

WEBVTT

NOTE duration:"00:09:00.0530000"

NOTE language:en-us

NOTE Confidence: 0.9538836

00:00:00.000 --> 00:00:02.618 Hello, my name is Mark Di Capua,

NOTE Confidence: 0.9538836

00:00:02.620 --> 00:00:04.685 one of the technology trainers at Yale,

NOTE Confidence: 0.9538836

00:00:04.690 --> 00:00:07.066 New Haven Health and Yale Medicine.

NOTE Confidence: 0.9538836

00:00:07.070 --> 00:00:09.205 This video guide will show you how

NOTE Confidence: 0.9538836

00:00:09.205 --> 00:00:10.980 to download, configure, and use my

NOTE Confidence: 0.9538836

00:00:10.980 --> 00:00:13.170 chart for the purpose of video visits,

NOTE Confidence: 0.9538836

00:00:13.170 --> 00:00:16.050 let's go ahead and get started.

NOTE Confidence: 0.9538836

00:00:16.050 --> 00:00:17.940 Before we begin, you will need to

NOTE Confidence: 0.9538836

00:00:17.940 --> 00:00:19.828 have a mychart account with Yale,

NOTE Confidence: 0.9538836

00:00:19.830 --> 00:00:22.188 New Haven Health, and Yale Medicine.

NOTE Confidence: 0.9538836

00:00:22.190 --> 00:00:26.897 If you do not have a my chart account,

NOTE Confidence: 0.9538836

00:00:26.900 --> 00:00:29.512 please contact your provider

NOTE Confidence: 0.9538836

00:00:29.512 --> 00:00:30.818 or visitmychart.ynhs.org.

NOTE Confidence: 0.9538836

00:00:30.820 --> 00:00:33.088 Please note that it is recommended

NOTE Confidence: 0.9538836
00:00:33.088 --> 00:00:35.646 that you download the my chart and
NOTE Confidence: 0.9538836
00:00:35.646 --> 00:00:37.914 zoom apps in order for video visits
NOTE Confidence: 0.9538836
00:00:37.986 --> 00:00:40.415 to work properly on your iOS device.
NOTE Confidence: 0.9538836
00:00:40.420 --> 00:00:43.498 Please do not use my chart to send any
NOTE Confidence: 0.9538836
00:00:43.498 --> 00:00:46.467 messages requiring urgent medical attention.
NOTE Confidence: 0.9538836
00:00:46.470 --> 00:00:49.710 For urgent needs, please contact your
NOTE Confidence: 0.9538836
00:00:49.710 --> 00:00:52.670 provider's office or emergency services.
NOTE Confidence: 0.9538836
00:00:52.670 --> 00:00:54.326 To download my chart,
NOTE Confidence: 0.9538836
00:00:54.326 --> 00:00:57.316 open the App Store on your iOS
NOTE Confidence: 0.9538836
00:00:57.316 --> 00:00:59.830 device by tapping on the icon.
NOTE Confidence: 0.9538836
00:00:59.830 --> 00:01:03.190 Tap the search window and type my chart.
NOTE Confidence: 0.9538836
00:01:03.190 --> 00:01:06.038 My chart will return as a search result,
NOTE Confidence: 0.9538836
00:01:06.040 --> 00:01:09.410 tap my chart to continue.
NOTE Confidence: 0.9538836
00:01:09.410 --> 00:01:11.270 To ensure you have the correct
NOTE Confidence: 0.9538836
00:01:11.270 --> 00:01:12.510 Mychart app for Yale,
NOTE Confidence: 0.9538836

00:01:12.510 --> 00:01:14.370 New Haven Health and Yale Medicine,
NOTE Confidence: 0.9538836

00:01:14.370 --> 00:01:16.435 look for the icon showing a red
NOTE Confidence: 0.9538836

00:01:16.435 --> 00:01:18.707 folder with a heart and the title.
NOTE Confidence: 0.9538836

00:01:18.710 --> 00:01:19.550 My chart.
NOTE Confidence: 0.9538836

00:01:19.550 --> 00:01:21.230 Your secure health connection.
NOTE Confidence: 0.9538836

00:01:21.230 --> 00:01:24.638 Tap the get icon to download my chart.
NOTE Confidence: 0.9538836

00:01:24.640 --> 00:01:27.772 You may need your Apple ID and password to
NOTE Confidence: 0.9538836

00:01:27.772 --> 00:01:30.236 download based upon your devices setup.
NOTE Confidence: 0.9538836

00:01:30.240 --> 00:01:31.965 Please note if you have
NOTE Confidence: 0.9538836

00:01:31.965 --> 00:01:33.345 previously downloaded my chart,
NOTE Confidence: 0.9538836

00:01:33.350 --> 00:01:36.118 a cloud with a down arrow will appear.
NOTE Confidence: 0.9538836

00:01:36.120 --> 00:01:40.962 Click the cloud icon to re download my chart.
NOTE Confidence: 0.9538836

00:01:40.970 --> 00:01:43.330 Now that my chart has downloaded onto your
NOTE Confidence: 0.9538836

00:01:43.330 --> 00:01:46.096 device, you will need to install zoom.
NOTE Confidence: 0.9538836

00:01:46.100 --> 00:01:48.851 Open the App Store on your iOS
NOTE Confidence: 0.9538836

00:01:48.851 --> 00:01:51.100 device by tapping on the icon.

NOTE Confidence: 0.9538836
00:01:51.100 --> 00:01:52.850 Note due to Zoom's popularity,
NOTE Confidence: 0.9538836
00:01:52.850 --> 00:01:54.950 you may have the app already
NOTE Confidence: 0.9538836
00:01:54.950 --> 00:01:56.350 installed onto your device.
NOTE Confidence: 0.9538836
00:01:56.350 --> 00:01:59.150 If zoom is already installed on your device,
NOTE Confidence: 0.9538836
00:01:59.150 --> 00:02:01.988 you do not need to download
NOTE Confidence: 0.9538836
00:02:01.988 --> 00:02:04.970 and install the Zoom app again.
NOTE Confidence: 0.9538836
00:02:04.970 --> 00:02:08.260 Tap the search window and type zoom.
NOTE Confidence: 0.9538836
00:02:08.260 --> 00:02:11.248 Zoom will return as a result.
NOTE Confidence: 0.9538836
00:02:11.250 --> 00:02:15.518 Tap zoom. Look for the result
NOTE Confidence: 0.9538836
00:02:15.518 --> 00:02:17.006 entitled Zoom cloud meetings.
NOTE Confidence: 0.9538836
00:02:17.010 --> 00:02:20.166 It should appear at the top.
NOTE Confidence: 0.9538836
00:02:20.170 --> 00:02:23.537 Tap the get icon to download zoom.
NOTE Confidence: 0.9538836
00:02:23.540 --> 00:02:25.598 Note once you have downloaded zoom,
NOTE Confidence: 0.9538836
00:02:25.600 --> 00:02:28.282 you do not need to open the app when
NOTE Confidence: 0.9538836
00:02:28.282 --> 00:02:30.739 you connect to your video visit.
NOTE Confidence: 0.9538836

00:02:30.740 --> 00:02:34.856 My chart will open zoom for you.
NOTE Confidence: 0.9538836

00:02:34.860 --> 00:02:36.714 Now that my chart and zoom
NOTE Confidence: 0.9538836

00:02:36.714 --> 00:02:38.470 are installed on your device,
NOTE Confidence: 0.9538836

00:02:38.470 --> 00:02:42.236 tap the my chart app to proceed.
NOTE Confidence: 0.9538836

00:02:42.240 --> 00:02:45.205 Tap accept to accept the
NOTE Confidence: 0.9538836

00:02:45.205 --> 00:02:47.577 end user license agreement.
NOTE Confidence: 0.9538836

00:02:47.580 --> 00:02:50.361 My chart will ask you if you wish to
NOTE Confidence: 0.9538836

00:02:50.361 --> 00:02:53.178 allow my chart to access your location.
NOTE Confidence: 0.9538836

00:02:53.180 --> 00:02:54.930 Choose allow while using app.
NOTE Confidence: 0.9661668

00:02:57.340 --> 00:02:59.494 The Mychart app will recognize your
NOTE Confidence: 0.9661668

00:02:59.494 --> 00:03:02.812 location and present you with a list of
NOTE Confidence: 0.9661668

00:03:02.812 --> 00:03:04.177 participating healthcare organizations
NOTE Confidence: 0.9661668

00:03:04.177 --> 00:03:06.379 and alphabetical order to find Yale,
NOTE Confidence: 0.9661668

00:03:06.380 --> 00:03:08.738 New Haven Health and Yale Medicine.
NOTE Confidence: 0.9661668

00:03:08.740 --> 00:03:11.010 Scroll down.
NOTE Confidence: 0.9661668

00:03:11.010 --> 00:03:13.824 Tap Yale New Haven Health Yale University.

NOTE Confidence: 0.9661668

00:03:13.830 --> 00:03:18.086 My chart to appropriately configure my chart.

NOTE Confidence: 0.9661668

00:03:18.090 --> 00:03:20.458 The Mychart app will alert you that you

NOTE Confidence: 0.9661668

00:03:20.458 --> 00:03:22.737 can switch organizations in the future

NOTE Confidence: 0.9661668

00:03:22.737 --> 00:03:24.772 by using the switch organizations,

NOTE Confidence: 0.9661668

00:03:24.780 --> 00:03:27.012 but and this may be useful if you

NOTE Confidence: 0.9661668

00:03:27.012 --> 00:03:29.342 see a provider in a different

NOTE Confidence: 0.9661668

00:03:29.342 --> 00:03:32.170 organization that uses my chart tap OK.

NOTE Confidence: 0.9661668

00:03:32.170 --> 00:03:34.910 Got it to proceed.

NOTE Confidence: 0.9661668

00:03:34.910 --> 00:03:37.046 Log into my chart by entering

NOTE Confidence: 0.9661668

00:03:37.046 --> 00:03:38.470 your username and password.

NOTE Confidence: 0.9661668

00:03:38.470 --> 00:03:40.850 Then tap the login button.

NOTE Confidence: 0.9661668

00:03:40.850 --> 00:03:43.727 If you forgot your username or password,

NOTE Confidence: 0.9661668

00:03:43.730 --> 00:03:47.517 tap the forgot password or username text.

NOTE Confidence: 0.9661668

00:03:47.520 --> 00:03:50.280 If you do not have a mychart account,

NOTE Confidence: 0.9661668

00:03:50.280 --> 00:03:51.660 either contact your provider

NOTE Confidence: 0.9661668

00:03:51.660 --> 00:03:53.385 or tap sign up now.
NOTE Confidence: 0.9896319

00:03:55.640 --> 00:03:57.866 Once you have logged into my chart,
NOTE Confidence: 0.9896319

00:03:57.870 --> 00:03:59.950 you will be asked if you want my
NOTE Confidence: 0.9896319

00:03:59.950 --> 00:04:02.000 chart to send you notifications.
NOTE Confidence: 0.9896319

00:04:02.000 --> 00:04:06.136 Select the option that best suits your needs.
NOTE Confidence: 0.9896319

00:04:06.140 --> 00:04:08.316 Next, my chart will ask you if you
NOTE Confidence: 0.9896319

00:04:08.316 --> 00:04:10.877 wish to login faster using a passcode,
NOTE Confidence: 0.9896319

00:04:10.880 --> 00:04:13.408 select the option that best works for you.
NOTE Confidence: 0.98595774

00:04:15.820 --> 00:04:18.466 Lastly, my chart will notify you of
NOTE Confidence: 0.98595774

00:04:18.466 --> 00:04:20.298 your notification status and alert
NOTE Confidence: 0.98595774

00:04:20.298 --> 00:04:21.920 you to any messages, appointments
NOTE Confidence: 0.98595774

00:04:21.920 --> 00:04:24.080 and other reminders you may have.
NOTE Confidence: 0.98595774

00:04:24.080 --> 00:04:26.695 Simply tap away from the
NOTE Confidence: 0.98595774

00:04:26.695 --> 00:04:28.787 popup window to continue.
NOTE Confidence: 0.98595774

00:04:28.790 --> 00:04:30.638 You will see that my chart
NOTE Confidence: 0.98595774

00:04:30.638 --> 00:04:32.530 has a number of options,

NOTE Confidence: 0.98595774

00:04:32.530 --> 00:04:33.550 including test results,

NOTE Confidence: 0.98595774

00:04:33.550 --> 00:04:34.570 messages, and billing.

NOTE Confidence: 0.98595774

00:04:34.570 --> 00:04:36.628 Since we are focused on getting you

NOTE Confidence: 0.98595774

00:04:36.628 --> 00:04:38.989 connected to a video visit appointment,

NOTE Confidence: 0.98595774

00:04:38.990 --> 00:04:41.939 tap on appointments.

NOTE Confidence: 0.98595774

00:04:41.940 --> 00:04:44.341 My chart will show your scheduled video

NOTE Confidence: 0.98595774

00:04:44.341 --> 00:04:46.525 visit along with any additional visits

NOTE Confidence: 0.98595774

00:04:46.525 --> 00:04:49.059 that have been scheduled in the past.

NOTE Confidence: 0.98595774

00:04:49.060 --> 00:04:50.938 Please note if you do not

NOTE Confidence: 0.98595774

00:04:50.938 --> 00:04:52.980 have a video visit scheduled,

NOTE Confidence: 0.98595774

00:04:52.980 --> 00:04:55.085 please call your provider's office

NOTE Confidence: 0.98595774

00:04:55.085 --> 00:04:58.014 and schedule a video visit as you

NOTE Confidence: 0.98595774

00:04:58.014 --> 00:04:59.889 normally would a regular visit.

NOTE Confidence: 0.98595774

00:04:59.890 --> 00:05:02.277 If you have a video visit scheduled,

NOTE Confidence: 0.98595774

00:05:02.280 --> 00:05:05.208 tap on the visit.

NOTE Confidence: 0.98595774

00:05:05.210 --> 00:05:07.110 Complete the check in process
NOTE Confidence: 0.98595774

00:05:07.110 --> 00:05:09.010 by tapping the check in.
NOTE Confidence: 0.98595774

00:05:09.010 --> 00:05:11.290 You will be required to sign
NOTE Confidence: 0.98595774

00:05:11.290 --> 00:05:12.430 any outstanding documents,
NOTE Confidence: 0.98595774

00:05:12.430 --> 00:05:15.120 including the Tele health consent.
NOTE Confidence: 0.98595774

00:05:15.120 --> 00:05:17.560 After you have finished the check in process,
NOTE Confidence: 0.98595774

00:05:17.560 --> 00:05:19.678 you will receive a message that
NOTE Confidence: 0.98595774

00:05:19.678 --> 00:05:21.820 your E checkin is complete.
NOTE Confidence: 0.98595774

00:05:21.820 --> 00:05:23.239 Tap the appointment.
NOTE Confidence: 0.98595774

00:05:23.239 --> 00:05:25.604 Before you begin your visit,
NOTE Confidence: 0.98595774

00:05:25.610 --> 00:05:26.846 considering the following.
NOTE Confidence: 0.98595774

00:05:26.846 --> 00:05:30.217 Make sure you are in an area with
NOTE Confidence: 0.98595774

00:05:30.217 --> 00:05:32.659 a strong network or Wi-Fi signal.
NOTE Confidence: 0.98595774

00:05:32.660 --> 00:05:34.868 Turn on your microphone and speakers.
NOTE Confidence: 0.98595774

00:05:34.870 --> 00:05:36.988 Turn off your Bluetooth unless it
NOTE Confidence: 0.98595774

00:05:36.988 --> 00:05:39.648 is being used for a medical device.

NOTE Confidence: 0.98595774

00:05:39.650 --> 00:05:42.910 Close any open additional apps.

NOTE Confidence: 0.98595774

00:05:42.910 --> 00:05:45.248 At the bottom of the screen you

NOTE Confidence: 0.98595774

00:05:45.248 --> 00:05:47.548 will see the begin visit bar.

NOTE Confidence: 0.98595774

00:05:47.550 --> 00:05:50.406 When you're ready to start your video visit,

NOTE Confidence: 0.98595774

00:05:50.410 --> 00:05:52.798 tap begin, visit.

NOTE Confidence: 0.98595774

00:05:52.800 --> 00:05:54.660 When you tap begin visit,

NOTE Confidence: 0.98595774

00:05:54.660 --> 00:05:58.220 zoom will launch in your devices Web browser.

NOTE Confidence: 0.98595774

00:05:58.220 --> 00:06:01.965 To join your visit, tap launch meeting.

NOTE Confidence: 0.98595774

00:06:01.970 --> 00:06:04.385 Note since you have already

NOTE Confidence: 0.98595774

00:06:04.385 --> 00:06:06.317 downloaded and installed zoom,

NOTE Confidence: 0.98595774

00:06:06.320 --> 00:06:08.987 you do not need to tap on

NOTE Confidence: 0.98595774

00:06:08.987 --> 00:06:10.760 download from App Store.

NOTE Confidence: 0.98595774

00:06:10.760 --> 00:06:13.770 Simply tap the launch meeting link which

NOTE Confidence: 0.98595774

00:06:13.770 --> 00:06:17.138 appears below the already installed zoomtext.

NOTE Confidence: 0.98595774

00:06:17.140 --> 00:06:19.045 Your browser will prompt you

NOTE Confidence: 0.98595774

00:06:19.045 --> 00:06:21.430 if you wish to open zoom,
NOTE Confidence: 0.98595774

00:06:21.430 --> 00:06:24.070 tap open.
NOTE Confidence: 0.98595774

00:06:24.070 --> 00:06:26.438 If you have joined the video visit before
NOTE Confidence: 0.98595774

00:06:26.438 --> 00:06:28.600 your provider has started the video visit,
NOTE Confidence: 0.98595774

00:06:28.600 --> 00:06:30.470 you will be placed in
NOTE Confidence: 0.98595774

00:06:30.470 --> 00:06:31.966 the virtual waiting room.
NOTE Confidence: 0.98595774

00:06:31.970 --> 00:06:34.585 Please be patient while your
NOTE Confidence: 0.98595774

00:06:34.585 --> 00:06:37.200 provider starts the video visit.
NOTE Confidence: 0.98595774

00:06:37.200 --> 00:06:40.035 Once your provider has started the visit,
NOTE Confidence: 0.98595774

00:06:40.040 --> 00:06:42.450 a pop-up will appear requesting
NOTE Confidence: 0.98595774

00:06:42.450 --> 00:06:45.210 access to the camera tap OK.
NOTE Confidence: 0.98595774

00:06:45.210 --> 00:06:47.870 Note if you do not tap OK,
NOTE Confidence: 0.98595774

00:06:47.870 --> 00:06:52.014 your video visit will not function properly.
NOTE Confidence: 0.98595774

00:06:52.020 --> 00:06:54.810 The video preview screen will appear.
NOTE Confidence: 0.98595774

00:06:54.810 --> 00:06:56.326 Get ready to smile,
NOTE Confidence: 0.98595774

00:06:56.326 --> 00:06:59.549 Tap join with video to start your video.

NOTE Confidence: 0.98595774
00:06:59.550 --> 00:07:01.242 Visit with your provider.
NOTE Confidence: 0.98595774
00:07:01.242 --> 00:07:05.290 Note if you do not tap join with video,
NOTE Confidence: 0.98595774
00:07:05.290 --> 00:07:08.850 you will remain on the video preview screen.
NOTE Confidence: 0.98595774
00:07:08.850 --> 00:07:11.460 You must tap join with video
NOTE Confidence: 0.98595774
00:07:11.460 --> 00:07:14.270 in order to join the visit.
NOTE Confidence: 0.98595774
00:07:14.270 --> 00:07:16.475 A pop-up will appear requesting
NOTE Confidence: 0.98595774
00:07:16.475 --> 00:07:18.239 access to the microphone.
NOTE Confidence: 0.98595774
00:07:18.240 --> 00:07:19.134 Tap OK.
NOTE Confidence: 0.98595774
00:07:19.134 --> 00:07:22.263 Note if you do not tap OK,
NOTE Confidence: 0.98595774
00:07:22.270 --> 00:07:26.344 your video visit will not function properly.
NOTE Confidence: 0.98595774
00:07:26.350 --> 00:07:28.860 A pop-up will appear requesting
NOTE Confidence: 0.98595774
00:07:28.860 --> 00:07:30.868 access to send notifications.
NOTE Confidence: 0.98595774
00:07:30.870 --> 00:07:33.478 Receiving notifications is an
NOTE Confidence: 0.98595774
00:07:33.478 --> 00:07:37.390 optional step and is not required.
NOTE Confidence: 0.98595774
00:07:37.390 --> 00:07:40.176 A pop-up will appear requesting what type
NOTE Confidence: 0.98595774

00:07:40.176 --> 00:07:43.480 of audio to use during the video visit.
NOTE Confidence: 0.98595774

00:07:43.480 --> 00:07:47.085 Tap call using Internet audio to continue.
NOTE Confidence: 0.98595774

00:07:47.090 --> 00:07:49.757 Note if you do not tap call
NOTE Confidence: 0.98595774

00:07:49.757 --> 00:07:50.900 using Internet audio,
NOTE Confidence: 0.98595774

00:07:50.900 --> 00:07:55.240 your video visit will not function properly.
NOTE Confidence: 0.990622

00:07:55.240 --> 00:07:58.024 You are now joined to the video visit.
NOTE Confidence: 0.990622

00:07:58.030 --> 00:07:59.746 When the provider joins the visit,
NOTE Confidence: 0.990622

00:07:59.750 --> 00:08:02.564 you will see yourself in the upper
NOTE Confidence: 0.990622

00:08:02.564 --> 00:08:04.928 right hand corner of the screen.
NOTE Confidence: 0.990622

00:08:04.930 --> 00:08:07.610 Once you are joined to the video visit,
NOTE Confidence: 0.990622

00:08:07.610 --> 00:08:09.685 please speak directly into the
NOTE Confidence: 0.990622

00:08:09.685 --> 00:08:12.263 microphone and be aware of the
NOTE Confidence: 0.990622

00:08:12.263 --> 00:08:14.388 direction the camera is facing.
NOTE Confidence: 0.990622

00:08:14.390 --> 00:08:17.027 If you find it hard to hear your provider,
NOTE Confidence: 0.990622

00:08:17.030 --> 00:08:20.926 try turning up the volume on your device.
NOTE Confidence: 0.990622

00:08:20.930 --> 00:08:23.078 You may disable your video or

NOTE Confidence: 0.990622
00:08:23.078 --> 00:08:24.948 mute your microphone by tapping
NOTE Confidence: 0.990622
00:08:24.948 --> 00:08:27.150 on the controls at the bottom.
NOTE Confidence: 0.990622
00:08:27.150 --> 00:08:28.680 Once the visit has concluded,
NOTE Confidence: 0.990622
00:08:28.680 --> 00:08:31.130 you may tap the red leave button
NOTE Confidence: 0.990622
00:08:31.130 --> 00:08:33.668 in the upper right hand corner.
NOTE Confidence: 0.990622
00:08:33.670 --> 00:08:35.582 Once you have disconnected,
NOTE Confidence: 0.990622
00:08:35.582 --> 00:08:37.972 you may close your browser
NOTE Confidence: 0.990622
00:08:37.972 --> 00:08:40.100 window and the Mychart app.
NOTE Confidence: 0.990622
00:08:40.100 --> 00:08:43.621 Thank you for watching this video guide
NOTE Confidence: 0.990622
00:08:43.621 --> 00:08:46.170 for questions regarding video visit,
NOTE Confidence: 0.990622
00:08:46.170 --> 00:08:47.685 scheduling and connecting
NOTE Confidence: 0.990622
00:08:47.685 --> 00:08:49.705 to your video visit,
NOTE Confidence: 0.990622
00:08:49.710 --> 00:08:52.240 please call your provider's office.
NOTE Confidence: 0.990622
00:08:52.240 --> 00:08:54.770 If you have any technical
NOTE Confidence: 0.990622
00:08:54.770 --> 00:08:56.794 issues with my chart,
NOTE Confidence: 0.990622

00:08:56.800 --> 00:08:58.968 please email

NOTE Confidence: 0.990622

00:08:58.968 --> 00:09:00.052 mychart.support@mychart.ynhh.org.