

MARSHALL MyChart Video Visits



TO PARTICIPATE IN VIDEO VISITS, YOU WILL NEED:

- A Marshall MyChart account
- A smartphone or tablet with the Marshall MyChart app
- Or a computer with a webcam, microphone and speakers
- A strong and secure internet connection

TO SIGN UP FOR A MARSHALL MYCHART ACCOUNT:

- Call or visit your Marshall Medical provider's office for assistance
- Create your account
 - » using your computer, visit mychart.marshallmedical.org and create your account or
 - » using your smartphone or tablet, download the Marshall MyChart app from the Apple or Google app stores. Login and create your account.



HOW TO BEGIN YOUR VIDEO VISIT

For Smartphone and Tablet Users

On the day of your visit, expect a call from Marshall 15 minutes before your appointment. After your call, you can initiate your video visit.

To begin the video visit from your smartphone or tablet:

- Log into the Marshall MyChart app
- Select VISITS and select the video visit
- Select TEST VIDEO
- If prompted, allow the app to access your camera and microphone
- Click the BEGIN VISIT button and wait for your provider to join

For Computer Users

On the day of your visit, expect a call from Marshall 15 minutes before your appointment. After your call, you can initiate your video visit.

To begin the video visit from your computer:

- Log into your account on mychart.marshallmedical.org from Chrome, Safari or a web browser other than Internet Explorer
- Select the VISITS icon on the top of the screen
- Click on the appointment to open the details
- Click BEGIN VISIT and wait for your provider to join
- If prompted, allow access to your camera and microphone

HELPFUL TIPS

- Make sure you have a strong and secure Wi-Fi connection. Find a setting where you can talk freely and avoid distractions during your visit.
- Be sure to eliminate all background noises.
- Choose a well-lit area, so your doctor can see you. Avoid shaded areas or sitting in front of windows.
- Use your camera to show your care team medications, rashes or wounds.
- Be prepared with a list of questions to ask your care team.

*Patient copays/fees may vary depending on insurance coverage.
Please work with your care team and your benefits provider to determine eligibility.*