

Joining Telehealth Video Visits on your computer

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.

If you are using a computer for your Telehealth video visit, you will need to have a web camera and microphone available, along with speakers or headphones to hear your provider. Most laptops already have cameras, microphones and speakers. If you do not have these available on your computer, you can use a smartphone or tablet instead.

You will also need to have a Denver Health MyChart account set up. If you are not yet enrolled to use MyChart, visit this page for instructions: <https://www.denverhealth.org/mychart.html>

To prepare for your video visit on your computer:

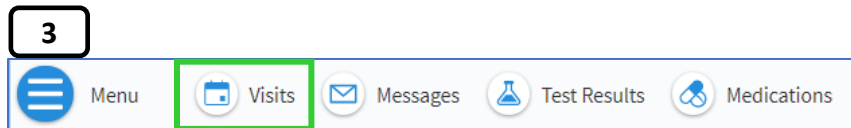
1. Open a web browser (Google Chrome, Microsoft Edge, Firefox, or Safari on a Mac) and go to the **Denver Health MyChart website** at <https://mychart/denverhealth.org>.

2. Log in using your MyChart username and password.

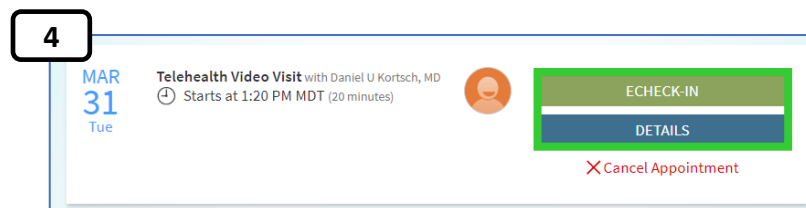
2

SIGN IN

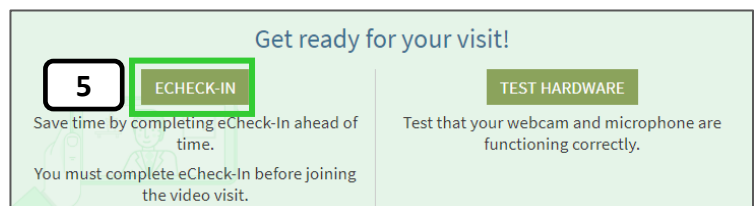
3. In the top menu, click on **Visits**, then choose **Appointments and Visits**.



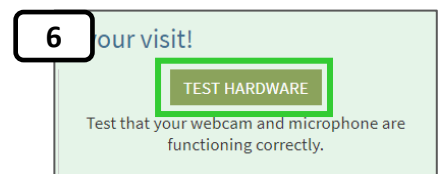
4. Locate the correct appointment on the page. You will see 2 options available next to it - **ECheck-In** and **Details**. Click on either one to continue.



5. If you have not already checked in for the appointment, do so by choosing **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.*

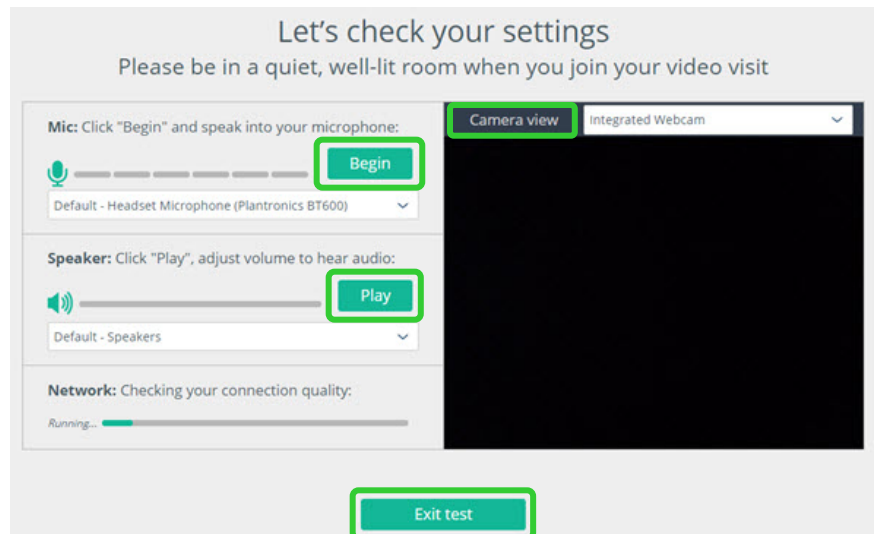


6. After you have checked in, choose **Test Hardware** prior to your visit to make sure everything on your computer system will work properly. You may be asked to allow permissions for the website to use your computer's camera or microphone. Choose **Allow** for both.



You can then check the following:

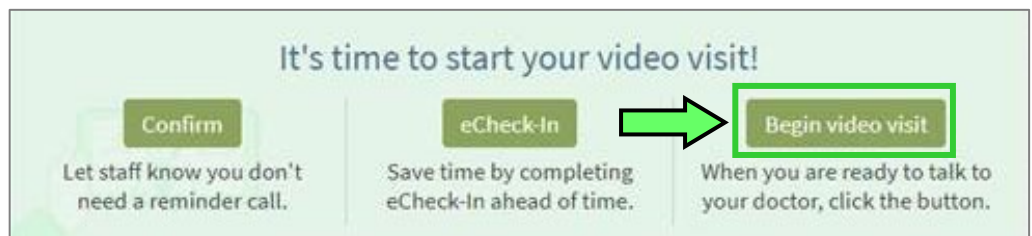
- **Camera view** – change your camera choice from the drop-down menu if needed.
- **Mic** – choose **Begin** to start the microphone test. You can also change what microphone to use in the drop-down list (for instance, if you are using a headset or a Bluetooth microphone)
- **Speaker** – choose **Play** to test your speaker. If you are using a headset or headphones, select your choice from the drop-down list.
- **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.

To join your Telehealth video visit at the time of the appointment:

Follow steps 1-4 on the previous page, and then choose the **Begin video visit** button on the Appointment Details screen. **This button will only be available up to 30 minutes prior to the start of your video visit.**



After you begin your visit, you will have an opportunity to test your computer's camera, microphone and network connection, as described in step 6 of the previous section, if you have not previously done so.

For the best visit experience during your video visit, please ensure that your internet connection is persistent and strong.

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