

WEBVTT

NOTE duration:"00:06:44.9490000"

NOTE language:en-us

NOTE Confidence: 0.85820323

00:00:00.000 --> 00:00:02.674 Hello, my name is Mark Di Capua,

NOTE Confidence: 0.85820323

00:00:02.680 --> 00:00:04.759 one of the technology trainers at Yale,

NOTE Confidence: 0.85820323

00:00:04.760 --> 00:00:07.106 New Haven Health and Yale Medicine.

NOTE Confidence: 0.85820323

00:00:07.110 --> 00:00:09.245 This video guide will show you how

NOTE Confidence: 0.85820323

00:00:09.245 --> 00:00:11.028 to download, configure, and use my

NOTE Confidence: 0.85820323

00:00:11.028 --> 00:00:13.230 chart for the purpose of video visits,

NOTE Confidence: 0.85820323

00:00:13.230 --> 00:00:16.110 let's go ahead and get started.

NOTE Confidence: 0.85820323

00:00:16.110 --> 00:00:17.839 Before we begin, you will need to

NOTE Confidence: 0.85820323

00:00:17.839 --> 00:00:20.020 have a my chart account with Yale,

NOTE Confidence: 0.85820323

00:00:20.020 --> 00:00:22.330 New Haven Health, and Yale Medicine.

NOTE Confidence: 0.85820323

00:00:22.330 --> 00:00:25.930 If you do not have a my chart account,

NOTE Confidence: 0.85820323

00:00:25.930 --> 00:00:27.530 please contact your provider

NOTE Confidence: 0.85820323

00:00:27.530 --> 00:00:29.954 or visit my chart. YNH s.org.

NOTE Confidence: 0.85820323

00:00:29.954 --> 00:00:32.426 Please note that it is recommended

NOTE Confidence: 0.85820323
00:00:32.426 --> 00:00:34.886 that you download the my chart
NOTE Confidence: 0.85820323
00:00:34.886 --> 00:00:37.693 app in order for video visits to
NOTE Confidence: 0.85820323
00:00:37.693 --> 00:00:40.045 work properly on your iOS device.
NOTE Confidence: 0.85820323
00:00:40.050 --> 00:00:43.326 Please do not use my chart to send any
NOTE Confidence: 0.85820323
00:00:43.326 --> 00:00:46.477 messages requiring urgent medical attention.
NOTE Confidence: 0.85820323
00:00:46.480 --> 00:00:49.678 For urgent needs, please contact your
NOTE Confidence: 0.85820323
00:00:49.678 --> 00:00:52.600 provider's office or emergency services.
NOTE Confidence: 0.85820323
00:00:52.600 --> 00:00:54.256 To download my chart,
NOTE Confidence: 0.85820323
00:00:54.256 --> 00:00:57.246 open the App Store on your iOS
NOTE Confidence: 0.85820323
00:00:57.246 --> 00:00:59.760 device by tapping on the icon.
NOTE Confidence: 0.85820323
00:00:59.760 --> 00:01:03.120 Tap the search window and type my chart.
NOTE Confidence: 0.85820323
00:01:03.120 --> 00:01:06.016 My chart will return as a search result,
NOTE Confidence: 0.85820323
00:01:06.020 --> 00:01:09.370 tap my chart to continue.
NOTE Confidence: 0.85820323
00:01:09.370 --> 00:01:11.140 To ensure you have the correct
NOTE Confidence: 0.85820323
00:01:11.140 --> 00:01:12.700 my chart app for Yale,
NOTE Confidence: 0.85820323

00:01:12.700 --> 00:01:14.518 New Haven Health and Yale Medicine,
NOTE Confidence: 0.85820323

00:01:14.520 --> 00:01:16.543 look for the icon showing a red
NOTE Confidence: 0.85820323

00:01:16.543 --> 00:01:18.759 folder with a heart and the title.
NOTE Confidence: 0.85820323

00:01:18.760 --> 00:01:19.560 My chart.
NOTE Confidence: 0.85820323

00:01:19.560 --> 00:01:21.160 Your secure health connection.
NOTE Confidence: 0.85820323

00:01:21.160 --> 00:01:23.824 Tap the get icon to download my chart.
NOTE Confidence: 0.85820323

00:01:23.830 --> 00:01:27.259 You may need your Apple ID and password to
NOTE Confidence: 0.85820323

00:01:27.259 --> 00:01:30.179 download based upon your device is set up.
NOTE Confidence: 0.85820323

00:01:30.180 --> 00:01:31.915 Please note if you have
NOTE Confidence: 0.85820323

00:01:31.915 --> 00:01:33.303 previously downloaded my chart,
NOTE Confidence: 0.85820323

00:01:33.310 --> 00:01:36.094 a cloud with the Down Arrow will appear.
NOTE Confidence: 0.85820323

00:01:36.100 --> 00:01:40.807 Click the cloud icon to re download my chart.
NOTE Confidence: 0.85820323

00:01:40.810 --> 00:01:43.000 Now that my chart has downloaded
NOTE Confidence: 0.85820323

00:01:43.000 --> 00:01:44.095 onto your device,
NOTE Confidence: 0.85820323

00:01:44.100 --> 00:01:45.920 tap the my chart icon.
NOTE Confidence: 0.8899874

00:01:47.960 --> 00:01:50.940 Tap except to accept the

NOTE Confidence: 0.8899874

00:01:50.940 --> 00:01:53.324 end user license agreement.

NOTE Confidence: 0.8899874

00:01:53.330 --> 00:01:56.111 My chart will ask you if you wish to

NOTE Confidence: 0.8899874

00:01:56.111 --> 00:01:58.928 allow my chart to access your location.

NOTE Confidence: 0.8899874

00:01:58.930 --> 00:02:00.680 Choose allow while using app.

NOTE Confidence: 0.8706093

00:02:03.080 --> 00:02:05.446 The my chart app will recognize your

NOTE Confidence: 0.8706093

00:02:05.446 --> 00:02:08.670 location and present you with a list of

NOTE Confidence: 0.8706093

00:02:08.670 --> 00:02:09.960 participating healthcare organizations.

NOTE Confidence: 0.8706093

00:02:09.960 --> 00:02:12.246 An alphabetical order to find Yale,

NOTE Confidence: 0.8706093

00:02:12.250 --> 00:02:14.536 New Haven Health and Yale Medicine.

NOTE Confidence: 0.8706093

00:02:14.540 --> 00:02:16.600 Scroll down.

NOTE Confidence: 0.8706093

00:02:16.600 --> 00:02:19.547 Tap Yale New Haven Health Yale University.

NOTE Confidence: 0.8706093

00:02:19.550 --> 00:02:23.827 My chart to appropriately configure my chart.

NOTE Confidence: 0.8706093

00:02:23.830 --> 00:02:26.233 The my chart app will alert you that you

NOTE Confidence: 0.8706093

00:02:26.233 --> 00:02:28.652 can switch organizations in the future

NOTE Confidence: 0.8706093

00:02:28.652 --> 00:02:30.742 by using the switch organizations,

NOTE Confidence: 0.8706093

00:02:30.750 --> 00:02:32.675 but and this may be useful if
NOTE Confidence: 0.8706093

00:02:32.675 --> 00:02:35.237 you see a provider in a different
NOTE Confidence: 0.8706093

00:02:35.237 --> 00:02:38.020 organization that uses my chart tap OK.
NOTE Confidence: 0.8706093

00:02:38.020 --> 00:02:40.660 Got it to proceed.
NOTE Confidence: 0.8706093

00:02:40.660 --> 00:02:42.802 Log into my chart by entering
NOTE Confidence: 0.8706093

00:02:42.802 --> 00:02:44.230 your username and password.
NOTE Confidence: 0.8706093

00:02:44.230 --> 00:02:46.590 Then tap the login button.
NOTE Confidence: 0.8706093

00:02:46.590 --> 00:02:49.474 If you forgot your username or password,
NOTE Confidence: 0.8706093

00:02:49.480 --> 00:02:53.260 tap the forgot password or username text.
NOTE Confidence: 0.8706093

00:02:53.260 --> 00:02:56.212 If you do not have a my chart account,
NOTE Confidence: 0.8706093

00:02:56.220 --> 00:02:57.532 either contact your provider
NOTE Confidence: 0.8706093

00:02:57.532 --> 00:02:59.172 or tap sign up now.
NOTE Confidence: 0.914298

00:03:01.370 --> 00:03:03.596 Once you have logged into my chart,
NOTE Confidence: 0.914298

00:03:03.600 --> 00:03:05.688 you will be asked if you want my
NOTE Confidence: 0.914298

00:03:05.688 --> 00:03:07.749 chart to send you notifications.
NOTE Confidence: 0.914298

00:03:07.750 --> 00:03:11.878 Select the option that best suits your needs.

NOTE Confidence: 0.914298
00:03:11.880 --> 00:03:14.373 Next, my chart will ask you if you wish
NOTE Confidence: 0.914298
00:03:14.373 --> 00:03:16.756 to log in faster using a passcode.
NOTE Confidence: 0.914298
00:03:16.760 --> 00:03:19.200 Select the option that best works for you.
NOTE Confidence: 0.8782909
00:03:21.550 --> 00:03:23.445 Lastly, my chart will notify
NOTE Confidence: 0.8782909
00:03:23.445 --> 00:03:25.340 you of your notification status
NOTE Confidence: 0.8782909
00:03:25.411 --> 00:03:27.307 and alert you to any messages.
NOTE Confidence: 0.8782909
00:03:27.310 --> 00:03:29.130 Appointments in other reminders
NOTE Confidence: 0.8782909
00:03:29.130 --> 00:03:32.370 you may have simply tap away from
NOTE Confidence: 0.8782909
00:03:32.370 --> 00:03:34.520 the popup window to continue.
NOTE Confidence: 0.8782909
00:03:34.520 --> 00:03:36.368 You will see that my chart
NOTE Confidence: 0.8782909
00:03:36.368 --> 00:03:38.270 has a number of options,
NOTE Confidence: 0.8782909
00:03:38.270 --> 00:03:39.662 including test results messages,
NOTE Confidence: 0.8782909
00:03:39.662 --> 00:03:42.461 an billing since we are focused on getting
NOTE Confidence: 0.8782909
00:03:42.461 --> 00:03:44.743 you connected to a video visit appointment,
NOTE Confidence: 0.8782909
00:03:44.750 --> 00:03:47.669 tap on appointments.
NOTE Confidence: 0.8782909

00:03:47.670 --> 00:03:50.134 My chart will show your scheduled video
NOTE Confidence: 0.8782909

00:03:50.134 --> 00:03:52.370 visit along with any additional visits
NOTE Confidence: 0.8782909

00:03:52.370 --> 00:03:54.967 that have been scheduled in the past.
NOTE Confidence: 0.8782909

00:03:54.970 --> 00:03:56.896 Please note if you do not
NOTE Confidence: 0.8782909

00:03:56.896 --> 00:03:58.990 have a video visit scheduled,
NOTE Confidence: 0.8782909

00:03:58.990 --> 00:04:01.216 please call your provider's office and
NOTE Confidence: 0.8782909

00:04:01.216 --> 00:04:04.098 schedule a video visit as you normally would.
NOTE Confidence: 0.8782909

00:04:04.100 --> 00:04:04.976 Irregular visit.
NOTE Confidence: 0.8782909

00:04:04.976 --> 00:04:08.042 If you have a video visit scheduled,
NOTE Confidence: 0.8782909

00:04:08.050 --> 00:04:10.938 tap on the visit.
NOTE Confidence: 0.8782909

00:04:10.940 --> 00:04:12.860 Complete the check in process
NOTE Confidence: 0.8782909

00:04:12.860 --> 00:04:14.780 by tapping E check in.
NOTE Confidence: 0.8782909

00:04:14.780 --> 00:04:17.084 You will be required to sign
NOTE Confidence: 0.8782909

00:04:17.084 --> 00:04:18.236 any outstanding documents,
NOTE Confidence: 0.8782909

00:04:18.240 --> 00:04:20.860 including the Tele health consent.
NOTE Confidence: 0.8782909

00:04:20.860 --> 00:04:23.196 After you have finished the check in process,

NOTE Confidence: 0.8782909

00:04:23.200 --> 00:04:25.246 you will receive a message that

NOTE Confidence: 0.8782909

00:04:25.246 --> 00:04:27.560 your E check in is complete.

NOTE Confidence: 0.8782909

00:04:27.560 --> 00:04:28.994 Tap the appointment.

NOTE Confidence: 0.8782909

00:04:28.994 --> 00:04:31.384 Before you begin your visit,

NOTE Confidence: 0.8782909

00:04:31.390 --> 00:04:32.647 considering the following.

NOTE Confidence: 0.8782909

00:04:32.647 --> 00:04:36.075 Make sure you are in an area with

NOTE Confidence: 0.8782909

00:04:36.075 --> 00:04:38.559 a strong network or Wi-Fi signal.

NOTE Confidence: 0.8782909

00:04:38.560 --> 00:04:40.828 Turn on your microphone and speakers.

NOTE Confidence: 0.8782909

00:04:40.830 --> 00:04:42.906 Turn off your Bluetooth unless it

NOTE Confidence: 0.8782909

00:04:42.906 --> 00:04:45.379 is being used for medical device.

NOTE Confidence: 0.8782909

00:04:45.380 --> 00:04:48.660 Close any open additional apps.

NOTE Confidence: 0.8782909

00:04:48.660 --> 00:04:51.012 At the bottom of the screen you

NOTE Confidence: 0.8782909

00:04:51.012 --> 00:04:53.329 will see the begin visit bar.

NOTE Confidence: 0.8782909

00:04:53.330 --> 00:04:56.194 When you're ready to start your video visit,

NOTE Confidence: 0.8782909

00:04:56.200 --> 00:04:58.540 tap begin, visit.

NOTE Confidence: 0.8782909

00:04:58.540 --> 00:05:00.430 When you tap begin visit,
NOTE Confidence: 0.8782909

00:05:00.430 --> 00:05:02.645 video connect will launch in
NOTE Confidence: 0.8782909

00:05:02.645 --> 00:05:04.417 your devices web browser.
NOTE Confidence: 0.8782909

00:05:04.420 --> 00:05:09.280 To join your visit, tap join via the browser.
NOTE Confidence: 0.8782909

00:05:09.280 --> 00:05:11.870 Tap allow to allow video connect to
NOTE Confidence: 0.8782909

00:05:11.870 --> 00:05:14.770 access your device is camera and microphone.
NOTE Confidence: 0.8782909

00:05:14.770 --> 00:05:18.307 Note if you do not tap allow your video
NOTE Confidence: 0.8782909

00:05:18.307 --> 00:05:21.150 visit will not function properly.
NOTE Confidence: 0.8782909

00:05:21.150 --> 00:05:25.416 Type your name in the enter your name field.
NOTE Confidence: 0.8782909

00:05:25.420 --> 00:05:28.813 Tap the box next to agree to the video
NOTE Confidence: 0.8782909

00:05:28.813 --> 00:05:32.796 user terms and conditions and privacy policy.
NOTE Confidence: 0.8782909

00:05:32.800 --> 00:05:33.856 Now tap join.
NOTE Confidence: 0.8782909

00:05:33.856 --> 00:05:36.852 You are now joined to the video visit
NOTE Confidence: 0.8782909

00:05:36.852 --> 00:05:39.534 when the provider joins the visit,
NOTE Confidence: 0.8782909

00:05:39.540 --> 00:05:42.088 you will see yourself in the lower
NOTE Confidence: 0.8782909

00:05:42.088 --> 00:05:44.228 right hand corner of the screen.

NOTE Confidence: 0.8782909
00:05:44.230 --> 00:05:45.702 Get ready to smile.
NOTE Confidence: 0.8782909
00:05:45.702 --> 00:05:47.910 Please be patient and allow some
NOTE Confidence: 0.8782909
00:05:47.989 --> 00:05:50.329 time for your provider to join
NOTE Confidence: 0.8782909
00:05:50.329 --> 00:05:51.889 the video visit session.
NOTE Confidence: 0.8782909
00:05:51.890 --> 00:05:53.778 Once your provider joins,
NOTE Confidence: 0.8782909
00:05:53.778 --> 00:05:56.138 please speak directly into the
NOTE Confidence: 0.8782909
00:05:56.138 --> 00:05:58.490 microphone and be aware of the
NOTE Confidence: 0.8782909
00:05:58.490 --> 00:06:00.290 direction the camera is facing.
NOTE Confidence: 0.8782909
00:06:00.290 --> 00:06:02.990 If you find it hard to hear your provider,
NOTE Confidence: 0.8782909
00:06:02.990 --> 00:06:07.118 try turning up the volume on your device.
NOTE Confidence: 0.8782909
00:06:07.120 --> 00:06:09.280 You may disable your video or
NOTE Confidence: 0.8782909
00:06:09.280 --> 00:06:11.163 mute your microphone by tapping
NOTE Confidence: 0.8782909
00:06:11.163 --> 00:06:13.377 on the controls at the bottom.
NOTE Confidence: 0.8782909
00:06:13.380 --> 00:06:15.576 Once the video visit has concluded,
NOTE Confidence: 0.8782909
00:06:15.580 --> 00:06:18.947 you may tap the Red Disconnect Button.
NOTE Confidence: 0.8782909

00:06:18.950 --> 00:06:20.738 Once you have disconnected,
NOTE Confidence: 0.8782909

00:06:20.738 --> 00:06:23.420 you may close your browser window
NOTE Confidence: 0.8782909

00:06:23.499 --> 00:06:25.039 and the my chart app.
NOTE Confidence: 0.8782909

00:06:25.040 --> 00:06:27.847 Thank you for watching this video guide
NOTE Confidence: 0.8782909

00:06:27.847 --> 00:06:29.924 for questions regarding video visit
NOTE Confidence: 0.8782909

00:06:29.924 --> 00:06:32.745 scheduling an connecting to your video visit,
NOTE Confidence: 0.8782909

00:06:32.750 --> 00:06:34.780 please call your providers office.
NOTE Confidence: 0.8782909

00:06:34.780 --> 00:06:36.810 If you have any technical
NOTE Confidence: 0.8782909

00:06:36.810 --> 00:06:38.434 issues with my chart,
NOTE Confidence: 0.8782909

00:06:38.440 --> 00:06:41.688 please email my chart support at my chart.
NOTE Confidence: 0.8782909

00:06:41.690 --> 00:06:44.946 Why an HDA torq?