Cleveland Clinic London

How to Do a My**Chart**® Video Visit on Your Mobile Device

Cleveland Clinic London offers scheduled video visits through your secure MyChart® account. Follow the steps below to start your visit on time.

Download the MyChart app

The MyChart app connects you to your MyChart account so you can access all your health information in one place. You also can have MyChart video visits on the app. Download the app for free at the App Store or Google Play™.

For more about MyChart, visit clevelandclinic.org/app.

Privacy and security

Cleveland Clinic values your privacy and security. MyChart video visits use Zoom™ for Telehealth, a GDPR-compliant service that is integrated with Cleveland Clinic's electronic health record and MyChart. This means that your video visit will use a secure, encrypted connection that protects your private information.

You must connect to your video visit through the MyChart website or MyChart app. You will not be able to connect directly from the Zoom website or app. For added security, be sure you are using the most up-to-date version of Zoom Cloud Meetings (4.6 or higher).

If you need help at any time, call MyChart Support at +44 (0)20 3423 7008.

Before your video visit

Complete these steps at least one day before your video visit, if possible. For same-day appointments, allow at least 15 minutes.

1. If you haven't already, download the MyChart app from the App Store or Google Play.

2. Within the app, log in to your MyChart account. On the home screen, find your appointment.

3. Install Zoom if it is not already on your device. Tap the appropriate install Zoom here link. Note: You will launch your video visit directly from MyChart.

4. In your phone settings, check the Zoom settings and enable access to the microphone and camera.

5. In your internet browser settings, make sure you have allowed pop-ups from Zoom. See the Troubleshooting section below for instructions.
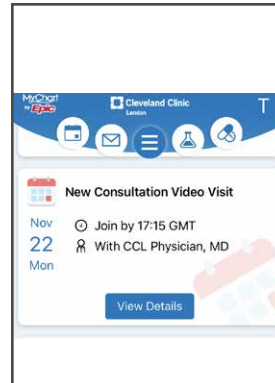
Join your video visit

You may connect up to 15 minutes before your visit time. If you try to join earlier, the "Begin video visit" button will not be available.

You will not be able to connect 20 minutes after your visit time. Your visit will be canceled, and you will need to reschedule it.

1. **Open the MyChart mobile app. Log in to your MyChart account.**

2. **On the home screen, find your appointment. Tap Begin Visit.**

- It may take up to one minute to load the screen.
- You will then see the Zoom site launch in your mobile browser.

3. **Confirm you would like to open the page in the Zoom app.**

- A screen will display, advising you to wait until your provider connects and starts your appointment.
- There is no need to use the Sign In button.

4. **Your appointment will launch when your provider joins.**

- You will be asked to either Join with Video or Join without Video. Select Join with Video.
- You will be prompted to join audio. Select Call using Internet Audio.

5. **During your video visit, you can invite a guest to join you and your provider.**

- Tap the Participants icon on the menu bar at the bottom of your screen.
- The Participants page will display. Tap the Invite button in the bottom left corner.
- Tap Send Email to email an invitation or Send Message to text an invitation to your guest. Your guest can join your video visit by clicking the link from the invitation.
- Your guest must use a device that is connected to the internet, has a forward-facing camera and has the Zoom app. If they do not have the Zoom app, they will be prompted to download it when they click the link.

6. **When your visit is complete, your provider will end the visit.**

- You will be prompted to Leave Meeting. Tap OK to exit.
- An Update Available message from Zoom may display. Tap the Update button to ensure that you have the latest, most secure version of Zoom for future calls.
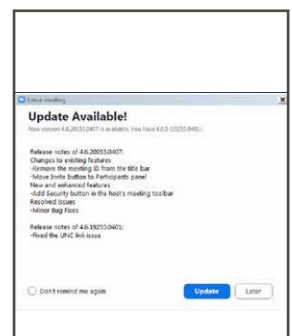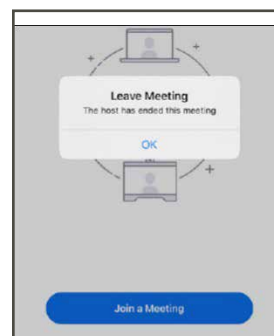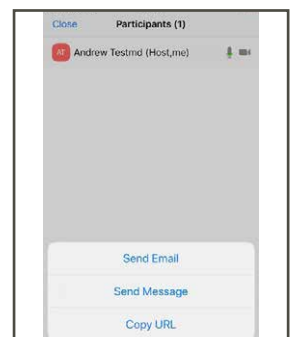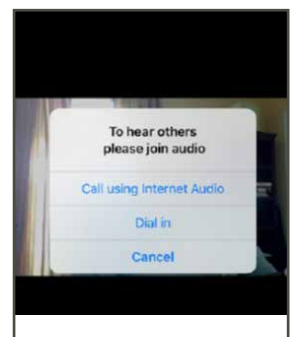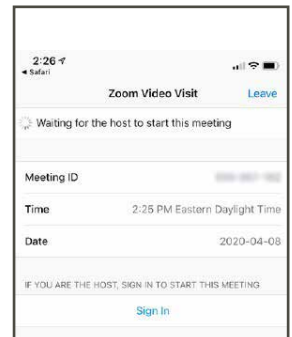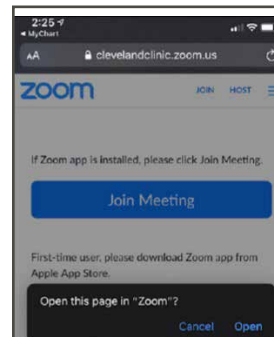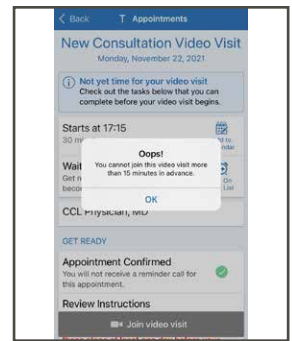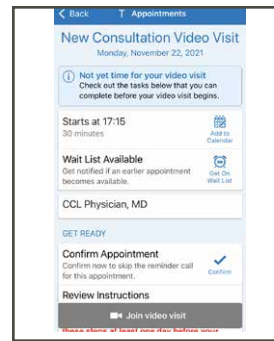
Troubleshooting

Video issues

- Make sure you have launched Zoom from your appointment in MyChart.
- Tap the screen so that the menu appears at the bottom of the app.
- If the video icon is crossed out, tap it to start the video.
- If the video still isn't working, check your phone settings and make sure camera access is enabled for Zoom.

Audio issues

- Tap the screen so that the menu appears at the bottom of the app.
- If the microphone icon is crossed out, tap it to unmute.
- If the icon on the left says Join Audio, tap it to join the call.
- If the audio still isn't working, check your phone settings and make sure microphone access is enabled for Zoom.

Connection issues

- If the connection is lost, go back to MyChart and restart the video for your appointment.
- If the video quality is poor, try switching from Wi-Fi to data, or vice versa. Note that you may incur charges when using data.
- Check your internet browser settings and make sure pop-ups are allowed:

  For Safari on iPhone® devices, see step-by-step instructions at https://support.apple.com/en-us/HT203987

  For Google Chrome on Android™ devices, see step-by-step instructions at https://support.google.com/chrome/answer/95472?co=GENIE.Platform%3DAndroid&hl=en

Video visits for children and loved ones

To start a video visit for your child or an adult you care for, access their MyChart account from yours. Here's how. In MyChart, select their account and follow the steps above.