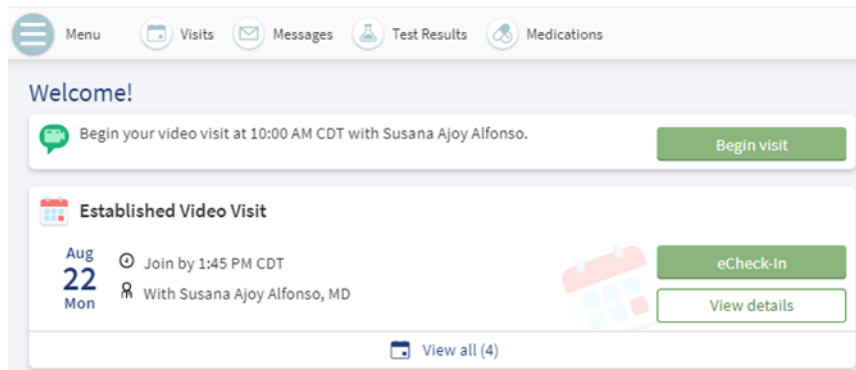


Patient eCheck-in Instructions for Video Visit

⇒ Click [here](#) for basic telemedicine tips.

*Set up your smartphone, laptop or tablet in a well-lit room and be sure to keep your camera at eye level so your provider can clearly see you.

⇒ Select **Begin visit** or **eCheck-in** to complete the eCheck-in process prior to your virtual visit.



⇒ Overview of the eCheck-in Process

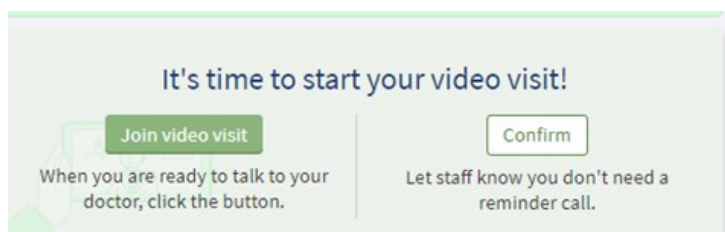


* During the eCheck-in process, you will be required to answer the following questions.

- Location – *provide your location at the time of the visit*
- Medication – *review your current medication list and report medications you're no longer taking*
- Allergies – *review and update your allergies information*
- Health Issues – *review and update your current health issues*

⇒ Joining the video visit

- Click [here](#) to test your equipment prior to your appointment.
- Select **Join video visit** to be placed in a virtual waiting room. Your provider will be with you shortly.



Accessing your Video Visit from MyChart

*Once you have completed the eCheck-in process, follow the steps below to begin your video visit.

1. Log into MyChart and click **Begin visit** to start your virtual visit.
2. Select **Join video visit**
3. You will be taken to the Amwell video platform. Confirm your name and contact number, and then select **Next**.

Note: You have the option to test your device before your provider joins.

All fields are required unless listed as optional.

Your Preferred Name
Isla Video

Your Mobile Number
+1 508-713-9834

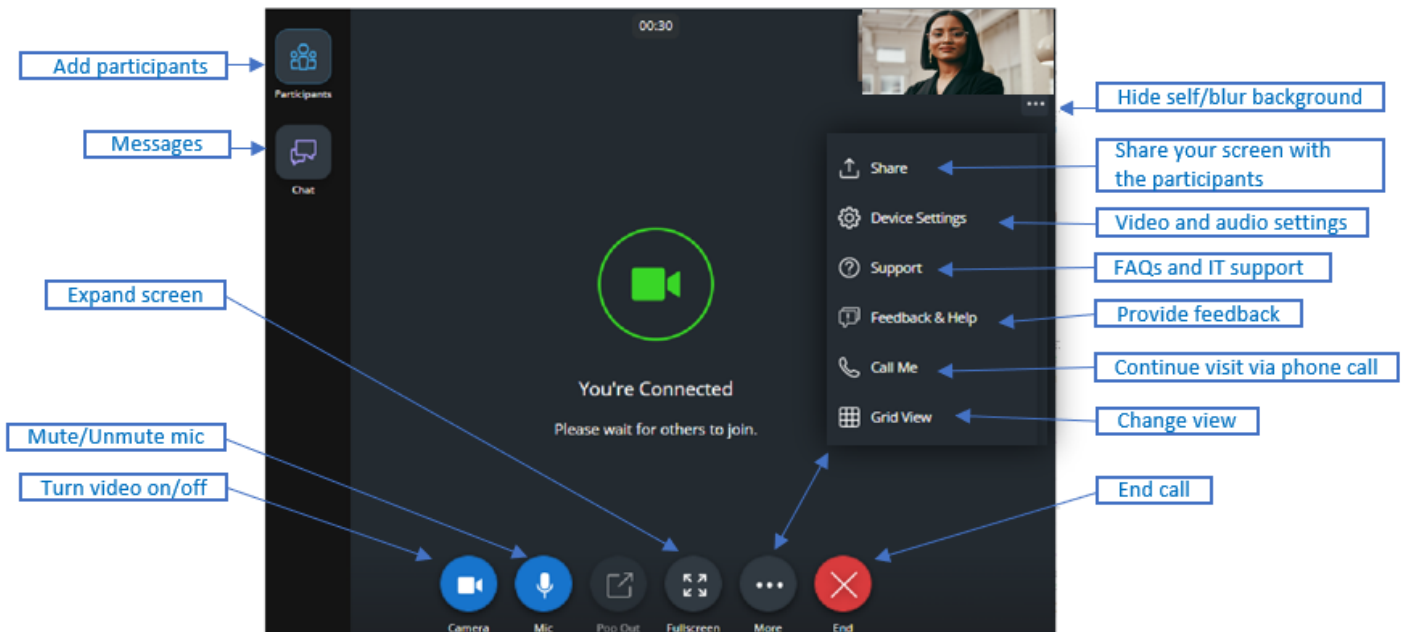
Your phone number will be used if you get disconnected.

I have read the **Notice Of Privacy Practices**

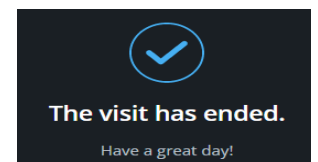
Next

Test Your Device

4. Click **Join Visit** to be placed in the virtual waiting room. The visit will begin once your provider arrives, and you will see a split screen with yourself and your provider. Below are the control parameters of the video visit.



5. At the end of the visit, select **End** to be disconnected from the visit.
6. Select **Leave Visit** to confirm that you would like to leave the visit.
7. You will receive a confirmation message stating that the visit has ended.



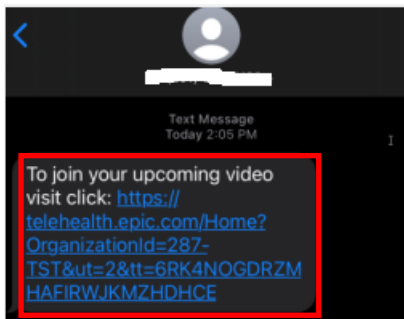
Direct Link for non-MyChart Users



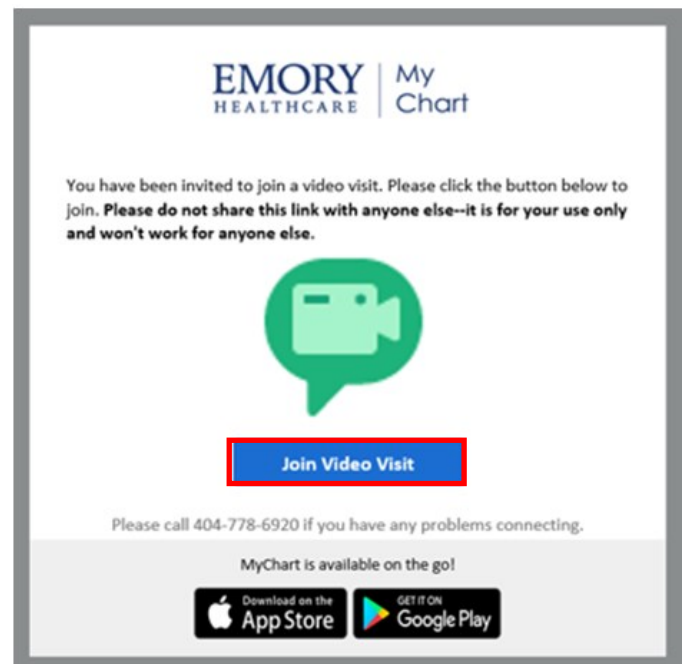
We recommend downloading the MyChart app from the Apple App Store or Google Play and activating your account to access all of the available features.

1. If you are a patient that does not have a MyChart account, your provider will send you a direct link via email or text at the time of your video visit.
2. At the time of your appointment, click on the link in the text message or on the Join Video Visit button in the email message to be connected with your provider and begin the video visit.

Example of the text message



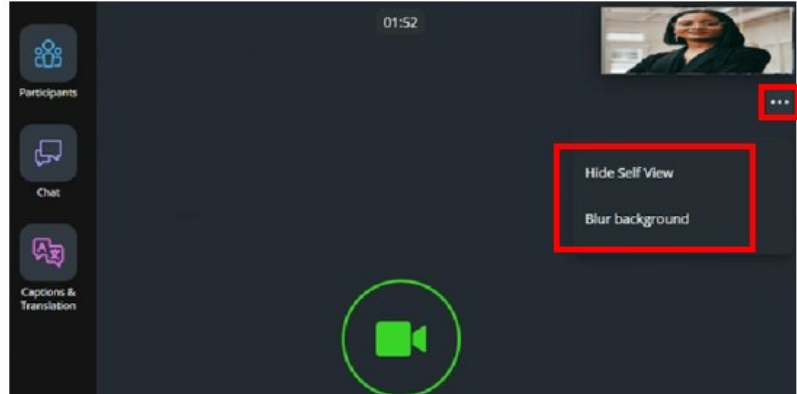
Example of the mail message



Changing Background

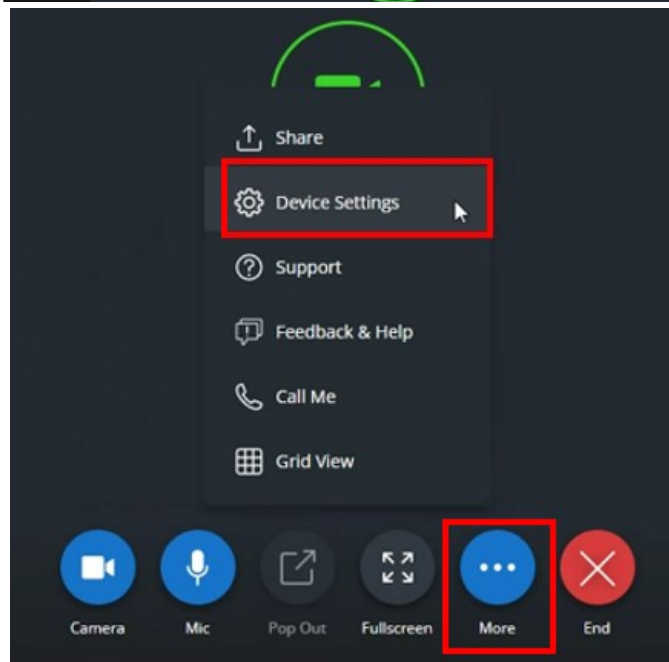
Option #1

Once you have entered the virtual room, select the ellipse [...] under your image and from the dropdown, you have the option to blur your background.

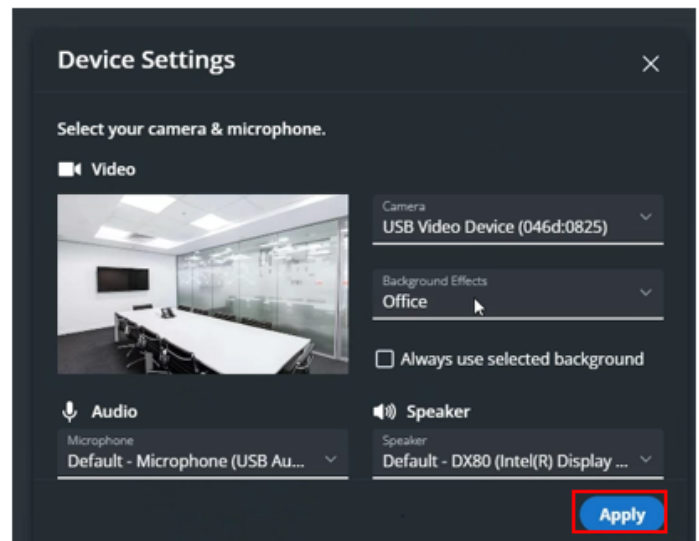
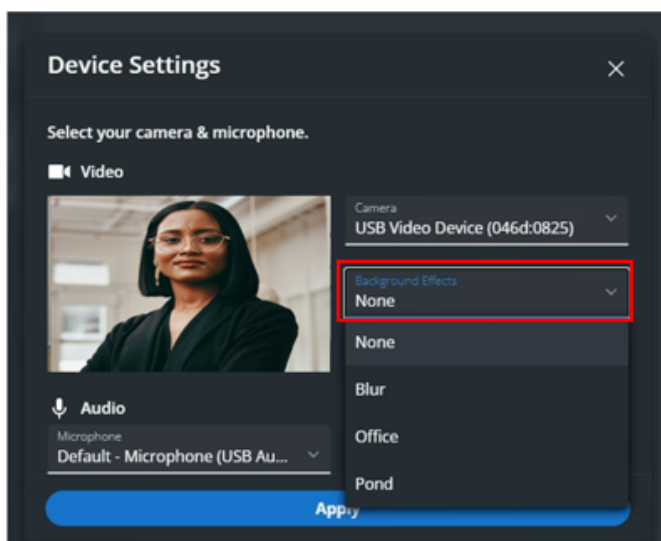


Option #2.

Select **More** and then **Device Settings**.



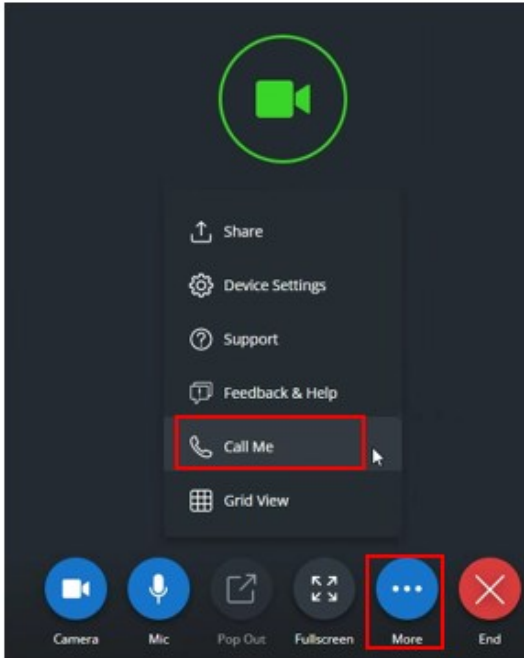
Navigate to **Background Effects** and from the dropdown list, make your selection then select **Apply**.



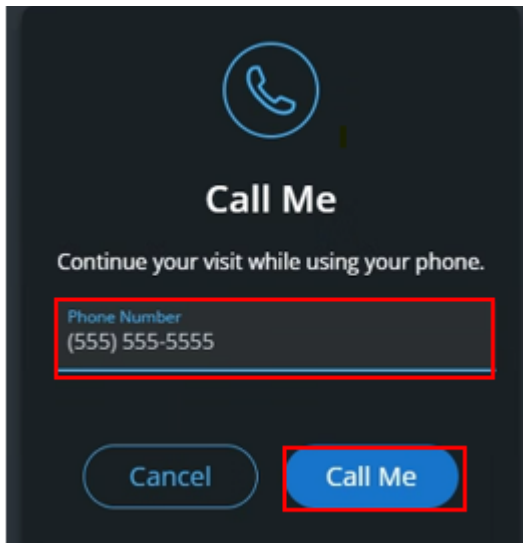
Call Me — Use Phone for Audio

The **Call Me** function allows the provider or patient to continue with the visit over a phone call if they are experiencing connectivity issues.

1. From the virtual room, select **More** and then click on **Call Me**.



2. In the pop up window, enter the phone number where you can be reached and select **Call Me**.



The person who initiated the Call Me function will receive a phone call to continue the visit in the virtual room using their phone for the audio.