



Tip Sheet



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
2. Before your Video Visit, you will need to complete an **ECheck-in**. You will have the opportunity to complete an **ECheck-in** on your To-Do List up to seven days prior to the scheduled visit.

[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 the camera icon on your **MyBCH Welcome** page up to 30 minutes prior to your scheduled Video Visit.

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**

It's time to start your video visit!

ECHECK-IN


Save time by completing eCheck-In ahead of time.




ACCEPT TERMS AND BEGIN VIDEO VISIT

I am requesting a Video Visit. By clicking ACCEPT TERMS AND BEGIN VIDEO VISIT, I understand BCH will submit a bill to my health insurance plan on record for this service, and that my health insurance policy may not cover this service or may have limited coverage for this service. I understand that I may be financially responsible for any unpaid portion if my insurance company denies this claim, provides only partial payment, or if this service is deemed a non-covered service.

5. A new browser window will open with **Vidyo Connect**.
- If you choose to join the call via the app, you will be prompted to download it.
 - You can also join via the browser. You will need to allow permission for Vidyo Connect to access your camera and microphone.




How would you prefer to join the call?



- Join meetings faster with fewer clicks
- Share seamlessly without extensions
- See and hear participants in the best quality

Join via the app



- Join the call immediately
- No downloads or installations

Join via the browser

By downloading or using our products, you agree to our [Privacy Policy](#).

6. When ready, click **Join**.

