



# Video Visit How-to — MyMercy App



Thank you for choosing to visit your doctor through a MyMercy Video Visit. We have some helpful tips for your upcoming appointment.

# Complete eCheck-in

eCheck-in can be completed up to seven days before your scheduled video visit.

The screenshot shows the 'Insurance' step of the eCheck-in process. At the top, the time is 4:06 and the battery is at 88%. The app title is 'eCheck-In' with a 'Finish later' option. A progress bar indicates the current step is 'Insurance', with 'Personal Info' as the previous step. A note states '\* Indicates a required field.' The section is titled 'Responsibility for Payment'. A text box contains the address: 'Mychart, Dadpocstl', '1 Main Street', 'BETHANY OK 73008', and '417-501-9063'. Below this, a question asks '\* We have this person on file to pay for costs not covered by insurance. Is this information correct?' with 'Yes' and 'No' buttons. Another question asks '\* Would you like to use insurance to pay for this appointment?' with 'Use insurance' and 'Do not bill insurance' buttons. The 'Insurance on file' section shows 'Medicare / Medicare Part a and B' and a partially visible 'Subscriber Name' field.

# Find Good Natural Lighting

- This is best done by facing an open window in your home or even going outside.
- Good lighting is important for your health care provider to properly see you and assess your condition.



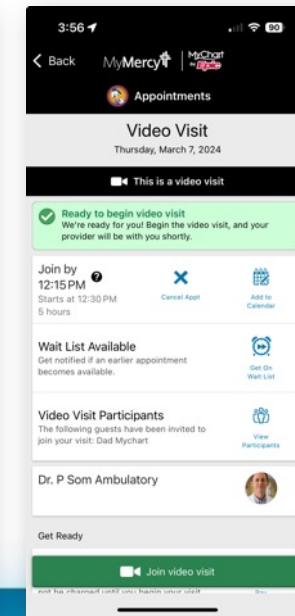
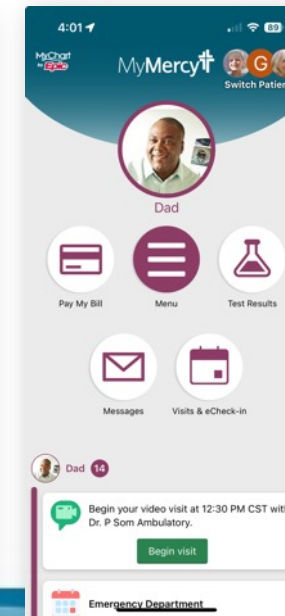
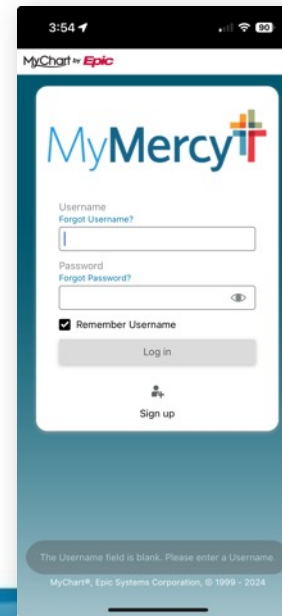
# Connecting and troubleshooting

- Connect to your appointment early and check to make sure you have a strong connection. We recommend connecting ten minutes before your scheduled visit.
- If you have any trouble connecting or any other issue, please check out the Video Visits Troubleshooting page through MyMercy, under Visit instructions.



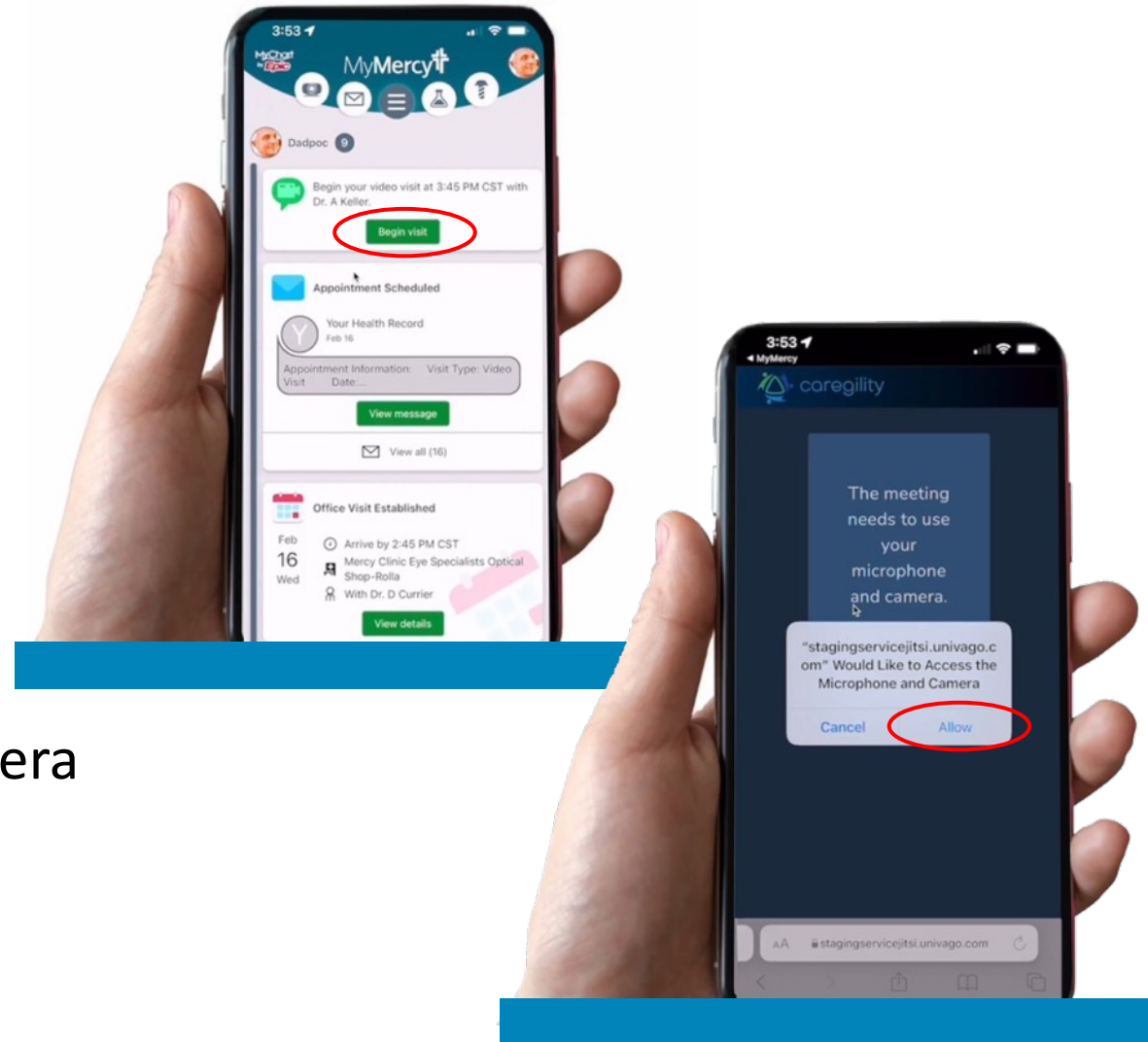
# MyMercy Video Visit

- Now let's walk through a video visit and what to expect.
- Go to your MyMercy Mobile app and log in.
- Open the Visits & eCheck-in link.
- Select the video visit you wish to attend.
  - You'll be able to see a list of the activities to complete your visit.
- If you haven't already, you'll need to go through the e-check in process to verify your medications, allergies and other important info.



# MyMercy Video Visit

- When you're ready to attend your visit, select **Begin visit** at the bottom of your screen. It may take 10 or more seconds to be placed in your virtual room, depending on your internet connection.
- You may notice the app switches to the web browser on your mobile device.
- You will be asked for access to your camera and microphone. Please select **Allow**.



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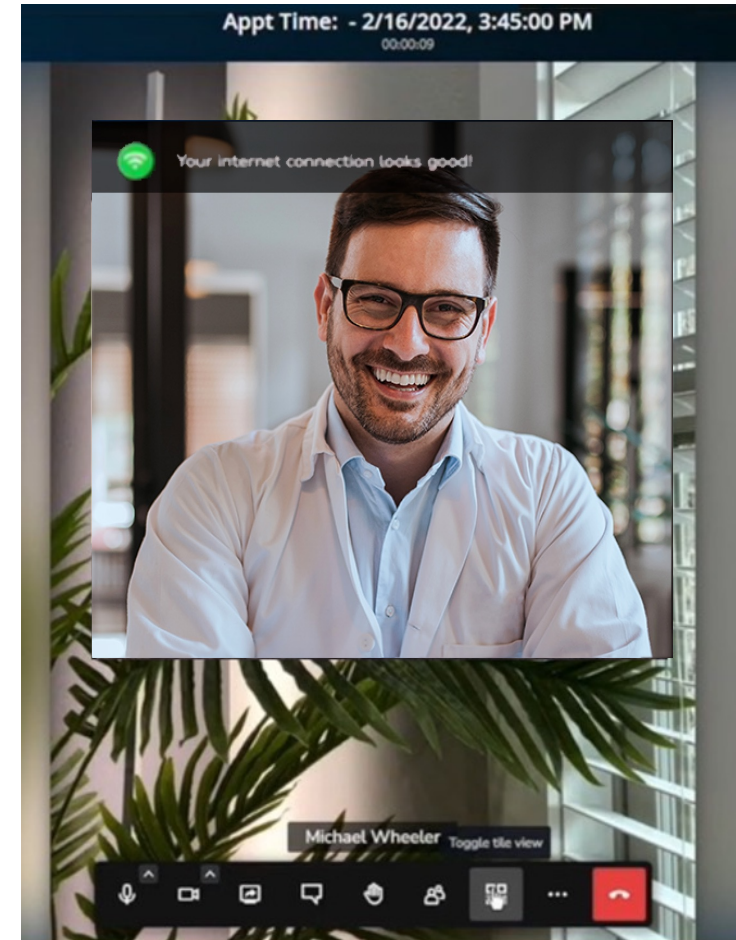
- You will not be able to see yourself. At this point you can make any adjustments to your microphone and camera. If there are issues with your connection, a notice should appear at the bottom of the page.
- When you're ready to begin, click **Join meeting**.
- You'll be placed in the virtual exam room; your care team will join your visit shortly.





# MyMercy Video Visit

- You'll notice at the bottom of the screen you have several controls:
  - You can mute your microphone.
  - You can turn off your camera.
  - You can also choose to remove the self-view in the top left corner.
- Feel free to change the rotation of your device whenever needed.
- When both you and your provider agree to end the visit, you may do so by selecting the red icon at the bottom of your screen.



# MyMercy Video Visit

We hope you enjoy this opportunity to meet with your doctor over video.

If you have additional issues, feel free to call 888-98-MERCY.

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