

Video Visit User Guide

Please read these instructions if you have a video visit scheduled.



Austin Regional Clinic

VIDEO VISIT APPOINTMENT DATE/TIME: _____

Preparing for your video visit

You can start preparing with 3 hrs prior to your appointment time, or 1.5 hrs after your appointment time in case the provider is running behind.

1. Use cellular/mobile data for your video visit instead of Wi-Fi to minimize technical issues. You can **turn off Wi-Fi** in your smartphone settings.
2. Use the MyChart app on your phone or tablet for a better experience.



MyChart

3. Tap on the Appointments icon.



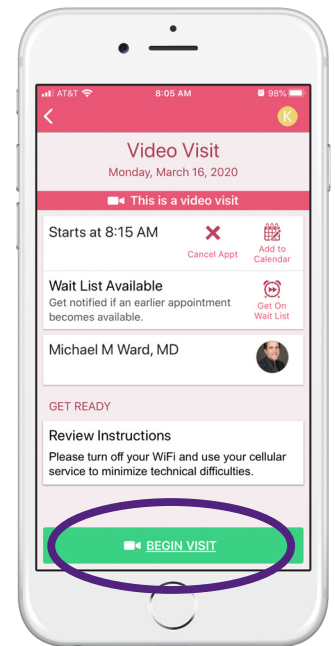
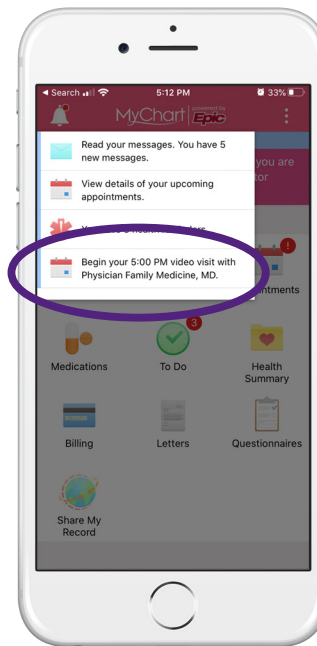
Appointments

4. Select your scheduled video visit and review details of your visit.
5. The app is preferred for best experience, but if using a desktop/laptop, test your connection with **[Test Video]**.

Starting your video visit

Next, a nurse/medical assistant will call you to collect some information and instruct you on how to start the video portion. **Please WAIT to do the following steps after you have spoken to the nurse/MA.**

1. Tap on the notification icon and select "Begin your video visit with ..."
2. Tap **[Begin Visit]**



3. Place the phone in a stationary position to prevent movement.
4. Verify that you can see yourself in the lower portion of your screen.
5. Please wait for your physician to join. He/She may be finishing up a visit. Please remain waiting until your physician joins.

TIP – Check out our YouTube channel [MyARCchannel](https://www.youtube.com/MyARCchannel) for a video tutorial.
[youtube.com/MyARCchannel](https://www.youtube.com/MyARCchannel)

For help please call MyChart Support at **512-ARC-HELP (512-272-4357)**