

WEBVTT

NOTE duration:"00:06:48.8530000"

NOTE language:en-us

NOTE Confidence: 0.867858588695526

00:00:00.000 --> 00:00:02.436 Hello, my name is Marty Capua,

NOTE Confidence: 0.867858588695526

00:00:02.440 --> 00:00:04.694 one of the technology trainers at Yale,

NOTE Confidence: 0.867858588695526

00:00:04.700 --> 00:00:06.638 New Haven Health and Yale Medicine.

NOTE Confidence: 0.867858588695526

00:00:06.640 --> 00:00:09.216 This video guide will show you how to

NOTE Confidence: 0.867858588695526

00:00:09.216 --> 00:00:11.075 download, configure and use my chart

NOTE Confidence: 0.867858588695526

00:00:11.075 --> 00:00:13.100 for the purpose of video visits,

NOTE Confidence: 0.867858588695526

00:00:13.100 --> 00:00:16.478 let's go ahead and get started.

NOTE Confidence: 0.867858588695526

00:00:16.480 --> 00:00:18.496 Before we begin, you will need to

NOTE Confidence: 0.867858588695526

00:00:18.496 --> 00:00:21.039 have a my chart account with Yale,

NOTE Confidence: 0.867858588695526

00:00:21.040 --> 00:00:22.996 New Haven Health, and Yale Medicine.

NOTE Confidence: 0.867858588695526

00:00:23.000 --> 00:00:25.925 If you do not have a my chart account,

NOTE Confidence: 0.867858588695526

00:00:25.930 --> 00:00:27.234 please contact your provider

NOTE Confidence: 0.867858588695526

00:00:27.234 --> 00:00:29.252 or visit my chart. Y&H S.org.

NOTE Confidence: 0.867858588695526

00:00:29.252 --> 00:00:31.388 Please note that it is recommended

NOTE Confidence: 0.867858588695526

00:00:31.388 --> 00:00:33.853 that you download the my chart app

NOTE Confidence: 0.867858588695526

00:00:33.853 --> 00:00:36.362 in order for video visits to work

NOTE Confidence: 0.867858588695526

00:00:36.362 --> 00:00:38.247 properly on your Android device.

NOTE Confidence: 0.867858588695526

00:00:38.250 --> 00:00:41.346 Please do not use my chart to send any

NOTE Confidence: 0.867858588695526

00:00:41.346 --> 00:00:44.340 messages requiring urgent medical attention.

NOTE Confidence: 0.867858588695526

00:00:44.340 --> 00:00:45.951 For urgent needs,

NOTE Confidence: 0.867858588695526

00:00:45.951 --> 00:00:48.099 please contact your provider's

NOTE Confidence: 0.867858588695526

00:00:48.099 --> 00:00:50.500 office or emergency services.

NOTE Confidence: 0.867858588695526

00:00:50.500 --> 00:00:51.928 To download my chart,

NOTE Confidence: 0.867858588695526

00:00:51.928 --> 00:00:54.516 open the Google play store on your

NOTE Confidence: 0.867858588695526

00:00:54.516 --> 00:00:57.148 Android device by tapping on the icon.

NOTE Confidence: 0.867858588695526

00:00:57.150 --> 00:01:00.374 Tap the search window and type my chart.

NOTE Confidence: 0.867858588695526

00:01:00.380 --> 00:01:03.604 My chart will return as a search result.

NOTE Confidence: 0.867858588695526

00:01:03.610 --> 00:01:07.330 Tap my chart to continue.

NOTE Confidence: 0.867858588695526

00:01:07.330 --> 00:01:09.010 To ensure you have the correct

NOTE Confidence: 0.867858588695526

00:01:09.010 --> 00:01:10.490 my chart app for Yale,
NOTE Confidence: 0.867858588695526

00:01:10.490 --> 00:01:12.206 New Haven Health and Yale Medicine,
NOTE Confidence: 0.867858588695526

00:01:12.210 --> 00:01:14.136 look for an icon showing a
NOTE Confidence: 0.867858588695526

00:01:14.136 --> 00:01:15.940 red folder with a heart.
NOTE Confidence: 0.867858588695526

00:01:15.940 --> 00:01:18.605 Tap install to install my
NOTE Confidence: 0.867858588695526

00:01:18.605 --> 00:01:20.737 chart on your device.
NOTE Confidence: 0.867858588695526

00:01:20.740 --> 00:01:23.288 Now that my chart has downloaded onto
NOTE Confidence: 0.867858588695526

00:01:23.288 --> 00:01:27.090 your device, tap the my chart icon.
NOTE Confidence: 0.867858588695526

00:01:27.090 --> 00:01:30.115 Tap except to accept the
NOTE Confidence: 0.867858588695526

00:01:30.115 --> 00:01:32.535 end user license agreement.
NOTE Confidence: 0.867858588695526

00:01:32.540 --> 00:01:35.330 My chart will ask you if you wish to
NOTE Confidence: 0.867858588695526

00:01:35.330 --> 00:01:38.156 allow my chart to access your location.
NOTE Confidence: 0.867858588695526

00:01:38.160 --> 00:01:41.460 Choose allow while using app.
NOTE Confidence: 0.867858588695526

00:01:41.460 --> 00:01:43.833 The my chart app will recognize your
NOTE Confidence: 0.867858588695526

00:01:43.833 --> 00:01:47.070 location and present you with a list of
NOTE Confidence: 0.867858588695526

00:01:47.070 --> 00:01:48.363 participating healthcare organizations.

NOTE Confidence: 0.867858588695526
00:01:48.370 --> 00:01:50.680 An alphabetical order to find Yale,
NOTE Confidence: 0.867858588695526
00:01:50.680 --> 00:01:52.978 New Haven Health and Yale Medicine.
NOTE Confidence: 0.867858588695526
00:01:52.980 --> 00:01:55.430 Scroll down.
NOTE Confidence: 0.867858588695526
00:01:55.430 --> 00:01:57.505 Tap Yale New Haven Health
NOTE Confidence: 0.867858588695526
00:01:57.505 --> 00:01:58.750 Slash Yale University.
NOTE Confidence: 0.867858588695526
00:01:58.750 --> 00:02:03.118 My chart to appropriately configure my chart.
NOTE Confidence: 0.867858588695526
00:02:03.120 --> 00:02:05.523 The my chart app will alert you that you
NOTE Confidence: 0.867858588695526
00:02:05.523 --> 00:02:07.959 can switch organizations in the future
NOTE Confidence: 0.867858588695526
00:02:07.959 --> 00:02:10.059 by using the switch organizations,
NOTE Confidence: 0.867858588695526
00:02:10.060 --> 00:02:12.268 but and this may be useful if you
NOTE Confidence: 0.867858588695526
00:02:12.268 --> 00:02:14.559 see a provider in a different
NOTE Confidence: 0.867858588695526
00:02:14.559 --> 00:02:17.350 organization that uses my chart tap OK.
NOTE Confidence: 0.867858588695526
00:02:17.350 --> 00:02:19.950 Got it to proceed.
NOTE Confidence: 0.867858588695526
00:02:19.950 --> 00:02:22.116 Log into my chart by entering
NOTE Confidence: 0.867858588695526
00:02:22.116 --> 00:02:23.560 your username and password.
NOTE Confidence: 0.867858588695526

00:02:23.560 --> 00:02:25.880 Then tap the login button.
NOTE Confidence: 0.867858588695526

00:02:25.880 --> 00:02:28.799 If you forgot your username or password,
NOTE Confidence: 0.867858588695526

00:02:28.800 --> 00:02:32.559 tap the forgot password or username text.
NOTE Confidence: 0.867858588695526

00:02:32.560 --> 00:02:35.548 If you do not have a my chart account,
NOTE Confidence: 0.867858588695526

00:02:35.550 --> 00:02:36.878 either contact your provider
NOTE Confidence: 0.867858588695526

00:02:36.878 --> 00:02:38.538 or tap sign up now.
NOTE Confidence: 0.916781961917877

00:02:40.660 --> 00:02:42.907 Once you have logged into my chart,
NOTE Confidence: 0.916781961917877

00:02:42.910 --> 00:02:45.014 you will be asked if you want my
NOTE Confidence: 0.916781961917877

00:02:45.014 --> 00:02:47.080 chart to send you notifications.
NOTE Confidence: 0.916781961917877

00:02:47.080 --> 00:02:51.176 Select the option that best suits your needs.
NOTE Confidence: 0.916781961917877

00:02:51.180 --> 00:02:53.682 Next, my chart will ask you if you wish
NOTE Confidence: 0.916781961917877

00:02:53.682 --> 00:02:56.085 to log in faster using a passcode.
NOTE Confidence: 0.916781961917877

00:02:56.090 --> 00:02:58.546 Select the option that best works for you.
NOTE Confidence: 0.8780916929245

00:03:00.840 --> 00:03:02.745 Lastly, my chart will notify
NOTE Confidence: 0.8780916929245

00:03:02.745 --> 00:03:04.650 you of your notification status
NOTE Confidence: 0.8780916929245

00:03:04.721 --> 00:03:06.629 and alert you to any messages.

NOTE Confidence: 0.8780916929245
00:03:06.630 --> 00:03:08.446 Appointments in other reminders
NOTE Confidence: 0.8780916929245
00:03:08.446 --> 00:03:11.675 you may have simply tap away from
NOTE Confidence: 0.8780916929245
00:03:11.675 --> 00:03:13.815 the popup window to continue.
NOTE Confidence: 0.8780916929245
00:03:13.820 --> 00:03:15.680 You will see that my chart
NOTE Confidence: 0.8780916929245
00:03:15.680 --> 00:03:17.590 has a number of options,
NOTE Confidence: 0.8780916929245
00:03:17.590 --> 00:03:18.990 including test results messages,
NOTE Confidence: 0.8780916929245
00:03:18.990 --> 00:03:21.807 an billing since we are focused on getting
NOTE Confidence: 0.8780916929245
00:03:21.807 --> 00:03:24.103 you connected to a video visit appointment,
NOTE Confidence: 0.8780916929245
00:03:24.110 --> 00:03:26.948 tap on appointments.
NOTE Confidence: 0.8780916929245
00:03:26.950 --> 00:03:29.183 My chart will show your scheduled video
NOTE Confidence: 0.8780916929245
00:03:29.183 --> 00:03:31.211 visit along with any additional visits
NOTE Confidence: 0.8780916929245
00:03:31.211 --> 00:03:33.563 that have been scheduled in the past.
NOTE Confidence: 0.8780916929245
00:03:33.570 --> 00:03:35.316 Please note if you do not
NOTE Confidence: 0.8780916929245
00:03:35.316 --> 00:03:37.210 have a video visit scheduled,
NOTE Confidence: 0.8780916929245
00:03:37.210 --> 00:03:39.240 please call your provider's office
NOTE Confidence: 0.8780916929245

00:03:39.240 --> 00:03:42.097 and schedule a video visit as you
NOTE Confidence: 0.8780916929245

00:03:42.097 --> 00:03:43.997 normally would are regular visit.
NOTE Confidence: 0.8780916929245

00:03:44.000 --> 00:03:45.900 Complete the check in process
NOTE Confidence: 0.8780916929245

00:03:45.900 --> 00:03:47.800 by tapping E check in.
NOTE Confidence: 0.8780916929245

00:03:47.800 --> 00:03:50.080 You will be required to sign
NOTE Confidence: 0.8780916929245

00:03:50.080 --> 00:03:51.220 any outstanding documents,
NOTE Confidence: 0.8780916929245

00:03:51.220 --> 00:03:53.650 including the Tele health consent.
NOTE Confidence: 0.8780916929245

00:03:53.650 --> 00:03:55.994 After you have finished the check in process,
NOTE Confidence: 0.8780916929245

00:03:56.000 --> 00:03:57.968 you will receive a message that
NOTE Confidence: 0.8780916929245

00:03:57.968 --> 00:04:00.190 your E check in is complete.
NOTE Confidence: 0.8780916929245

00:04:00.190 --> 00:04:01.910 Tap the appointment before
NOTE Confidence: 0.8780916929245

00:04:01.910 --> 00:04:03.630 you begin your visit.
NOTE Confidence: 0.8780916929245

00:04:03.630 --> 00:04:04.806 Consider the following.
NOTE Confidence: 0.8780916929245

00:04:04.806 --> 00:04:08.040 Make sure you are in an area with
NOTE Confidence: 0.8780916929245

00:04:08.040 --> 00:04:10.494 a strong network or Wi-Fi signal.
NOTE Confidence: 0.8780916929245

00:04:10.500 --> 00:04:12.636 Turn on your microphone and speakers.

NOTE Confidence: 0.8780916929245
00:04:12.640 --> 00:04:14.950 Turn off your Bluetooth unless it
NOTE Confidence: 0.8780916929245
00:04:14.950 --> 00:04:17.858 is being used for a medical device.
NOTE Confidence: 0.8780916929245
00:04:17.860 --> 00:04:21.770 Close any open additional apps.
NOTE Confidence: 0.8780916929245
00:04:21.770 --> 00:04:23.940 At the bottom of your screen you
NOTE Confidence: 0.8780916929245
00:04:23.940 --> 00:04:26.049 will see the begin visit bar.
NOTE Confidence: 0.8780916929245
00:04:26.050 --> 00:04:28.674 When you're ready to start your video visit,
NOTE Confidence: 0.8780916929245
00:04:28.680 --> 00:04:30.810 tap begin, visit.
NOTE Confidence: 0.8780916929245
00:04:30.810 --> 00:04:32.266 When joining your visit,
NOTE Confidence: 0.8780916929245
00:04:32.266 --> 00:04:34.860 you will be asked to join via
NOTE Confidence: 0.8780916929245
00:04:34.860 --> 00:04:37.156 the app or join via the browser.
NOTE Confidence: 0.8780916929245
00:04:37.160 --> 00:04:40.310 Tap join via the browser.
NOTE Confidence: 0.8780916929245
00:04:40.310 --> 00:04:43.110 Tap allow to allow video connect to
NOTE Confidence: 0.8780916929245
00:04:43.110 --> 00:04:45.510 use your devices, camera and microphone.
NOTE Confidence: 0.8780916929245
00:04:45.510 --> 00:04:47.510 No if you tap block,
NOTE Confidence: 0.8780916929245
00:04:47.510 --> 00:04:51.269 your video visit will not function properly.
NOTE Confidence: 0.8780916929245

00:04:51.270 --> 00:04:53.424 Tap allow to allow Chrome to
NOTE Confidence: 0.8780916929245

00:04:53.424 --> 00:04:55.340 take pictures and record audio.
NOTE Confidence: 0.8780916929245

00:04:55.340 --> 00:04:57.190 If you do not tap,
NOTE Confidence: 0.8780916929245

00:04:57.190 --> 00:04:59.465 allow your video visit will
NOTE Confidence: 0.8780916929245

00:04:59.465 --> 00:05:00.830 not function properly.
NOTE Confidence: 0.8780916929245

00:05:00.830 --> 00:05:02.790 Note while video connect will
NOTE Confidence: 0.8780916929245

00:05:02.790 --> 00:05:04.750 have access to your devices,
NOTE Confidence: 0.8780916929245

00:05:04.750 --> 00:05:06.316 camera and microphone,
NOTE Confidence: 0.8780916929245

00:05:06.316 --> 00:05:09.448 video visits will not be recorded.
NOTE Confidence: 0.8780916929245

00:05:09.450 --> 00:05:11.375 Tap allow to allow video
NOTE Confidence: 0.8780916929245

00:05:11.375 --> 00:05:12.915 connect to record audio.
NOTE Confidence: 0.8780916929245

00:05:12.920 --> 00:05:14.850 If you do not tap,
NOTE Confidence: 0.8780916929245

00:05:14.850 --> 00:05:16.780 allow your video visit will
NOTE Confidence: 0.8780916929245

00:05:16.780 --> 00:05:17.938 not function properly.
NOTE Confidence: 0.8780916929245

00:05:17.940 --> 00:05:19.870 Note while video connect will
NOTE Confidence: 0.8780916929245

00:05:19.870 --> 00:05:21.800 have access to your devices,

NOTE Confidence: 0.8780916929245
00:05:21.800 --> 00:05:23.896 camera and microphone video
NOTE Confidence: 0.8780916929245
00:05:23.896 --> 00:05:26.516 visits will not be recorded.
NOTE Confidence: 0.8780916929245
00:05:26.520 --> 00:05:30.480 Type your name in the enter your name field.
NOTE Confidence: 0.8780916929245
00:05:30.480 --> 00:05:34.360 Tap the box next to agree to the video user
NOTE Confidence: 0.8780916929245
00:05:34.456 --> 00:05:38.068 terms and conditions and privacy policy.
NOTE Confidence: 0.8780916929245
00:05:38.070 --> 00:05:41.460 Now tap join.
NOTE Confidence: 0.8780916929245
00:05:41.460 --> 00:05:43.452 You are now joined to the video visit
NOTE Confidence: 0.8780916929245
00:05:43.452 --> 00:05:45.368 when the provider joins the visit,
NOTE Confidence: 0.8780916929245
00:05:45.370 --> 00:05:48.072 you will see yourself in the lower
NOTE Confidence: 0.8780916929245
00:05:48.072 --> 00:05:50.350 right hand corner of the screen.
NOTE Confidence: 0.8780916929245
00:05:50.350 --> 00:05:51.750 Get ready to smile.
NOTE Confidence: 0.8780916929245
00:05:51.750 --> 00:05:53.500 Please be patient and allow
NOTE Confidence: 0.8780916929245
00:05:53.500 --> 00:05:55.768 some time for your provider to
NOTE Confidence: 0.8780916929245
00:05:55.768 --> 00:05:57.618 join the video visit session.
NOTE Confidence: 0.8780916929245
00:05:57.620 --> 00:05:59.344 Once your provider joins,
NOTE Confidence: 0.8780916929245

00:05:59.344 --> 00:06:01.499 please speak directly into the
NOTE Confidence: 0.8780916929245

00:06:01.499 --> 00:06:03.643 microphone and be aware of the
NOTE Confidence: 0.8780916929245

00:06:03.643 --> 00:06:05.283 direction the camera is facing.
NOTE Confidence: 0.8780916929245

00:06:05.290 --> 00:06:07.900 If you find it hard to hear your provider,
NOTE Confidence: 0.8780916929245

00:06:07.900 --> 00:06:11.924 try turning up the volume on your device.
NOTE Confidence: 0.8780916929245

00:06:11.930 --> 00:06:13.928 You may disable your video or
NOTE Confidence: 0.8780916929245

00:06:13.928 --> 00:06:15.653 mute your microphone by tapping
NOTE Confidence: 0.8780916929245

00:06:15.653 --> 00:06:17.615 on the controls at the bottom
NOTE Confidence: 0.8780916929245

00:06:17.615 --> 00:06:19.540 once the visit has concluded,
NOTE Confidence: 0.8780916929245

00:06:19.540 --> 00:06:22.795 you may tap the Red Disconnect Button.
NOTE Confidence: 0.89286744594574

00:06:22.800 --> 00:06:24.604 Once you have disconnected,
NOTE Confidence: 0.89286744594574

00:06:24.604 --> 00:06:26.859 you may close your browser
NOTE Confidence: 0.89286744594574

00:06:26.859 --> 00:06:28.937 window and the my chart app.
NOTE Confidence: 0.89286744594574

00:06:28.940 --> 00:06:31.761 Thank you for watching this video guide
NOTE Confidence: 0.89286744594574

00:06:31.761 --> 00:06:33.809 for questions regarding video visit,
NOTE Confidence: 0.89286744594574

00:06:33.810 --> 00:06:35.025 scheduling and connecting

NOTE Confidence: 0.89286744594574

00:06:35.025 --> 00:06:36.645 to your video visit,

NOTE Confidence: 0.89286744594574

00:06:36.650 --> 00:06:38.680 please call your providers office.

NOTE Confidence: 0.89286744594574

00:06:38.680 --> 00:06:40.710 If you have any technical

NOTE Confidence: 0.89286744594574

00:06:40.710 --> 00:06:42.334 issues with my chart,

NOTE Confidence: 0.89286744594574

00:06:42.340 --> 00:06:45.588 please email my chart support at my chart.

NOTE Confidence: 0.89286744594574

00:06:45.590 --> 00:06:48.850 Why an HDA torq?