

Setting up and joining Telehealth video visits on your Android phone

What are Telehealth Video Visits?

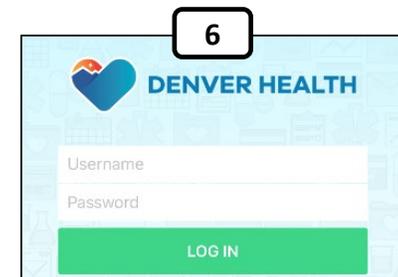
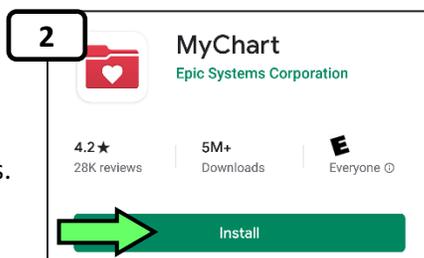
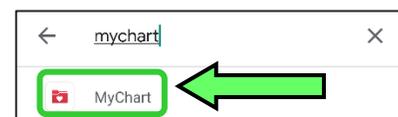
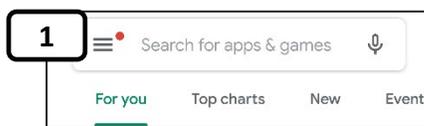
Telehealth video visits are face-to-face appointments with your healthcare provider through video using your computer, smartphone or other mobile device. During a telehealth visit, your provider can evaluate your condition and manage your treatment plan without you needing to travel to the provider's office.

How Do I Enable Telehealth Video Visits?

To prepare for a telehealth video visit, you must install and set up the MyChart application on your Android phone. MyChart is Denver Health's patient portal that gives you direct access to your health information. You can also use MyChart to start the video visits in your phone's Chrome web browser.

To install and set up the MyChart app:

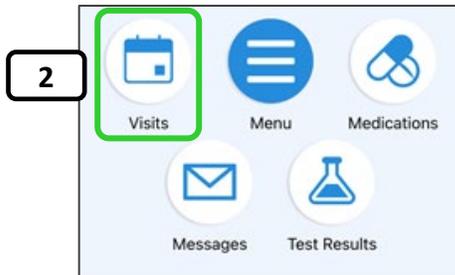
1. Go to the Google Play Store and search for "mychart".
2. Install the **MyChart** app from Epic Systems Corporation and open the app after it has installed.
3. Click **Accept** for the agreement that appears.
4. Allow the app to use your phone's location or choose **Colorado** from the list of states that appears.
5. Choose **Denver Health** from the list of Organizations.
6. Sign into your account with your MyChart username and password.



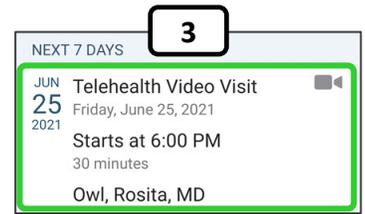
To prepare for and join your Telehealth video appointment:

1. Launch the **MyChart** app and log in.

2. Choose **Visits** in the main menu.

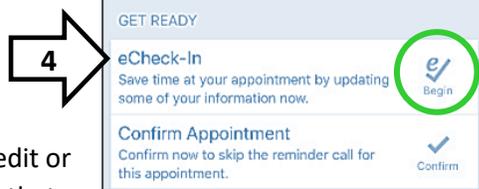


3. Choose the Telehealth Video Visit that you want to confirm in your appointments list.

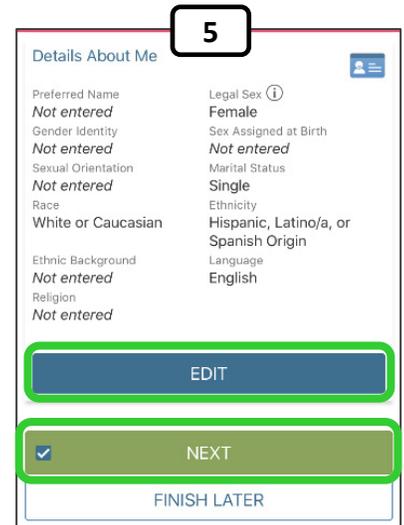


4. Select **eCheck-In** (if available).

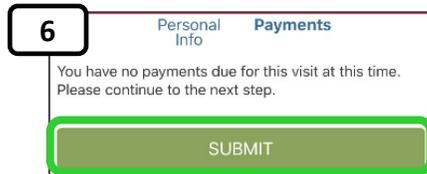
Note: this option might not be able until a date that is closer to your visit, depending on the type of appointment.



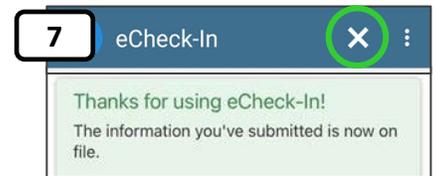
5. On the eCheck-In screen, if you need to edit or update any of your personal information that appears, choose **Edit**. Enter your changes and select **This information is correct**. Then select **Next**.



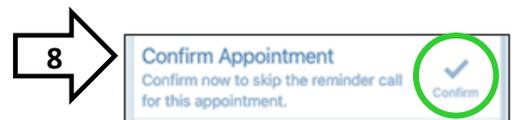
6. You may also be asked to verify your insurance, any payments due for the visit, your current medications, allergies, and your health record, as well as complete a questionnaire. After reviewing each of these sections, choose **Submit** on the final screen.



7. When you see the “Thanks for using eCheck-In!” message, you can close the eCheck-In screen by selecting the **X** at the top of the window.



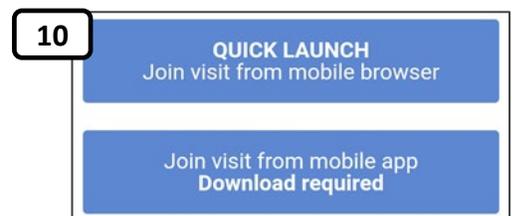
8. Select **Confirm Appointment**.



9. When it's time for your appointment, press the green **Begin visit** button at the bottom of the appointment page. You can join the visit *up to 30 minutes* before it begins. If the button is grey, you'll have to wait until your visit is ready to join.

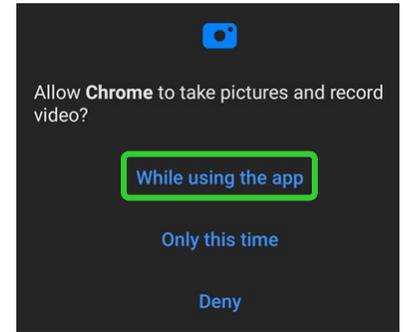
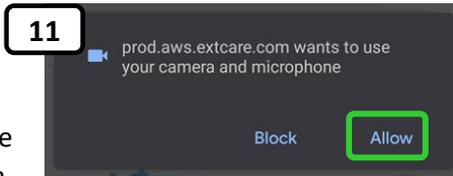


10. After you begin the visit, choose **QUICK LAUNCH** from the options that appear. This should open the Chrome browser and start your video visit.

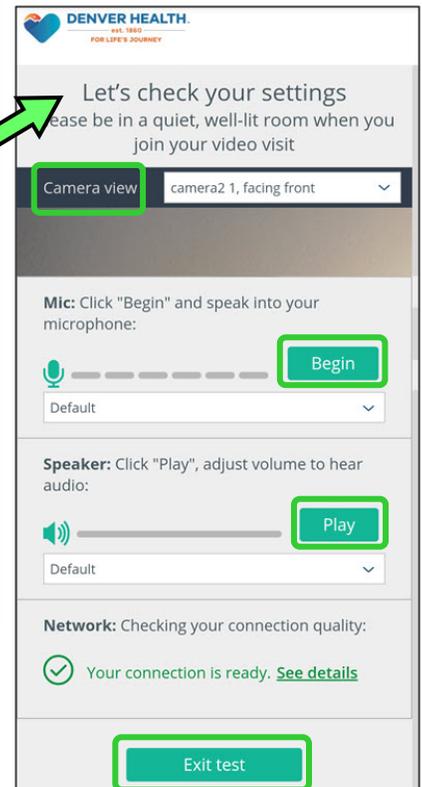
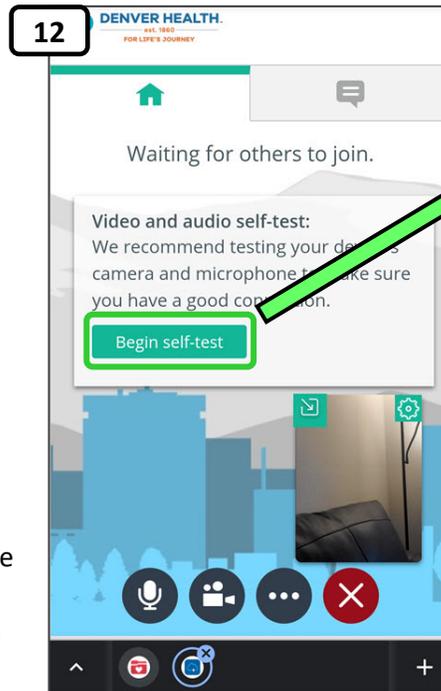


Note: you can also choose “Join visit from mobile app” which will use the ExtendedCare Cloud app. However, you will need to have that app downloaded and installed on your phone. The QUICK LAUNCH option using the Chrome browser is the recommended choice.

11. The Chrome browser should open on your phone, and you will see the video visit page. You might see pop-up messages, like those pictured at the right, asking for the site and the browser to have access your camera and microphone. Choose to allow access on each of these messages.



12. It's recommended that you test your phone's camera, microphone and network connection before each visit. Choose the green **Begin self-test** button.



You can then check the following:

- **Camera view** – change your camera choice from the drop-down menu if needed.
- **Mic** – choose **Begin** to start the microphone test. You can also change what microphone to use in the drop-down list (for instance, if you are using a headset or a Bluetooth microphone)
- **Speaker** – choose **Play** to test your phone speaker. If you are using a headset or headphones, you can choose those from the drop-down list if needed.
- **Network** – if your network connection is poor or slow, you will want to choose a better connection if one is available.

When you are finished with the self-test, select **Exit test** to return to the main visit screen and wait for your provider to join the visit.

For the best video visit experience, make sure that your Wi-Fi signal is persistent and strong. Do not roam during the visit as this could cause the connection to drop.

If your connection is dropped during the visit, try to reconnect by reloading the video visit web page. If that doesn't work, you will need to try launching the visit again through the MyChart app.

If you need any further assistance with Telehealth Video Visits, please call the **MyChart Patient Support Line** at **(303) 602-4380**.