

Joining your MyChart Video Visit from a Computer



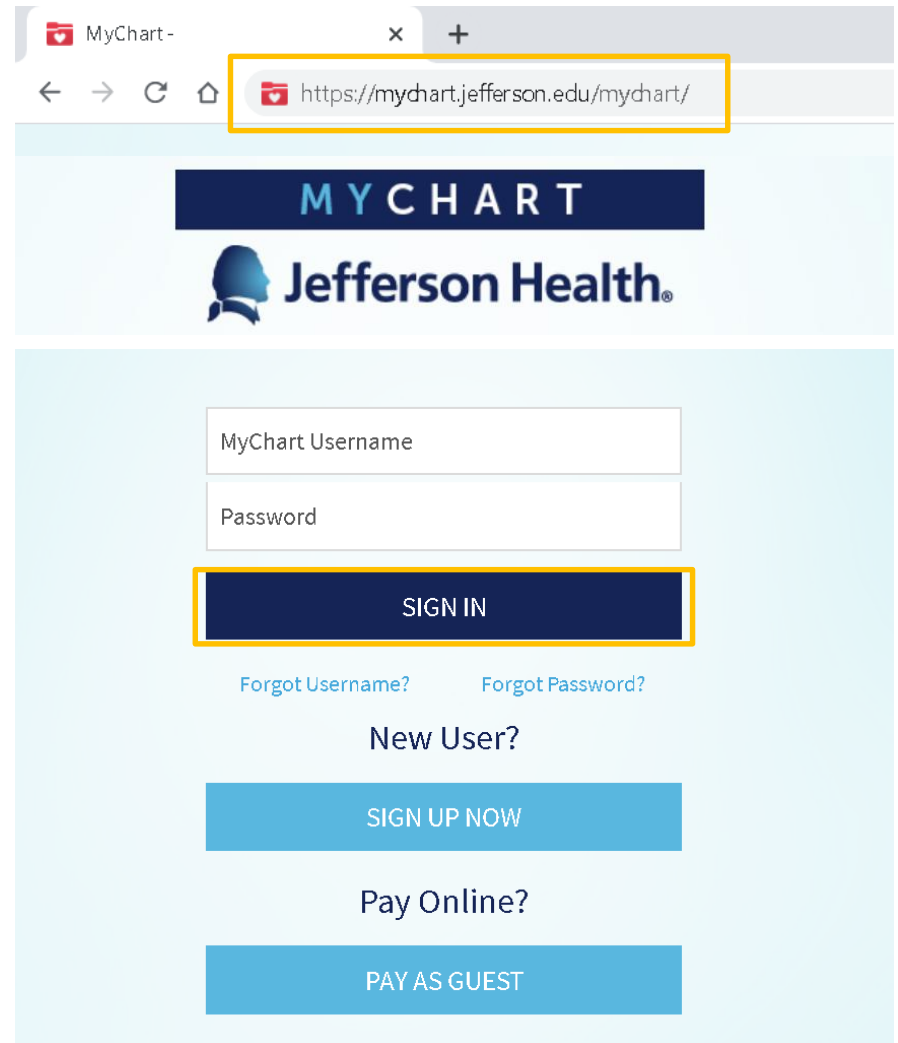
**Jefferson
Health®**

HOME OF SIDNEY KIMMEL MEDICAL COLLEGE

Please note, this example is for Google Chrome. Additional browser information can be found in the linked PDF

- **Step 1:** Go to:
<https://mychart.jefferson.edu/>

- **Step 2:** Enter your **Username** and **Password** and click **SIGN IN**.

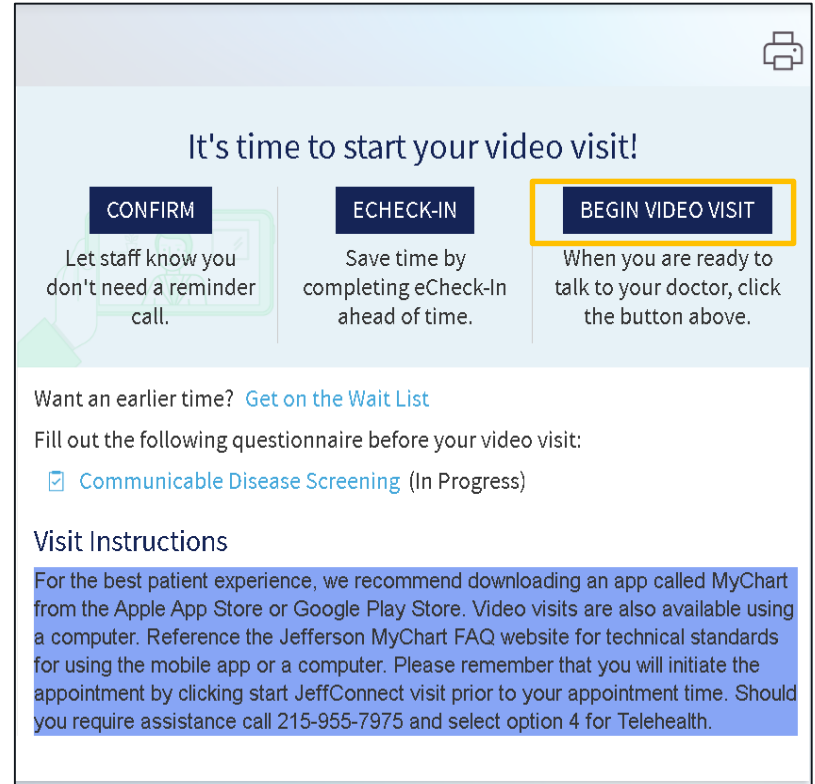


- **Step 3:** To find your visit, go to the **Visits** tab and select **Upcoming Visits** from the dropdown list.

- **Step 4:** Locate the visit you are trying to join, and click **DETAILS**.

The screenshot displays the MyChart Jefferson Health user interface. At the top, there are navigation tabs: MYCHART, Jefferson Health, Telemedicine, My Health, Visits (highlighted with a yellow border), and Messaging. A dropdown menu is open under the Visits tab, showing options: Future Appointments, Upcoming Appts (highlighted with a yellow border), Cancel Appointment, and Schedule an Appointment. Below the navigation, a 'Welcome!' message is followed by an 'Important Message from you' section. This section features a yellow warning triangle icon and text about COVID-19 monitoring, a link to the Jefferson Health website, and instructions on how to contact providers, schedule visits, or connect with urgent care. Below this, the 'Upcoming Visits' section is visible, showing a list of appointments for the next 7 days. The first appointment is a 'Telemedicine New Visit with TELEHEALTH COORDINATOR' on Wednesday, August 5th. It includes a clock icon indicating 'Arrive by 2:45 PM EDT' and 'Starts at 3:00 PM EDT (10 minutes)'. To the right of the appointment details are two buttons: 'ECHECK-IN' and 'DETAILS' (highlighted with a yellow border).

- **Step 5:** To start your video visit and connect to your provider, click **BEGIN VIDEO VISIT**.



It's time to start your video visit!

CONFIRM
Let staff know you don't need a reminder call.

ECHECK-IN
Save time by completing eCheck-In ahead of time.

BEGIN VIDEO VISIT
When you are ready to talk to your doctor, click the button above.

Want an earlier time? [Get on the Wait List](#)

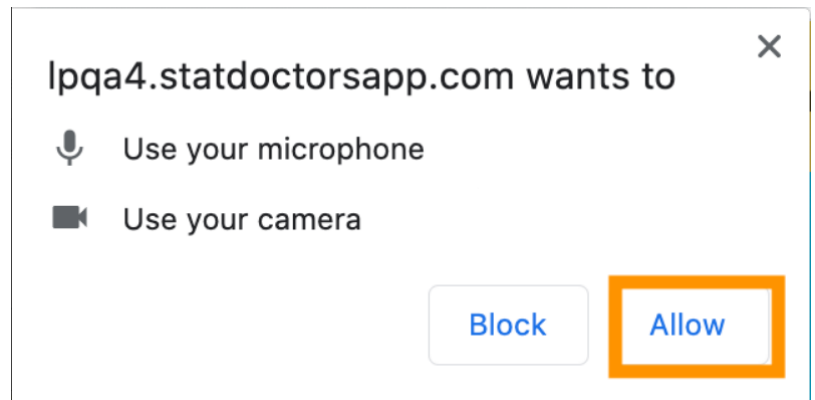
Fill out the following questionnaire before your video visit:

[Communicable Disease Screening](#) (In Progress)

Visit Instructions

For the best patient experience, we recommend downloading an app called MyChart from the Apple App Store or Google Play Store. Video visits are also available using a computer. Reference the Jefferson MyChart FAQ website for technical standards for using the mobile app or a computer. Please remember that you will initiate the appointment by clicking start JeffConnect visit prior to your appointment time. Should you require assistance call 215-955-7975 and select option 4 for Telehealth.

- **Step 6:** Click **Allow** on the pop-up when prompted to allow access to the microphone and camera.



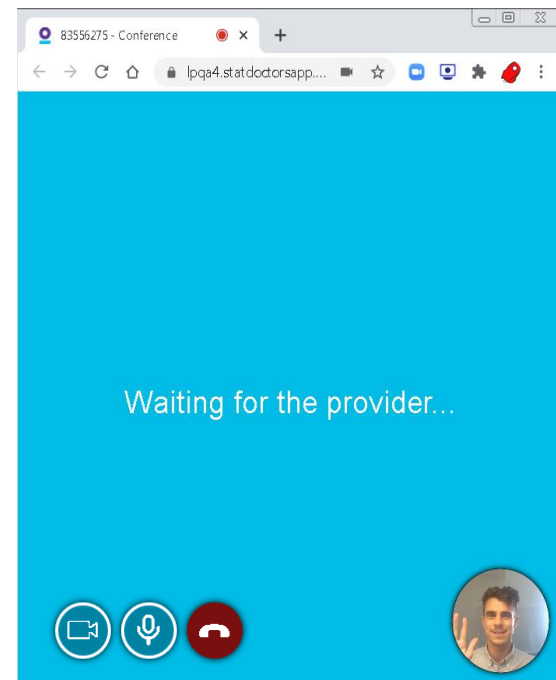
lpqa4.statdoctorsapp.com wants to

Use your microphone

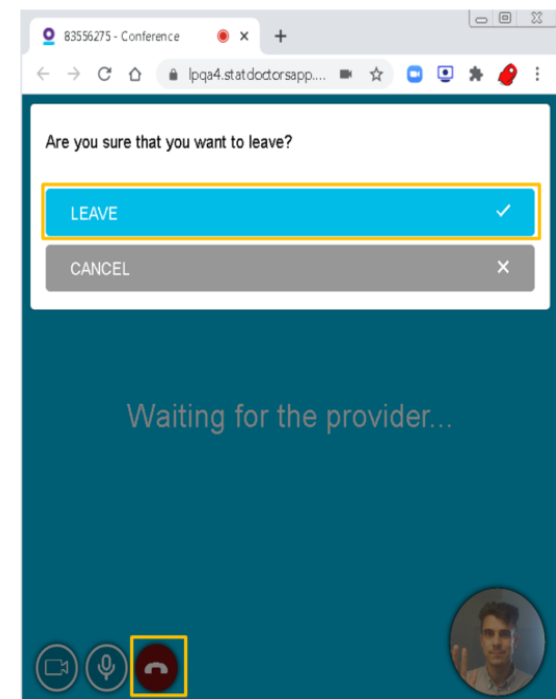
Use your camera

[Block](#) [Allow](#)

- **Step 7:** You are now in the Virtual Exam Room and should wait for the Provider to join your video visit.

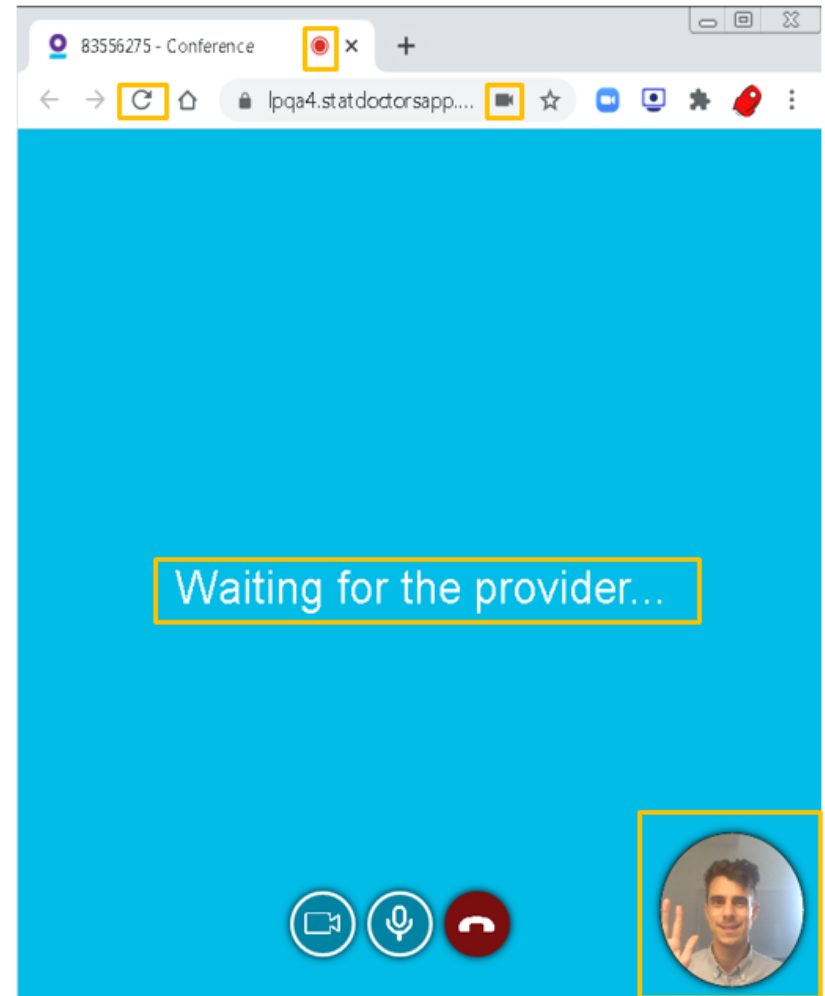


- **Step 8:** When the visit is over, the Provider will leave the room, and you can end the visit. End the visit by clicking the red phone icon and clicking **LEAVE**.



Tips for Connecting to Your Visit

- Close all browser tabs that are not your active visit
- If you choose **don't allow** by accident *click* the camera icon in the right corner of the address bar. You can then change options
- Refresh the page if you have general problems 🔄
- A **red dot** on the tab means you are connected
- If you can see your own moving image in the bottom right circle, this means you are connected properly to your camera
- It is recommended you always close the visits after you have seen the doctor to prevent problems connecting to your next visit in the future.





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Jefferson Frankford Hospital | Jefferson Hospital for Neuroscience | Jefferson Methodist Hospital
Jefferson Stratford Hospital | Jefferson Torresdale Hospital | Jefferson Washington Township Hospital
Magee Rehabilitation Hospital | Physicians Care Surgical Hospital | Rothman Orthopaedic Specialty Hospital
Thomas Jefferson University Hospital