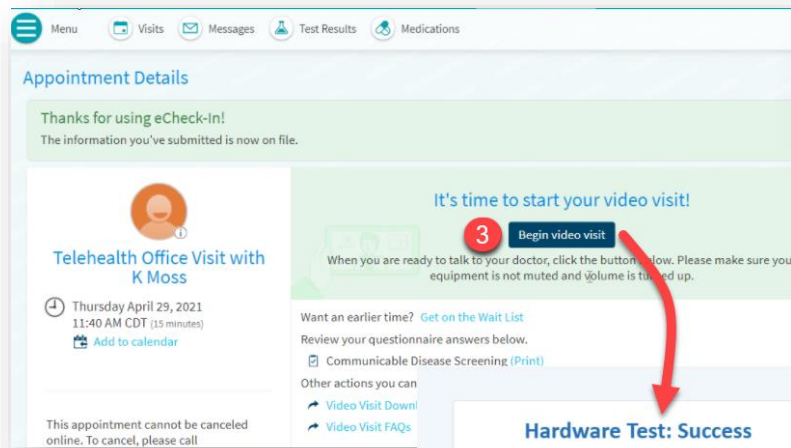
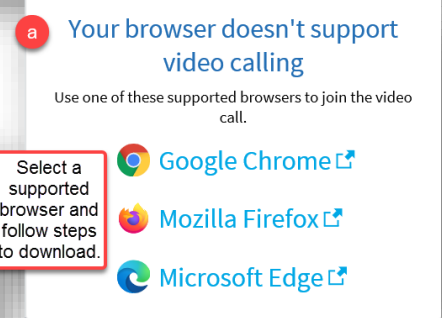
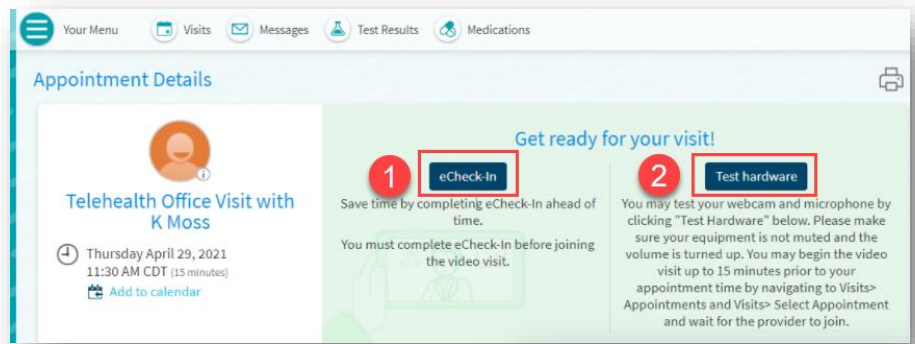


How to download and join your Telehealth office visit

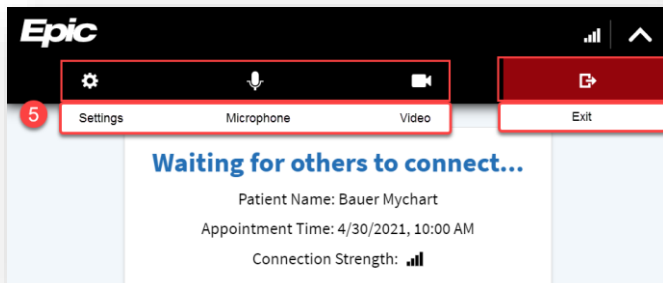
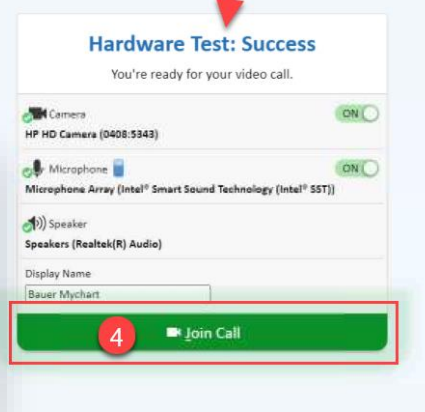
Video Client is a secure video platform to allow providers and staff to conduct a Telehealth office visit with their patients. Patients with MyChart will be prompted to echeck-in and will join the meeting via MyChart. Patients that do not have MyChart will be sent a link via email and will be called by the front desk staff to check in over the phone. You can join via your **computer** or **Smartphone**. Supported Browsers include **Chrome, Firefox** and **Edge**. If you do not have the supported browser, you will be prompted to download.

MyChart Patients:

1. You will complete e-Check In
2. Here you can Test hardware to make sure your browser is compatible.
 - a. If it is not supported, you will get this pop up. Follow directions to download a supported browser.
3. Click Begin video visit
4. Join Call
5. You have successfully joined the call.



Select a supported browser and follow steps to download.



Patients without MyChart:

1. You will receive an email with a link to join the Telehealth visit.
2. If your browser is supported (**Chrome, Firefox and Edge**) you will be able to connect automatically.
3. Click Join Call
4. If your browser is NOT supported, you will be asked to download a supported browser. Follow the prompts to download.
 - a. Once downloaded, you will need to click the link in the email again.

4 Your browser doesn't support video calling

Use one of these supported browsers to join the video call.

Select a supported browser and follow steps to download.

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Microsoft Edge](#)