

# Visit Instructions for Patient

We want to make sure you have a great video visit. Please follow the steps below at least 15 minutes prior to your Video Visit appointment to ensure your device is set up appropriately.

Note: for optimum system performance, we recommend you use your mobile device (smartphone or tablet) if available. **The current/updated MyChart app is required.**

Preparing for your video visit:

We recommend using our mobile app for your video visit:

1. Download the MyChart App from the App Store (iPhone) or Google Play Store (Android).
2. Select Michigan and Beaumont.
3. Select Login to myBeaumontChart
4. Log in to myBeaumontChart on the App and click on 'Appointments'.
5. Select your upcoming video visit from the list of visits.
6. Click 'Test Video'.

Video visit from laptop or desktop computer with a browser:

1. Download and install the latest updates to the browser to ensure you have the latest version of the browser.
2. Open mybeaumontchart.com
3. Log in to myBeaumontChart and click on 'Appointments'
4. Select your upcoming video visit from the list.
5. On the appointment details page, click 'Test Hardware'.
6. Follow the instructions to download and install the VidyoWeb Plug-in.
7. After running the installer, close the window and click 'Test Hardware' again. The program will let you know if the test is successful.

Day of your video visit:

1. Login to myBeaumontChart on your mobile device or computer.
2. Click on Appointments
3. Locate your Video Visit.
4. Click on your appointment.
5. Complete the eCheck-In
6. If it is more than 15 minutes before your appointment, you will see a button to Test Video, otherwise press the Begin Visit button.

Make sure you have a stable internet connection on the device you are using for the video visit. If your hardware test is unsuccessful, please contact us at 248-597-2727  for assistance. For any scheduling questions or concerns, please contact your provider.