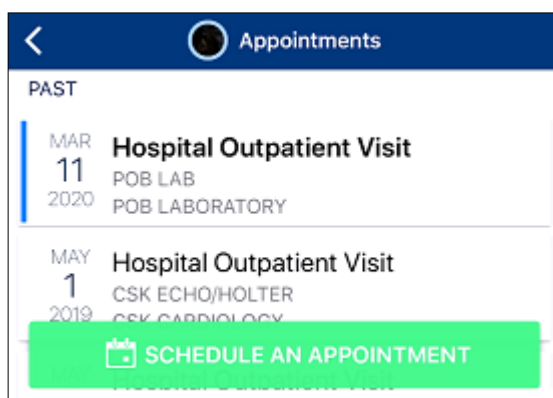
2

Tap **Appointments** to schedule a visit



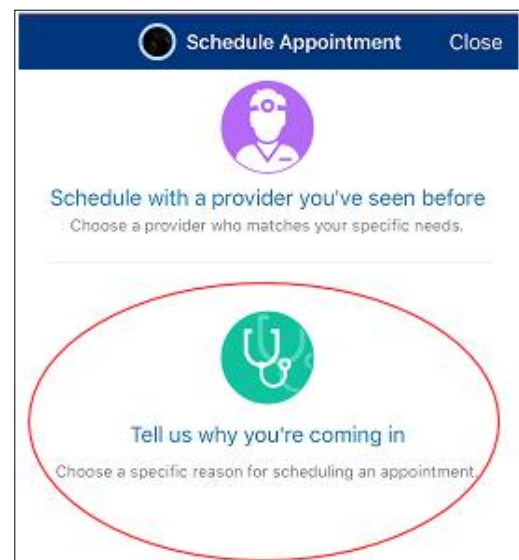
3

Tap **schedule an appointment**



4

Select "Tell us why you're coming in"



5

Tap **Video Visit**

Screenshot of the 'Schedule Appointment' screen. The header is 'Schedule Appointment' with a 'Close' button. Below the header are four icons: a plus sign in a box, a location pin, a person, and a clock. The main content asks 'What kind of appointment are you scheduling?' and lists three options: 'Problem Follow-Up Visit' (A visit to follow up on a specific medical concern.), 'Well Child Check-Up' (A routine Well Child visit.), and 'Video Visit' (circled in red).

6

Select the Date and Time you want

Screenshot of the 'Schedule Appointment' screen. The header is 'Schedule Appointment' with a 'Close' button. Below the header are four icons: a plus sign in a box, a person, a clock, and a calendar. The main content asks 'What time works for you?' and shows a grid of time slots for 'Friday April 17, 2020'. The time slots are: 8:00 AM, 8:15 AM, 8:30 AM, 8:45 AM, 9:00 AM, 9:15 AM, 9:30 AM, 9:45 AM, and 10:00 AM.

7

Verify information, enter a reason for visit, then tap **schedule**

Screenshot of the 'Schedule Appointment' screen. The header is 'Schedule Appointment' with a 'Close' button. Below the header are four icons: a plus sign in a box, a person, a clock, and a calendar. The main content asks 'Is everything correct?' and shows the appointment details: 'Video Visit with Anila Khaliq, MD', 'Friday April 17, 2020', '8:00 AM (15 minutes)', and 'Video Visit'. Below the details is a text input field with the prompt 'What is the most important thing you want addressed during this visit?' and a red 'Enter a reason for visit' label. At the bottom is a green 'SCHEDULE' button.

8

Done!

Screenshot of a confirmation dialog box. The text reads 'Your appointment has been scheduled.' and there is a blue 'OK' button.

E-Check-in via MyChart

When you are ready to eCheck-In give yourself some extra time as this may take a while for you to verify, update, and enter new information into the system.

1

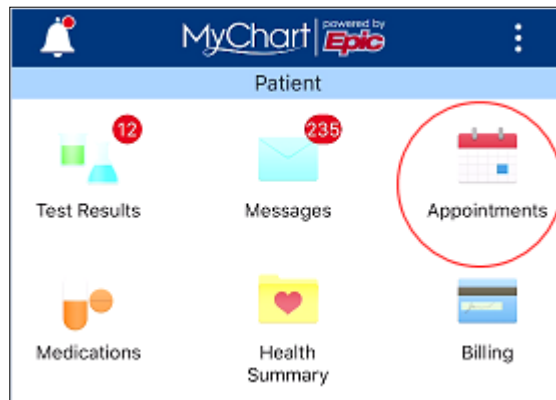
Log in using your username and password



The login screen for MyChart, powered by Epic. It features the logos for Orange Regional Medical Center and Catskill Regional Medical Center. There are two input fields for 'Username' and 'Password', a green 'LOG IN' button, a link for 'Forgot Password or Username?', and a 'SIGN UP NOW' button at the bottom.

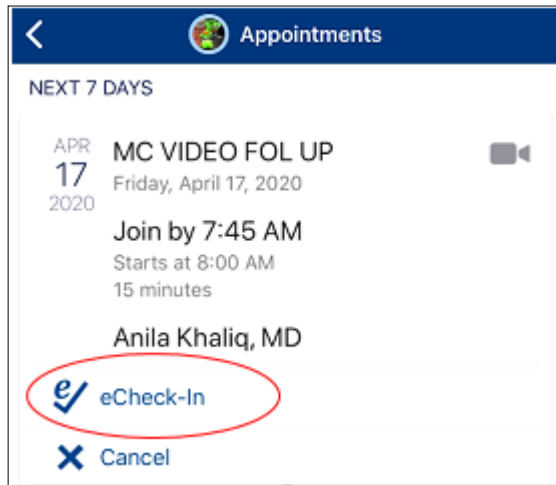
2

Tap **Appointments** to schedule a visit



3

Tap **eCheck-In**




4

Verify personal info, update payment info, medications, allergies, health issues, enter travel history, and answer questionnaires. Tap **submit** at the end to complete the eCheck-In




5

eCheck-In is completed. Tap Close

 Additional Steps Close

Thanks for Using eCheck-In!
The information you've submitted is now on file.
When you arrive, you may need to:
[Make Payments](#)



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Starts video from Apple device

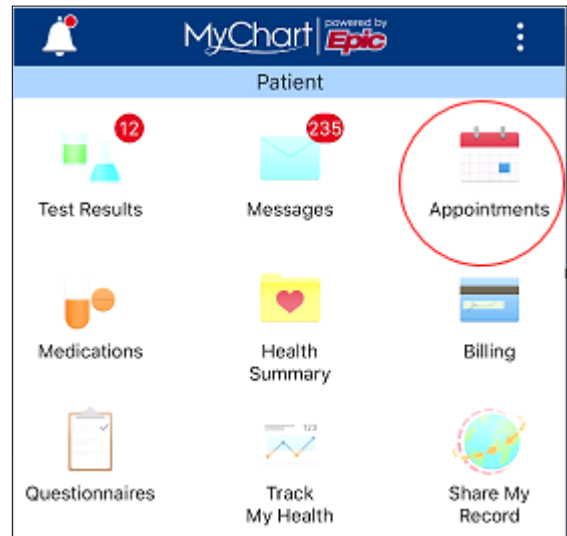
The following are the steps to start the video meeting from an iOS device.

- 1** Log in using your username and password

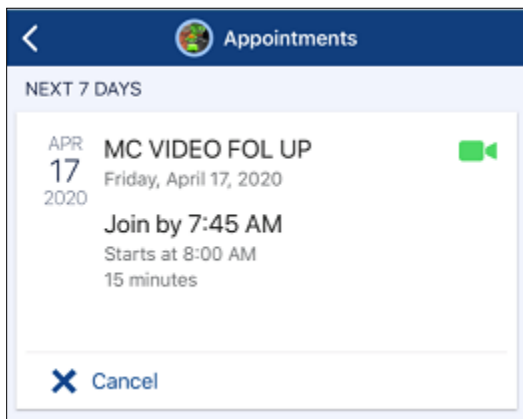


The login screen features the logos for Orange Regional Medical Center and Catskill Regional Medical Center at the top. Below the logos are two input fields: 'Username' and 'Password'. A prominent green 'LOG IN' button is centered below the fields. Underneath the button is a link for 'Forgot Password or Username?'. At the bottom, there is a link for 'Don't have an account?' and a white 'SIGN UP NOW' button.

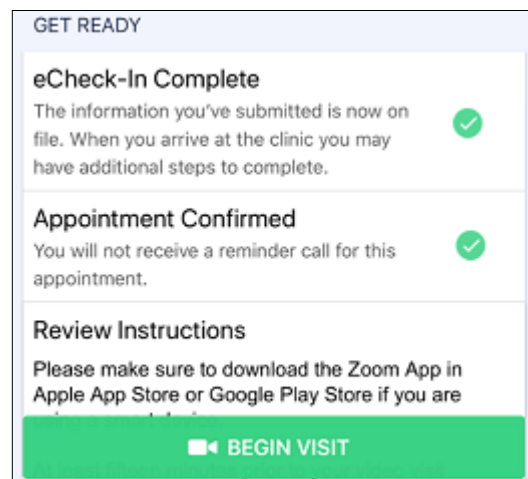
- 2** Tap **Appointments** to schedule a visit



- 3** Tap your appointment to open it

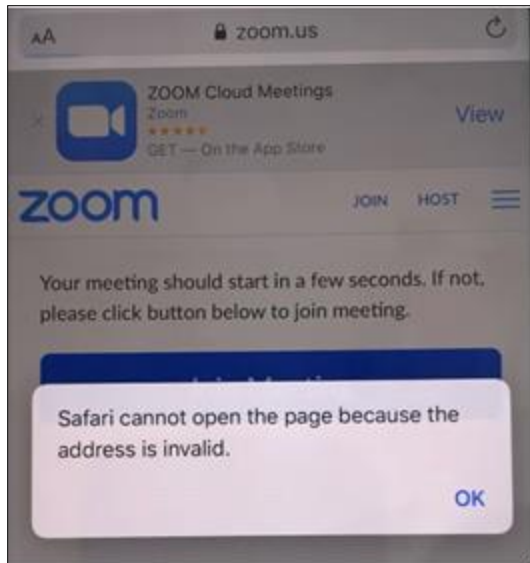


- 4** Tap **Begin Visit**



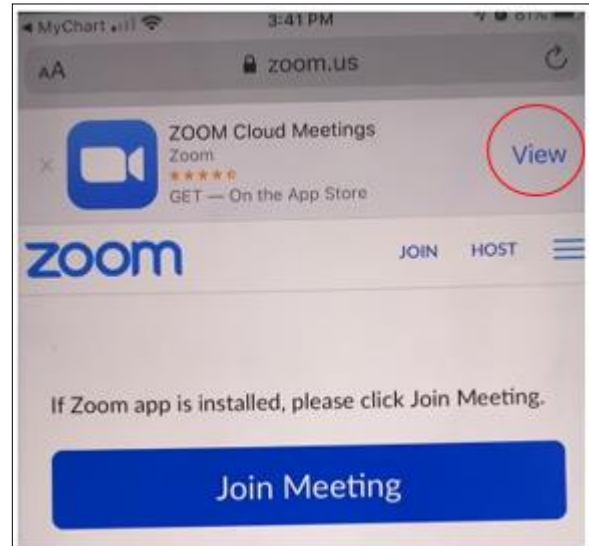
5

Your device will try to open Zoom if you have it, otherwise you'll see this. Tap **OK** to continue



6

Tap **View** to get the app from app store



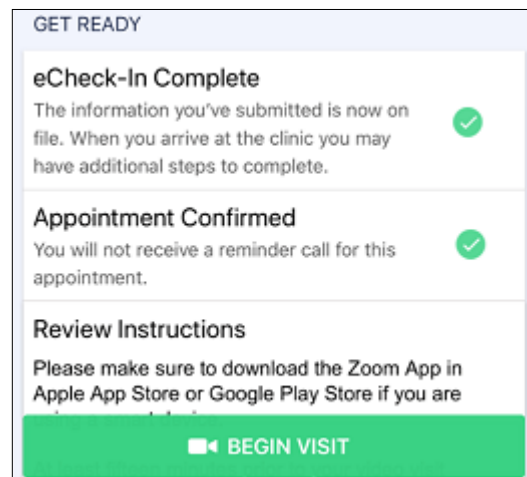
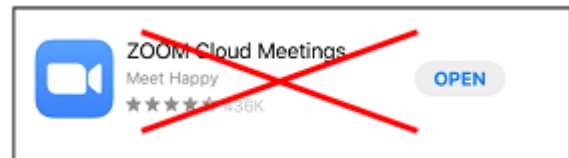
7

Install the Zoom Cloud Meetings app



8

After installing Zoom **DO NOT** open it. **Go back to MyChart and Begin Visit**



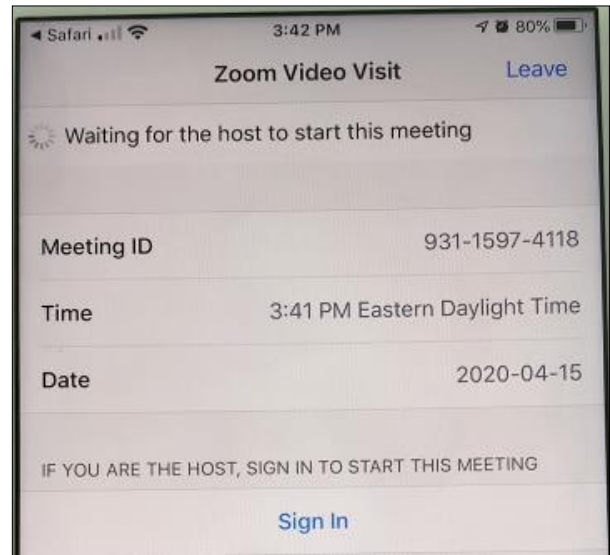
9

Tap **Open** to start Zoom app
(This time MyChart passed meeting info to Zoom app)



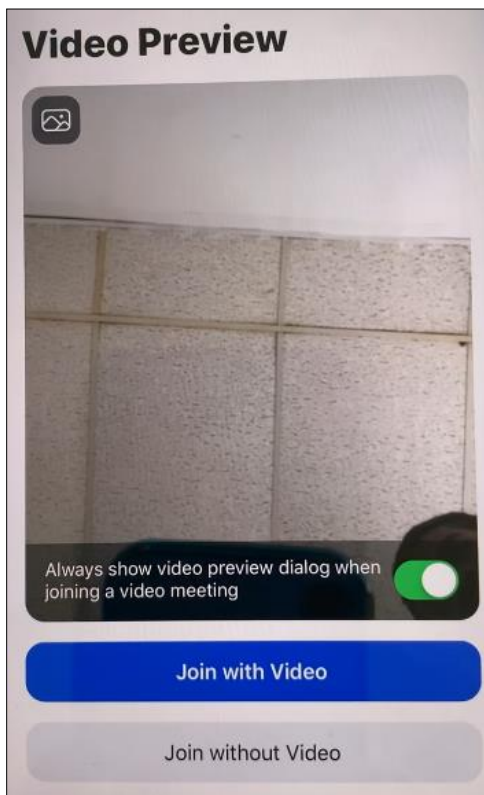
10

Now you will be placed in a virtual waiting room and meeting will start when Dr. starts video.



11

Doctor started the video.
Tap **Join with Video** to join



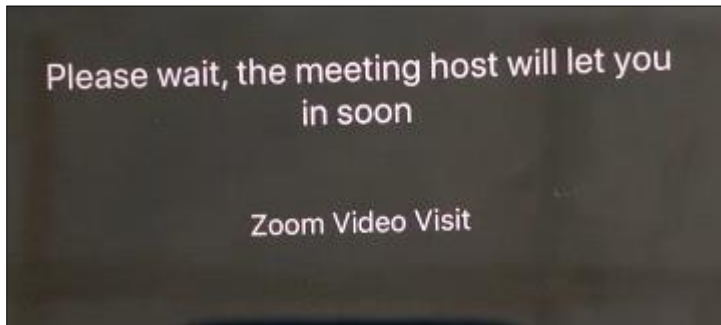
12

Tap **OK** to allow Zoom to use your microphone

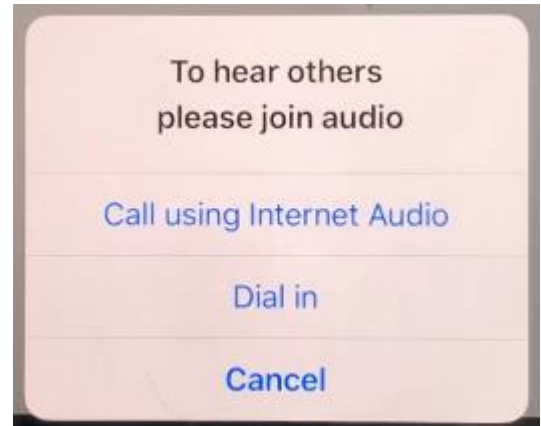


13

Wait for doctor to **admit** you to the virtual meeting room



Tap **Call using Internet Audio**

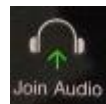


15

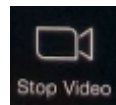
Finally!
You are in the meeting. You can see yourself top right and Doctor is front center



Special icons to note



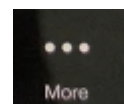
This icon lets you **enable** and **disable** your audio



This icon lets you **enable** and **disable** your video



This icon shows you a list of all the participants in the meeting



This icon gives you additional options

Starts video from Android device

The following are the steps to start the video meeting from an Android device.

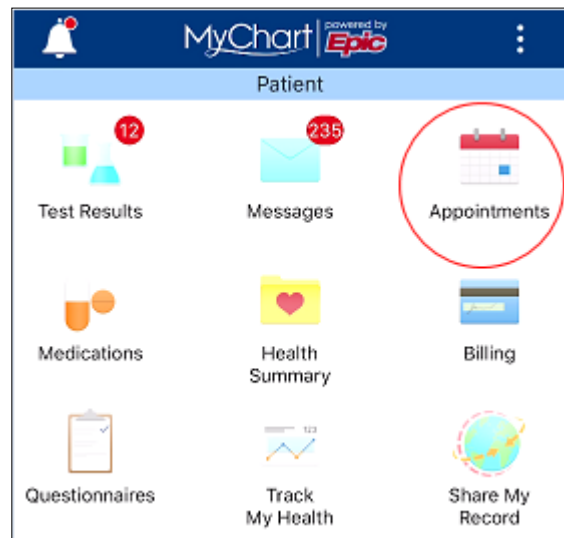
1

Log in using your username and password

The login screen features the logos for Orange Regional Medical Center and Catskill Regional Medical Center at the top. Below the logos are two input fields: 'Username' and 'Password'. A prominent green 'LOG IN' button is centered below the fields. At the bottom, there is a link for 'Forgot Password or Username?' and a 'SIGN UP NOW' button.

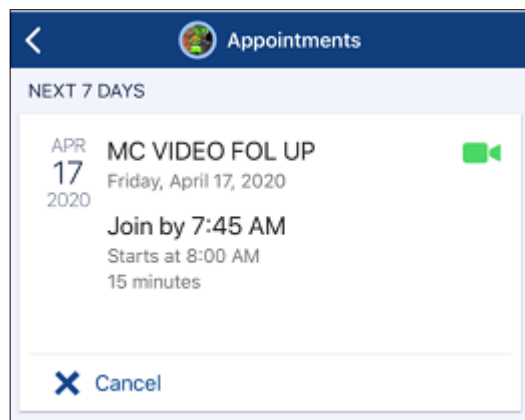
2

Tap **Appointments** to schedule a visit



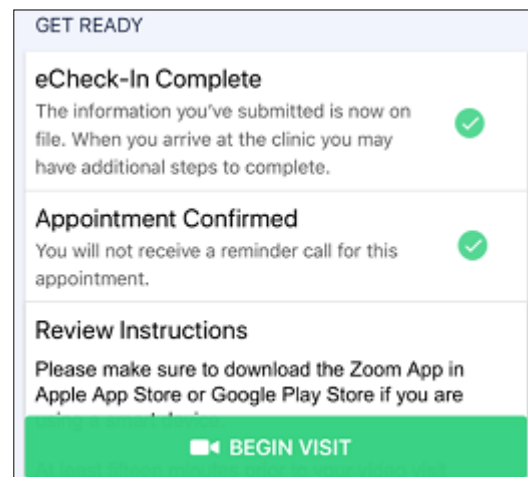
3

Tap your appointment to open it



4

Tap **Begin Visit**



5

Your device will try to open Zoom if you have it. If you do not have it, then Tap **View** to download and install it



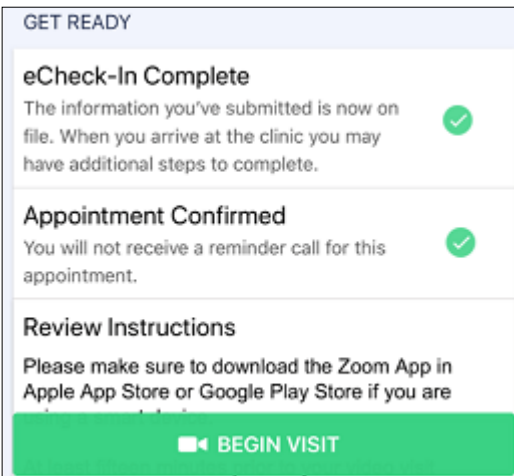
6

Tap **Install** to get the app from app store



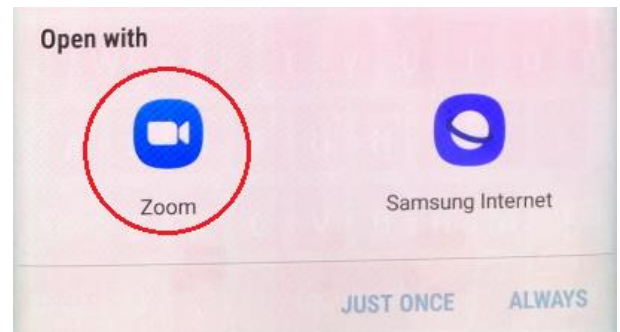
7

After installing Zoom **DO NOT** open it. **Go back to MyChart and Begin Visit**



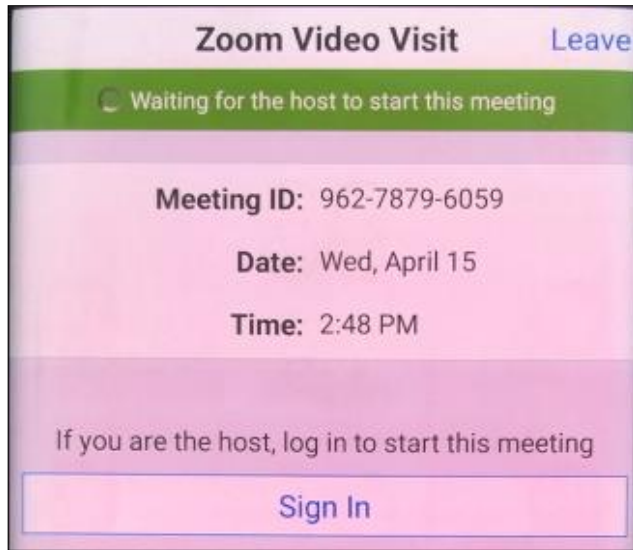
8

Tap **Zoom** to start Zoom app (This time MyChart passed meeting info to Zoom app)



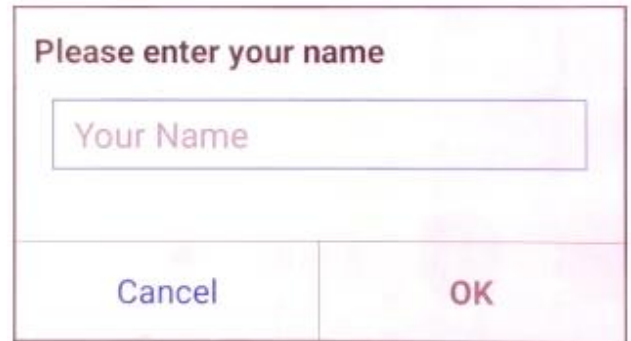
9

Now you will be placed in a virtual waiting room and meeting will start when Dr. starts video.



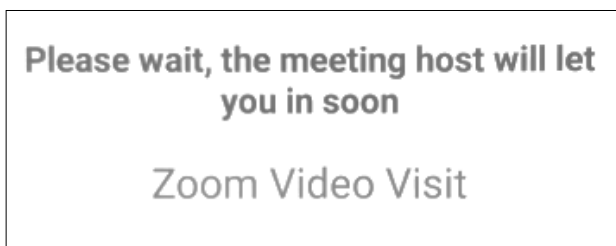
10

When the Doctor starts the video, a pop up will ask you to enter your **name**, then tap **OK** to continue



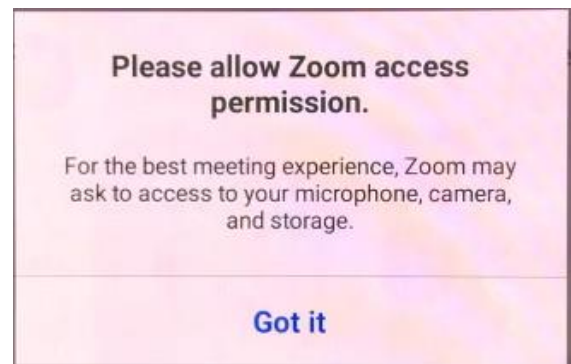
11

Wait for Doctor to **admit** you to the virtual meeting room



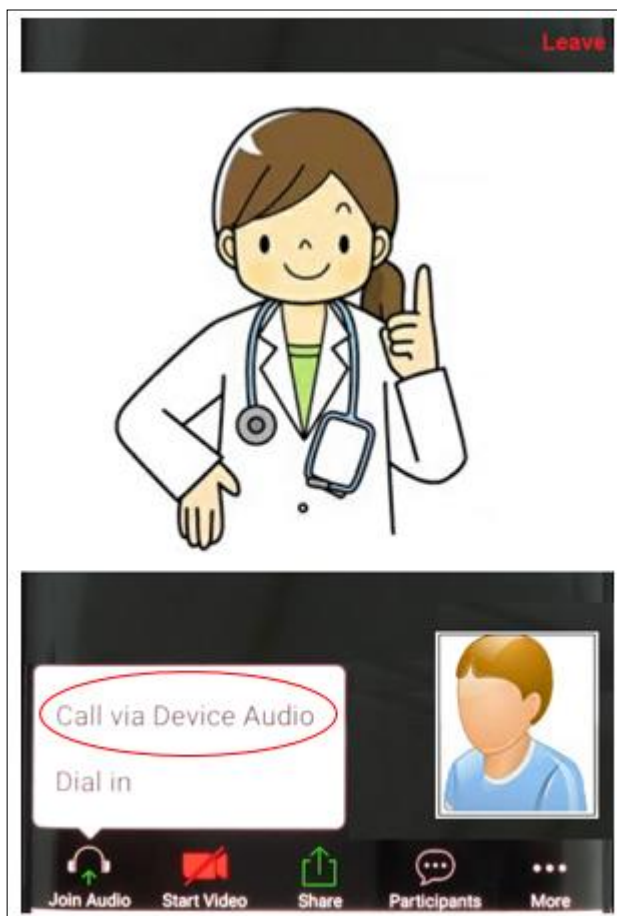
12

Tap **Got it** to continue



13

Finally! The meeting started. You can see yourself bottom right and Doctor is front center. Tap **Call via Device Audio**



14

Special icons to note



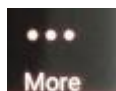
This icon lets you **enable** and **disable** your audio



This icon lets you **enable** and **disable** your video. Your video is off by default, tap it to enable it



This icon shows you a list of all the participants in the meeting



This icon gives you additional options