

# 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](http://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](http://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.*