

**PATIENT
SUPPORT
TEAM:
475-246-8041**

Contact the patient support team if you need assistance with:



MyChart enrollment

**Downloading Zoom
or the MyChart App**

**Connecting to
a Video Visit**

**Retrieving your
MyChart password**



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**STARTS
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**MyChart
Video Visit
Guide**



MyChart Username:



MyChart Password:



**ADVANCED DIAGNOSTIC
PAIN TREATMENT CENTERS**

VIDEO VISIT GUIDE

For your scheduled, MyChart Video Visit you will need:

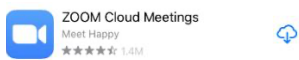
- An **Apple or Android smartphone or tablet** such as iPad, OR a computer with camera, speakers, and microphone
- MyChart can only be accessed via **Safari, Chrome or Edge**
- A MyChart account, login, and password for yourself.

STEP 1: PREPARE FOR YOUR VISIT:

- Access the video visit using the **MyChart and Zoom apps** (smartphone or tablet). **Both will require a one-time install to your device. Call the Patient Support Team if you need assistance.**
- To download the **MyChart app** to your device, search “MyChart” in the **Apple App Store or Google Play Store**. Check that you can log into the app using your MyChart login and password.



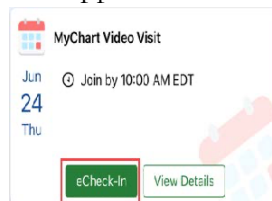
- To download the **Zoom app** to your device, search “Zoom” in the **Apple App Store or Google Play Store**.
There is no need to create a Zoom account and no charge for the Zoom App



- Ensure you will be in **Connecticut or a state in which your clinician is licensed at the time of your video visit.**
- Ensure you will be in a **private location** with **reliable Wi-Fi or LTE** at the time of your video visit.

STEP 2: THE DAY BEFORE YOUR VIDEO VISIT:

- Complete the eCheck-in process by opening the MyChart app, logging in and choosing “eCheck-In” next to the video visit appointment.



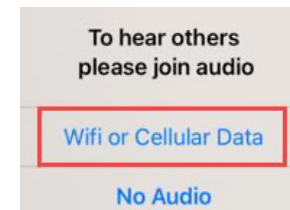
- Verify your personal information and complete all sections. You will be required to sign any outstanding documents, including your telehealth consent. Click “Submit.” You’ll receive a message that your eCheck-in is complete.

Helpful Hints

- Turn on your microphone and speakers.
- Turn up your volume.
- Turn off your Bluetooth (unless using for medical device).
- Ask your clinician about including an interpreter in your visit.

STEP 3: AT LEAST 15 MINUTES BEFORE YOUR VIDEO VISIT:

- Navigate to your video visit appointment in My Chart.
- **Select “Begin Visit”** in MyChart.
- **If prompted open in Zoom.** You will see a video preview screen, **make sure to turn on your camera and select “Join.”** You are then brought to a virtual waiting room, wait for your clinician to join, and admit you into the video visit.
- **Allow access to your microphone and camera.**
- Once the meeting is joined, select “Wi-fi or Cellular Data.”



- Once your clinician joins, there are options to leave the meeting, mute/unmute sound, and chat.

**FOR ASSISTANCE, call the patient support team:
475-246-8041**

If you hit “Leave the Meeting” by mistake, go back to MyChart and select “Begin Visit” again.