

WEBVTT

NOTE duration:"00:08:27.9040000"

NOTE language:en-us

NOTE Confidence: 0.9730406

00:00:00.000 --> 00:00:02.597 Hello, my name is Mark Di Capua,

NOTE Confidence: 0.9730406

00:00:02.600 --> 00:00:04.784 one of the technology trainers at Yale,

NOTE Confidence: 0.9730406

00:00:04.790 --> 00:00:06.656 New Haven Health and Yale Medicine.

NOTE Confidence: 0.9730406

00:00:06.660 --> 00:00:08.844 This video guide will show you how

NOTE Confidence: 0.9730406

00:00:08.844 --> 00:00:10.654 to download, configure and use my

NOTE Confidence: 0.9730406

00:00:10.654 --> 00:00:12.900 chart for the purpose of video visits,

NOTE Confidence: 0.9730406

00:00:12.900 --> 00:00:16.536 let's go ahead and get started.

NOTE Confidence: 0.9730406

00:00:16.540 --> 00:00:18.654 Before we begin, you will need to

NOTE Confidence: 0.9730406

00:00:18.654 --> 00:00:21.327 have a my chart account with Yale,

NOTE Confidence: 0.9730406

00:00:21.330 --> 00:00:23.376 New Haven Health, and Yale Medicine.

NOTE Confidence: 0.9730406

00:00:23.380 --> 00:00:26.458 If you do not have a my chart account,

NOTE Confidence: 0.9730406

00:00:26.460 --> 00:00:27.824 please contact your provider

NOTE Confidence: 0.9730406

00:00:27.824 --> 00:00:29.942 or visit my chart. YNH s.org.

NOTE Confidence: 0.9730406

00:00:29.942 --> 00:00:32.198 Please note that it is recommended

NOTE Confidence: 0.9730406

00:00:32.198 --> 00:00:34.696 that you download the my chart and

NOTE Confidence: 0.9730406

00:00:34.696 --> 00:00:37.674 zoom apps in order for video visits to

NOTE Confidence: 0.9730406

00:00:37.674 --> 00:00:40.134 work properly on your Android device.

NOTE Confidence: 0.9730406

00:00:40.140 --> 00:00:43.245 Please do not use my chart to send any

NOTE Confidence: 0.9730406

00:00:43.245 --> 00:00:46.240 messages requiring urgent medical attention.

NOTE Confidence: 0.9730406

00:00:46.240 --> 00:00:49.540 For urgent needs, please contact your

NOTE Confidence: 0.9730406

00:00:49.540 --> 00:00:52.550 provider's office or emergency services.

NOTE Confidence: 0.9730406

00:00:52.550 --> 00:00:53.974 To download my chart,

NOTE Confidence: 0.9730406

00:00:53.974 --> 00:00:56.560 open the Google Play store on your

NOTE Confidence: 0.9730406

00:00:56.560 --> 00:00:59.185 Android device by tapping on the icon.

NOTE Confidence: 0.9730406

00:00:59.190 --> 00:01:02.446 Tap the search window and type my chart.

NOTE Confidence: 0.9730406

00:01:02.450 --> 00:01:05.618 My chart will return as a search result,

NOTE Confidence: 0.9730406

00:01:05.620 --> 00:01:09.400 tap my chart to continue.

NOTE Confidence: 0.9730406

00:01:09.400 --> 00:01:11.164 To ensure you have the correct

NOTE Confidence: 0.9730406

00:01:11.164 --> 00:01:12.340 Mychart app for Yale,

NOTE Confidence: 0.9730406

00:01:12.340 --> 00:01:14.098 New Haven Health and Yale Medicine,
NOTE Confidence: 0.9730406

00:01:14.100 --> 00:01:16.466 look for an icon showing a red
NOTE Confidence: 0.9730406

00:01:16.466 --> 00:01:18.020 folder with a heart.
NOTE Confidence: 0.9730406

00:01:18.020 --> 00:01:20.208 Tap install to install
NOTE Confidence: 0.9730406

00:01:20.208 --> 00:01:22.943 my chart on your device.
NOTE Confidence: 0.9730406

00:01:22.950 --> 00:01:25.470 Now that my chart has downloaded onto your
NOTE Confidence: 0.9730406

00:01:25.470 --> 00:01:28.556 device, you will need to install zoom.
NOTE Confidence: 0.9730406

00:01:28.560 --> 00:01:31.283 Open the Google Play store on your
NOTE Confidence: 0.9730406

00:01:31.283 --> 00:01:34.027 Android device by tapping on the icon.
NOTE Confidence: 0.9730406

00:01:34.030 --> 00:01:36.150 Note due to Zoom's popularity,
NOTE Confidence: 0.9730406

00:01:36.150 --> 00:01:39.210 you may have the app already
NOTE Confidence: 0.9730406

00:01:39.210 --> 00:01:41.250 downloaded onto your device.
NOTE Confidence: 0.9730406

00:01:41.250 --> 00:01:43.666 If zoom is already installed on your device,
NOTE Confidence: 0.9730406

00:01:43.670 --> 00:01:46.687 you do not need to download and
NOTE Confidence: 0.9730406

00:01:46.687 --> 00:01:48.970 install the Zoom app again.
NOTE Confidence: 0.9730406

00:01:48.970 --> 00:01:53.065 Tap the search window and type zoom.

NOTE Confidence: 0.9730406
00:01:53.070 --> 00:01:55.005 Look for the result entitled
NOTE Confidence: 0.9730406
00:01:55.005 --> 00:01:56.166 Zoom cloud meetings.
NOTE Confidence: 0.9730406
00:01:56.170 --> 00:01:59.326 It should appear at the top.
NOTE Confidence: 0.9730406
00:01:59.330 --> 00:02:03.516 Tap the install icon to download zoom.
NOTE Confidence: 0.9730406
00:02:03.520 --> 00:02:05.030 Once you have downloaded zoom,
NOTE Confidence: 0.9730406
00:02:05.030 --> 00:02:07.430 you do not need to open the app.
NOTE Confidence: 0.9730406
00:02:07.430 --> 00:02:09.537 When you connect to your video visit.
NOTE Confidence: 0.9730406
00:02:09.540 --> 00:02:13.544 My chart will open zoom for you.
NOTE Confidence: 0.9730406
00:02:13.550 --> 00:02:15.500 Now that my chart and zoom
NOTE Confidence: 0.9730406
00:02:15.500 --> 00:02:17.350 are installed on your device,
NOTE Confidence: 0.9730406
00:02:17.350 --> 00:02:21.536 tap the my chart app to proceed.
NOTE Confidence: 0.9730406
00:02:21.540 --> 00:02:24.575 Tap accept to accept the
NOTE Confidence: 0.9730406
00:02:24.575 --> 00:02:27.003 end user license agreement.
NOTE Confidence: 0.9730406
00:02:27.010 --> 00:02:29.764 My chart will ask you if you wish to
NOTE Confidence: 0.9730406
00:02:29.764 --> 00:02:32.556 allow my chart to access your location.
NOTE Confidence: 0.9730406

00:02:32.560 --> 00:02:35.930 Choose allow while using app.
NOTE Confidence: 0.9730406

00:02:35.930 --> 00:02:38.084 The Mychart app will recognize your
NOTE Confidence: 0.9730406

00:02:38.084 --> 00:02:41.402 location and present you with a list of
NOTE Confidence: 0.9730406

00:02:41.402 --> 00:02:42.767 participating healthcare organizations
NOTE Confidence: 0.9730406

00:02:42.767 --> 00:02:44.969 and alphabetical order to find Yale,
NOTE Confidence: 0.9730406

00:02:44.970 --> 00:02:47.328 New Haven Health and Yale Medicine.
NOTE Confidence: 0.9730406

00:02:47.330 --> 00:02:49.880 Scroll down.
NOTE Confidence: 0.9730406

00:02:49.880 --> 00:02:52.340 Tap Yale New Haven health slash
NOTE Confidence: 0.9730406

00:02:52.340 --> 00:02:53.160 Yale University.
NOTE Confidence: 0.9730406

00:02:53.160 --> 00:02:57.570 My chart to appropriately configure my chart.
NOTE Confidence: 0.9730406

00:02:57.570 --> 00:02:59.938 The Mychart app will alert you that you
NOTE Confidence: 0.9730406

00:02:59.938 --> 00:03:02.217 can switch organizations in the future
NOTE Confidence: 0.9730406

00:03:02.217 --> 00:03:04.252 by using the switch organizations,
NOTE Confidence: 0.9730406

00:03:04.260 --> 00:03:06.492 but and this may be useful if you
NOTE Confidence: 0.9730406

00:03:06.492 --> 00:03:08.822 see a provider in a different
NOTE Confidence: 0.9730406

00:03:08.822 --> 00:03:11.650 organization that uses my chart tap OK.

NOTE Confidence: 0.9730406
00:03:11.650 --> 00:03:14.398 Got it to proceed.
NOTE Confidence: 0.9730406
00:03:14.400 --> 00:03:16.536 Log into my chart by entering
NOTE Confidence: 0.9730406
00:03:16.536 --> 00:03:17.960 your username and password.
NOTE Confidence: 0.9730406
00:03:17.960 --> 00:03:20.350 Then tap the login button.
NOTE Confidence: 0.9730406
00:03:20.350 --> 00:03:23.227 If you forgot your username or password,
NOTE Confidence: 0.9730406
00:03:23.230 --> 00:03:27.010 tap the forgot password or username text.
NOTE Confidence: 0.9730406
00:03:27.010 --> 00:03:29.770 If you do not have a mychart account,
NOTE Confidence: 0.98630327
00:03:29.770 --> 00:03:30.805 either contact your
NOTE Confidence: 0.98630327
00:03:30.805 --> 00:03:32.875 provider or tap sign up now.
NOTE Confidence: 0.98964673
00:03:35.120 --> 00:03:37.346 Once you have logged into my chart,
NOTE Confidence: 0.98964673
00:03:37.350 --> 00:03:39.430 you will be asked if you want my
NOTE Confidence: 0.98964673
00:03:39.430 --> 00:03:41.480 chart to send you notifications.
NOTE Confidence: 0.98964673
00:03:41.480 --> 00:03:45.624 Select the option that best suits your needs.
NOTE Confidence: 0.98964673
00:03:45.630 --> 00:03:47.806 Next, my chart will ask you if you
NOTE Confidence: 0.98964673
00:03:47.806 --> 00:03:50.367 wish to login faster using a passcode,
NOTE Confidence: 0.98964673

00:03:50.370 --> 00:03:52.898 select the option that best works for you.

NOTE Confidence: 0.9875145

00:03:55.300 --> 00:03:57.946 Lastly, my chart will notify you of

NOTE Confidence: 0.9875145

00:03:57.946 --> 00:03:59.778 your notification status and alert

NOTE Confidence: 0.9875145

00:03:59.778 --> 00:04:01.400 you to any messages, appointments

NOTE Confidence: 0.9875145

00:04:01.400 --> 00:04:03.560 and other reminders you may have.

NOTE Confidence: 0.9875145

00:04:03.560 --> 00:04:06.175 Simply tap away from the

NOTE Confidence: 0.9875145

00:04:06.175 --> 00:04:08.267 popup window to continue.

NOTE Confidence: 0.9875145

00:04:08.270 --> 00:04:10.118 You will see that my chart

NOTE Confidence: 0.9875145

00:04:10.118 --> 00:04:12.010 has a number of options,

NOTE Confidence: 0.9875145

00:04:12.010 --> 00:04:13.030 including test results,

NOTE Confidence: 0.9875145

00:04:13.030 --> 00:04:14.050 messages, and billing.

NOTE Confidence: 0.9875145

00:04:14.050 --> 00:04:16.108 Since we are focused on getting you

NOTE Confidence: 0.9875145

00:04:16.108 --> 00:04:18.469 connected to a video visit appointment,

NOTE Confidence: 0.9875145

00:04:18.470 --> 00:04:21.398 tap on appointments.

NOTE Confidence: 0.9875145

00:04:21.400 --> 00:04:23.619 My chart will show your scheduled video

NOTE Confidence: 0.9875145

00:04:23.619 --> 00:04:25.635 visit along with any additional visits

NOTE Confidence: 0.9875145

00:04:25.635 --> 00:04:27.973 that have been scheduled in the past.

NOTE Confidence: 0.9875145

00:04:27.980 --> 00:04:29.714 Please note if you do not

NOTE Confidence: 0.9875145

00:04:29.714 --> 00:04:31.600 have a video visit scheduled,

NOTE Confidence: 0.9875145

00:04:31.600 --> 00:04:33.770 please call your provider's office

NOTE Confidence: 0.9875145

00:04:33.770 --> 00:04:36.786 and schedule a video visit as you

NOTE Confidence: 0.9875145

00:04:36.786 --> 00:04:38.716 normally would a regular visit.

NOTE Confidence: 0.9875145

00:04:38.720 --> 00:04:40.545 Complete the check in process

NOTE Confidence: 0.9875145

00:04:40.545 --> 00:04:42.370 by tapping the check in.

NOTE Confidence: 0.9875145

00:04:42.370 --> 00:04:44.560 You will be required to sign

NOTE Confidence: 0.9875145

00:04:44.560 --> 00:04:45.655 any outstanding documents,

NOTE Confidence: 0.9875145

00:04:45.660 --> 00:04:48.100 including the Tele health consent.

NOTE Confidence: 0.9875145

00:04:48.100 --> 00:04:50.516 After you have finished the check in process,

NOTE Confidence: 0.9875145

00:04:50.520 --> 00:04:52.584 you will receive a message that

NOTE Confidence: 0.9875145

00:04:52.584 --> 00:04:54.650 your E check-in is complete.

NOTE Confidence: 0.9875145

00:04:54.650 --> 00:04:56.338 Tap the appointment before

NOTE Confidence: 0.9875145

00:04:56.338 --> 00:04:58.026 you begin your visit.
NOTE Confidence: 0.9875145

00:04:58.030 --> 00:04:59.209 Consider the following.
NOTE Confidence: 0.9875145

00:04:59.209 --> 00:05:02.454 Make sure you are in an area with
NOTE Confidence: 0.9875145

00:05:02.454 --> 00:05:04.920 a strong network or Wi-Fi signal.
NOTE Confidence: 0.9875145

00:05:04.920 --> 00:05:07.050 Turn on your microphone and speakers.
NOTE Confidence: 0.9875145

00:05:07.050 --> 00:05:09.384 Turn off your Bluetooth unless it
NOTE Confidence: 0.9875145

00:05:09.384 --> 00:05:12.318 is being used for a medical device.
NOTE Confidence: 0.9875145

00:05:12.320 --> 00:05:16.230 Close any open additional apps.
NOTE Confidence: 0.9875145

00:05:16.230 --> 00:05:18.365 At the bottom of your screen you
NOTE Confidence: 0.9875145

00:05:18.365 --> 00:05:20.440 will see the begin visit bar.
NOTE Confidence: 0.9875145

00:05:20.440 --> 00:05:23.024 When you're ready to start your video visit,
NOTE Confidence: 0.9875145

00:05:23.030 --> 00:05:25.190 tap begin, visit.
NOTE Confidence: 0.9875145

00:05:25.190 --> 00:05:27.410 When you click begin visit,
NOTE Confidence: 0.9875145

00:05:27.410 --> 00:05:28.814 zoom will automatically launch.
NOTE Confidence: 0.9875145

00:05:28.814 --> 00:05:31.350 If you have joined the meeting before
NOTE Confidence: 0.9875145

00:05:31.350 --> 00:05:33.534 your provider has started the meeting,

NOTE Confidence: 0.9875145
00:05:33.540 --> 00:05:35.290 you will be placed in
NOTE Confidence: 0.9875145
00:05:35.290 --> 00:05:36.690 the virtual waiting room.
NOTE Confidence: 0.9875145
00:05:36.690 --> 00:05:39.110 Please be patient while your
NOTE Confidence: 0.9875145
00:05:39.110 --> 00:05:41.046 provider starts the meeting.
NOTE Confidence: 0.9875145
00:05:41.050 --> 00:05:43.348 If your provider has joined already,
NOTE Confidence: 0.9875145
00:05:43.350 --> 00:05:46.900 your video visit will begin.
NOTE Confidence: 0.9875145
00:05:46.900 --> 00:05:49.637 Once your provider has started the visit,
NOTE Confidence: 0.9875145
00:05:49.640 --> 00:05:52.040 a pop-up will appear requesting
NOTE Confidence: 0.9875145
00:05:52.040 --> 00:05:55.130 access to the camera tap got it?
NOTE Confidence: 0.9875145
00:05:55.130 --> 00:05:58.186 Note if you do not tap got it,
NOTE Confidence: 0.9875145
00:05:58.190 --> 00:06:02.390 your video visit will not function properly.
NOTE Confidence: 0.9875145
00:06:02.390 --> 00:06:04.640 A pop-up will appear requesting
NOTE Confidence: 0.9875145
00:06:04.640 --> 00:06:06.890 additional access to the camera.
NOTE Confidence: 0.9875145
00:06:06.890 --> 00:06:07.764 Tap allow.
NOTE Confidence: 0.9875145
00:06:07.764 --> 00:06:08.201 No,
NOTE Confidence: 0.9875145

00:06:08.201 --> 00:06:12.031 if you do not tap allow your video
NOTE Confidence: 0.9875145

00:06:12.031 --> 00:06:15.336 visit will not function properly.
NOTE Confidence: 0.9875145

00:06:15.340 --> 00:06:17.716 The video preview screen will appear.
NOTE Confidence: 0.9875145

00:06:17.720 --> 00:06:19.240 Get ready to smile,
NOTE Confidence: 0.9875145

00:06:19.240 --> 00:06:22.469 Tap join with video to start your video.
NOTE Confidence: 0.9875145

00:06:22.470 --> 00:06:24.042 Visit with your provider.
NOTE Confidence: 0.9875145

00:06:24.042 --> 00:06:27.799 Note if you do not tap join with video,
NOTE Confidence: 0.9875145

00:06:27.800 --> 00:06:30.456 you will remain on the video preview screen.
NOTE Confidence: 0.9875145

00:06:30.460 --> 00:06:33.519 You must tap the join with video
NOTE Confidence: 0.9875145

00:06:33.519 --> 00:06:36.557 button in order to join the visit.
NOTE Confidence: 0.9875145

00:06:36.560 --> 00:06:38.528 Your provider will be notified that
NOTE Confidence: 0.9875145

00:06:38.528 --> 00:06:40.620 you have joined the video visit.
NOTE Confidence: 0.9875145

00:06:40.620 --> 00:06:43.098 You will see the screen until your
NOTE Confidence: 0.9875145

00:06:43.098 --> 00:06:45.687 provider has admitted you to the video visit.
NOTE Confidence: 0.9233403

00:06:49.950 --> 00:06:52.561 A pop-up will appear requesting what type
NOTE Confidence: 0.9233403

00:06:52.561 --> 00:06:55.650 of audio to use during the video visit.

NOTE Confidence: 0.9233403

00:06:55.650 --> 00:06:59.178 Tap call over Internet to continue.

NOTE Confidence: 0.9233403

00:06:59.180 --> 00:07:02.375 Note if you do not tap call over Internet,

NOTE Confidence: 0.9233403

00:07:02.380 --> 00:07:06.034 your video visit will not function properly.

NOTE Confidence: 0.9233403

00:07:06.040 --> 00:07:08.596 A pop-up will appear requesting access

NOTE Confidence: 0.9233403

00:07:08.596 --> 00:07:11.568 for zoom to record audio tap allow.

NOTE Confidence: 0.9233403

00:07:11.570 --> 00:07:14.538 Note if you do not tap allow,

NOTE Confidence: 0.9233403

00:07:14.540 --> 00:07:17.515 your video visit will not function properly.

NOTE Confidence: 0.9233403

00:07:17.520 --> 00:07:19.980 However, video visits will

NOTE Confidence: 0.9233403

00:07:19.980 --> 00:07:23.055 not be recorded nor stored.

NOTE Confidence: 0.9233403

00:07:23.060 --> 00:07:25.164 You are now joined to the video visit

NOTE Confidence: 0.9233403

00:07:25.164 --> 00:07:27.517 when the provider joins the video visit,

NOTE Confidence: 0.9233403

00:07:27.520 --> 00:07:30.390 you will see yourself in the bottom

NOTE Confidence: 0.9233403

00:07:30.390 --> 00:07:32.780 right hand corner of the screen.

NOTE Confidence: 0.9233403

00:07:32.780 --> 00:07:35.356 Once you are joined to the video visit,

NOTE Confidence: 0.9233403

00:07:35.360 --> 00:07:37.245 please speak directly into the

NOTE Confidence: 0.9233403

00:07:37.245 --> 00:07:39.588 microphone and be aware of the
NOTE Confidence: 0.9233403

00:07:39.588 --> 00:07:41.518 direction the camera is facing.
NOTE Confidence: 0.9233403

00:07:41.520 --> 00:07:44.166 If you find it hard to hear your provider,
NOTE Confidence: 0.9233403

00:07:44.170 --> 00:07:48.066 try turning up the volume on your device.
NOTE Confidence: 0.9233403

00:07:48.070 --> 00:07:50.242 You may disable your video or
NOTE Confidence: 0.9233403

00:07:50.242 --> 00:07:52.139 mute your microphone by tapping
NOTE Confidence: 0.9233403

00:07:52.139 --> 00:07:54.365 on the controls at the bottom.
NOTE Confidence: 0.9233403

00:07:54.370 --> 00:07:55.960 Once the visit has concluded,
NOTE Confidence: 0.9233403

00:07:55.960 --> 00:07:58.613 you may tap the red leave button
NOTE Confidence: 0.9233403

00:07:58.613 --> 00:08:01.349 in the upper right hand corner.
NOTE Confidence: 0.9233403

00:08:01.350 --> 00:08:03.326 Once you have disconnected,
NOTE Confidence: 0.9233403

00:08:03.326 --> 00:08:05.796 you may close your browser
NOTE Confidence: 0.9233403

00:08:05.796 --> 00:08:07.990 window and the Mychart app.
NOTE Confidence: 0.9233403

00:08:07.990 --> 00:08:11.511 Thank you for watching this video guide
NOTE Confidence: 0.9233403

00:08:11.511 --> 00:08:14.060 for questions regarding video visit,
NOTE Confidence: 0.9233403

00:08:14.060 --> 00:08:15.575 scheduling and connecting

NOTE Confidence: 0.9233403

00:08:15.575 --> 00:08:17.595 to your video visit,

NOTE Confidence: 0.9233403

00:08:17.600 --> 00:08:20.130 please call your providers office.

NOTE Confidence: 0.9233403

00:08:20.130 --> 00:08:22.660 If you have any technical

NOTE Confidence: 0.9233403

00:08:22.660 --> 00:08:24.684 issues with my chart,

NOTE Confidence: 0.9233403

00:08:24.690 --> 00:08:26.832 please email

NOTE Confidence: 0.9233403

00:08:26.832 --> 00:08:27.903 mychart.support@mychart.ynhh.org.