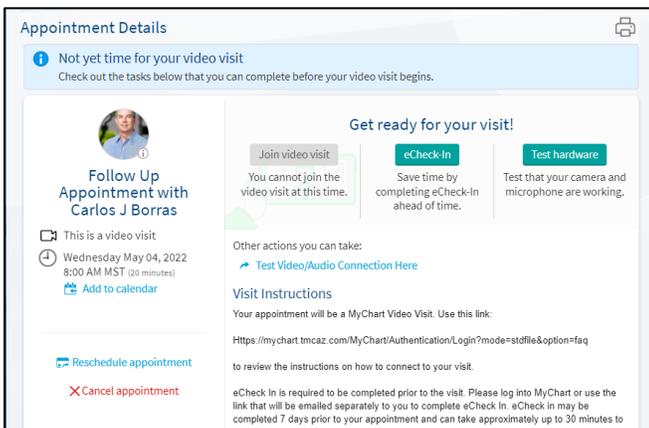
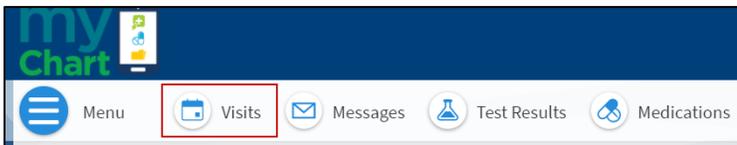


Beginning May 1st, 2022, Tucson Medical Center and TMCOne will begin to use MyChart Video Visits for all Video Telehealth Visits. Please follow up with your provider to see if your appointment is eligible for a MyChart Video Visit instead of an In Person visit.

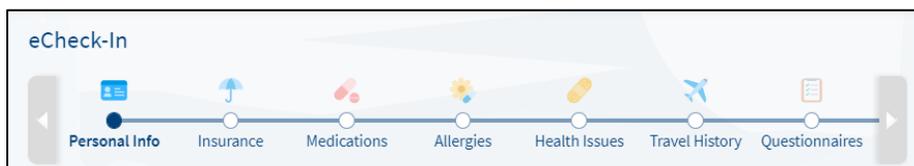
In order to prepare for your MyChart Video Visit please refer to the steps below. If you are experiencing any Technical Issues, please contact us at via phone at 520-324-6400 or email at mychart@tmcaz.com or send us a Customer Service Message using your MyChart account.

1. You must be an Active MyChart user in order to successfully access and complete a MyChart Video Visit. If you were unable to obtain sign up information upon being scheduled please contact our Technical Support, or contact the office you scheduled with to request an Instant Activation email.
2. You may receive an email (if on file with registration) or letter with Instructions for your upcoming MyChart Video Visit. In the event you do not receive these instructions, please login to MyChart to review them.
3. Once signed up for MyChart, login (via desktop or mobile app) and Navigate to “Visits” to access all details regarding your upcoming appointment.



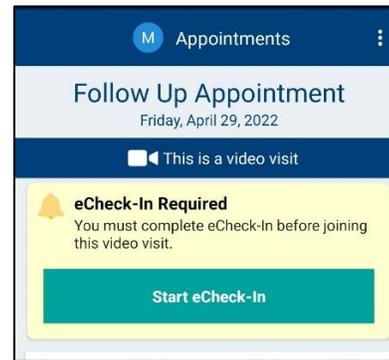
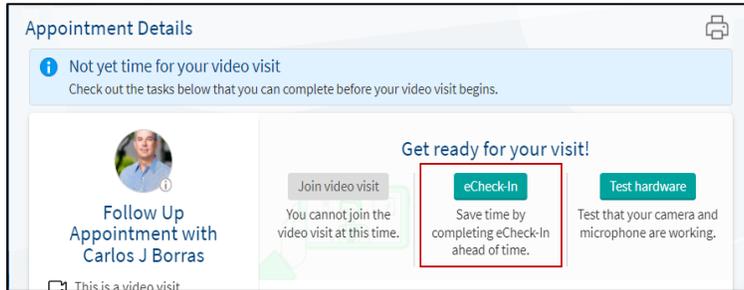
4. eCheck In will be required in order to proceed with a MyChart Video Visit. eCheck In will allow you to: Complete registration by updating your demographics, Add or update your insurance coverage, Complete medical history, Complete any required questionnaires, Sign any required documents and Pay your co-pay (if due).

***Please note eCheck In is only available 7 days prior to your appointment date. Navigate to the Appointment Details via web or the mobile app during this time frame to complete eCheck In. You will also receive an email with a link to complete eCheck In once it becomes available.



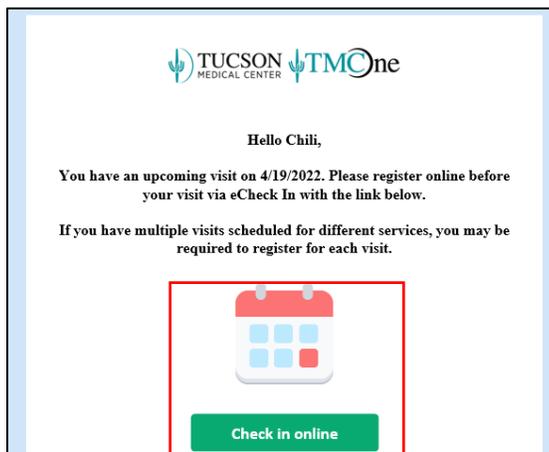
Appointment Details:

Desktop



Mobile App

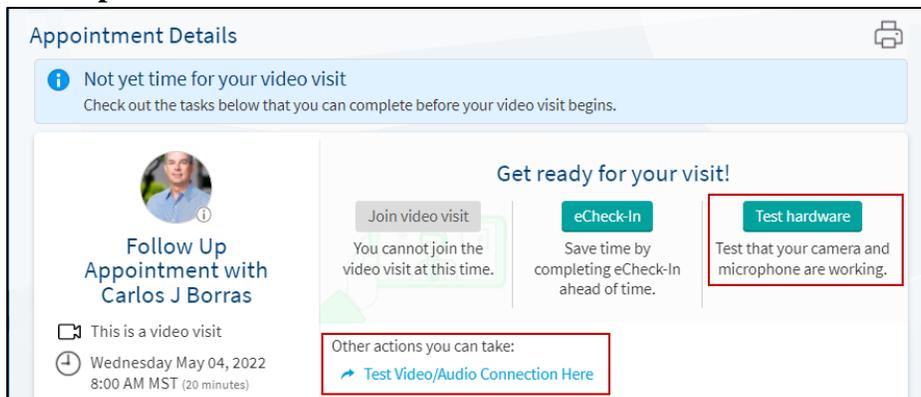
Email for eCheck In:



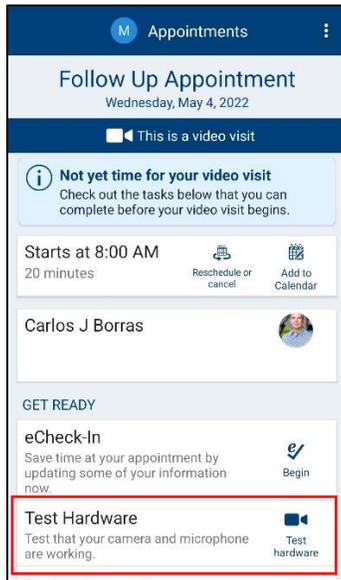
5. Performing a Hardware Test prior to a MyChart Video Visit is highly recommended. This hardware test will ensure the device that is to be used for the Video Visit will have a reliable video and microphone connection. Navigate to the Appointment Details via desktop or Mobile App to perform a hardware test.

***If your Hardware Test is unsuccessful, ensure that permissions to access the microphone, speaker and camera have been granted for your mobile device. If using a desktop, please ensure the webcam, speakers and microphone are installed and enabled correctly.

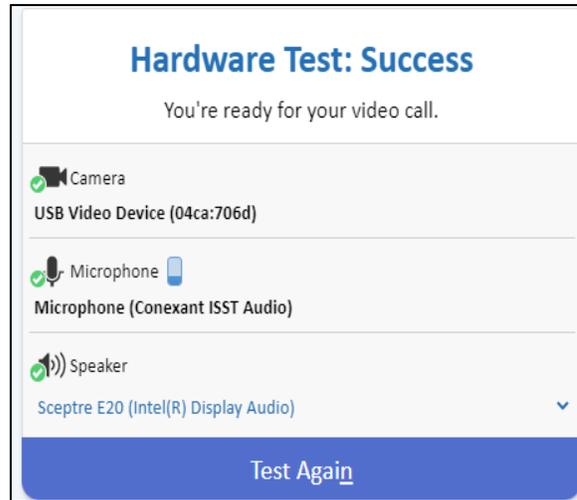
Desktop:



Mobile App:

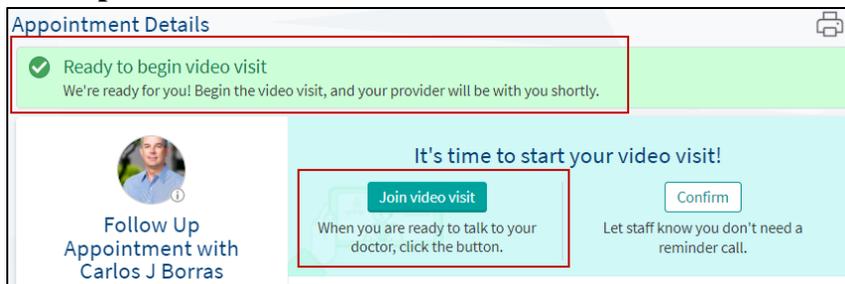


Successful Hardware Test:

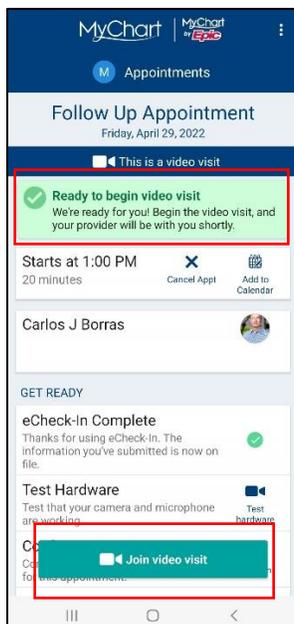


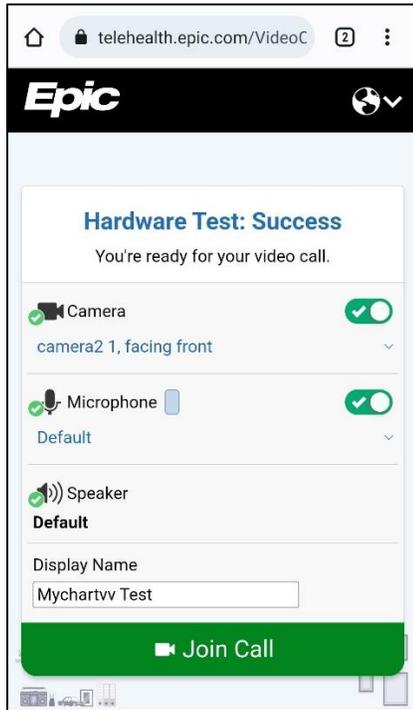
6. On the day of your appointment, login to MyChart at least 15 minutes prior to your appointment to start your video visit. You will be unable to connect to your appointment if it is 1 hour before or after your scheduled visit time. The system will perform an additional Hardware Test before allowing you to connect.

Desktop:

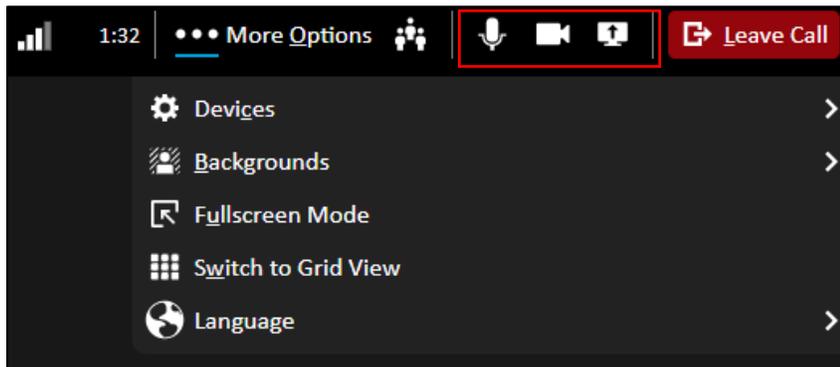


Mobile App:



Successful Connection:

7. A video session will become established once the provider joins. You will be presented with options to Mute your microphone or disable your camera once your Video session has begun. Please do not enable these options unless the provider requests you do so.



In the event you are accidentally disconnected, you will be able to re-establish the connection by following the same steps used to initially join a video visit. Click the red “Leave Call” button when it is time to end the visit.

Thank you for using MyChart Video Visits for your Telehealth needs!