Smilow Cancer Hospital
Telehealth Program
VIDEO VISIT QUICK GUIDE

Meet your Smilow provider in the comfort of your own home or anywhere in Connecticut.

**Step 1: Install MyChart App and Log in**
A Video Visit is accessed through your MyChart account. This is a secure online portal to your healthcare information. Our staff are available to assist you with setting up your MyChart account.
- Install the MyChart app onto your mobile device (smartphone or tablet). You will need your MyChart login and password information to complete this step.
- Call your provider’s office to schedule the Video Visit.

**Step 2: The Day Before Your Appointment**
The day prior to your appointment, complete the ECHECK-IN process to verify your information.
* Read and consent to documents.
* Click your video visit appointment again. Tap “Test Video”. If everything is set up correctly, you will see “You’re all set!”

**Step 3: Appointment Day**
- At the time of your Video Visit, open the MyChart app.
- You’ll see the Video Visit within the “Appointments” section of the app.
- Click on the scheduled Video Visit, then click on the green bar at the bottom that says, “Begin Visit.”
- This will bring you to the screen with the image from your camera on display. Once your Smilow provider is set up, you will see him/her on your screen and he/she will be able to see you.

**Helpful Hints**
- Turn on your microphone and speakers
- Turn off your Bluetooth
- Turn off any open apps

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