

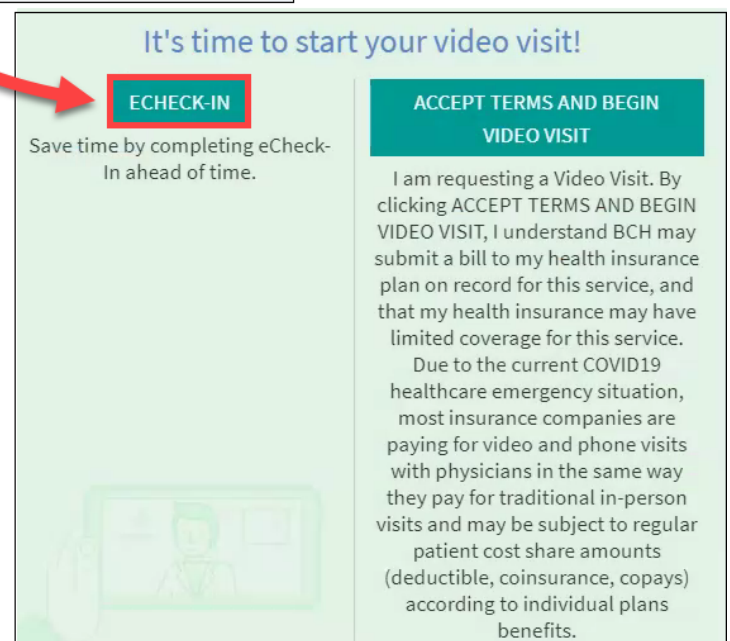
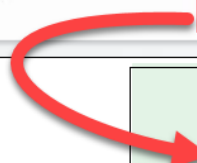
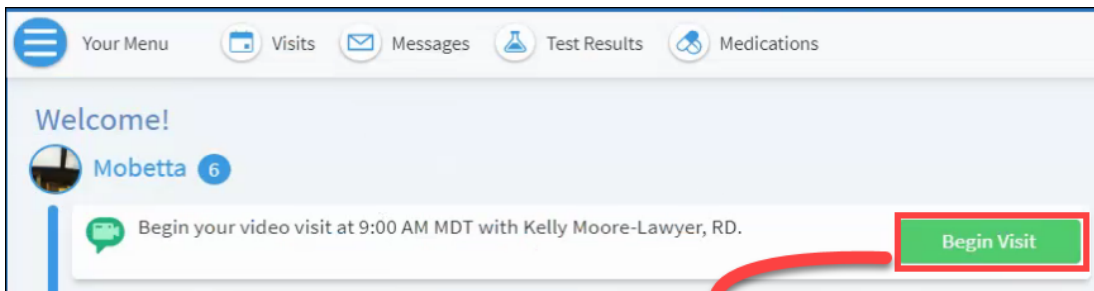


Start a Video Visit

You will be able to start your visit 30 minutes prior to your scheduled Video Visit appointment by following the steps below.

Try It Out

1. Log on to my.BCH.org from a computer or open your MyBCH app on a tablet or smartphone.
 - The visit will work best if you use a tablet or smartphone because the microphone, camera, and speakers are easier to set up and use. Make sure your speakers are on and the volume is up.
 - You will not be able to use Internet Explorer for your video visit. You will need to use another browser like Chrome.
 - Be sure to turn off the pop-up blockers. [CLICK HERE](#) for a tip sheet on how to allow pop-ups.
 - Please exit out of any apps you have open before your appointment.
 - We also suggest you put your phone on “Do Not Disturb” for the visit so you don’t get disconnected.
2. Before your Video Visit, you will need to complete an **ECheck-in**. You will have the opportunity to complete an **ECheck-in** up to seven days prior to the scheduled visit. Click **Begin Visit** and then click **ECheck-in** on the next screen.



[CLICK HERE to watch a video on how to complete your ECheck-in and conduct the Video Visit on your phone via the MyBCH app](#)

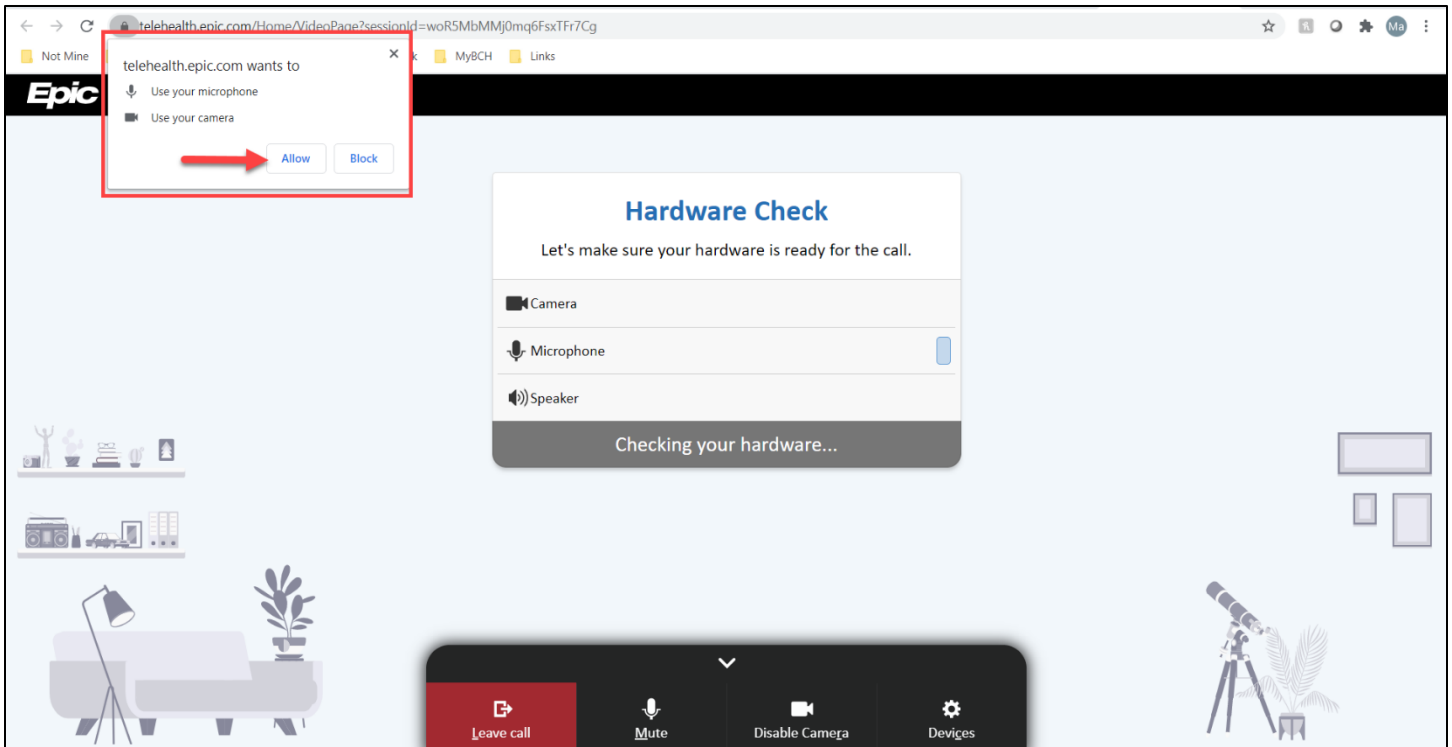
3. If you decide to conduct your Video Visit on a computer, click **Begin Visit** on your **MyBCH Welcome** page up to 30 minutes prior to your scheduled Video Visit. This will allow you to log in and test out your side of the video visit. You will be the only one on the visit, but this will give you a chance to make sure everything works.

The screenshot shows the MyChart by Epic patient portal. At the top, there is a blue header with the MyChart logo and navigation icons for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. Below the header, a 'Welcome!' message is displayed for a user named 'Mobetta' with a notification badge showing the number '6'. A message card indicates a video visit scheduled for 10:15 AM MDT with Kelly Moore-Lawyer, RD. A green 'Begin Visit' button is highlighted with a red border.

4. You will have the opportunity again to complete the ECheck-in if you haven't done so already. Otherwise, click **Accept Terms and Begin Video Visit**.

The screenshot shows the 'Appointment Details' page. It features a green notification box stating 'Thanks for using eCheck-In!' and 'The information you've submitted is now on file.' Below this, the appointment is identified as a 'VIDEO VISIT CONSULT with Kelly Moore-Lawyer, RD' on 'Wednesday October 14, 2020', with a 'Join by 8:45 AM MDT' deadline and a start time of 9:00 AM MDT (15 minutes). A large green box contains the text 'It's time to start your video visit!' and a red-bordered button labeled 'ACCEPT TERMS AND BEGIN VIDEO VISIT'. Below the button, a disclaimer states: 'I am requesting a Video Visit. By clicking ACCEPT TERMS AND BEGIN VIDEO VISIT, I understand BCH may submit a bill to my health insurance plan on record for this service, and that my health insurance may have limited coverage for this service. Due to the current COVID19 healthcare emergency situation, most insurance companies are paying for video and phone visits with physicians in the same way they pay for traditional in-person visits and may be subject to regular patient cost share amounts (deductible, coinsurance, copays) according to individual plans benefits.'

5. A new browser window will open with the video client. You will be prompted to complete a hardware check and allow the website access to your microphone and camera.



6. When ready, click **Join Call** to enter the virtual waiting room. Your doctor will join the call shortly.

