Telemedicine Patient Tip Sheet
Accessing your visit through MyChart

MyChart
For Ballad Health

Now that you have a video visit scheduled with your provider, here's what you need to do.

Download the Ballad Health app and log in to MyChart to access your online medical record. If you don't have a MyChart account, it's easy to create one. Go to Balladhealth.org, look under **Patients & Visitors** and click on **MyChart Patient Portal.** If you need help setting up your MyChart account, call Ballad Health's Consumer Call Center at 866.517.5873 between 8:30 a.m. and 5 p.m.

- If you have a MyChart account:
  - Click on **MyChart Login** and enter your username and password to sign in.

- If you don't have a MyChart account:
  - Go to **Sign Up Now**
  - If you have an activation code, click **Activation Code** and follow the instructions to create a MyChart account. You can request a code from your provider or Ballad Health's Consumer Call Center during normal operating hours.
  - If you don't have an activation code, you can also select **No Activation Code** and follow the instructions to sign up for MyChart, and you'll be sent an activation code.

Hosting your video visit

Once you have created your account, it's time to start preparing for your visit. Before you join your telehealth session, it is very important to do a pre-visit technology check.

It's important to have the right technology, so ahead of your visit review the **Pre-Appointment Technology Checklist and conduct your technology test to ensure you have the bandwidth to conduct the session**. On the day of your appointment, to avoid any technology issues, join your session at least 15 minutes before the appointment time. If telehealth is new to you, it is recommended you give yourself enough time to become familiar with using your technology. When you see the message **It's time to start your video visit!**, select **Begin Video Visit**.

BalladHealth™

1. From the Ballad Health app or website, log in to MyChart, go to **Visits** and select **Appointments and Visits** from the dropdown menu to view details about your visit, sign your consent form and complete your check-in.
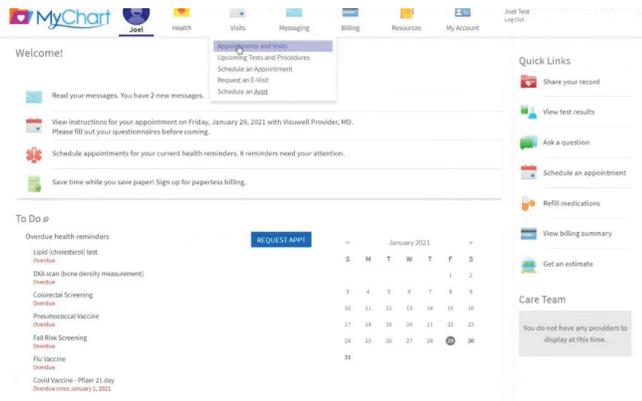

2. When you see the message **It's time to start your video visit!**, select **Begin Video Visit**.
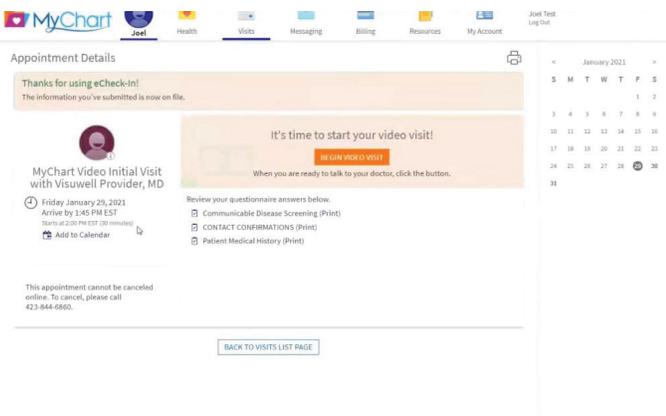
3. Select **Start Session** and click **Allow** for use of your microphone and camera. Now you're virtually in the room where you'll be seen by your provider.
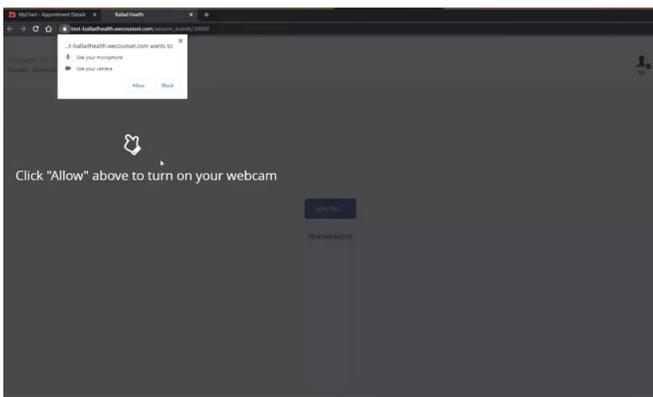
4. If you haven't already done so, do a technology check. At the bottom right, select **Click here for a pre-session tech check**. A short pre-call test will run and make any recommendations about your audio/video setup and assess the quality of the session.
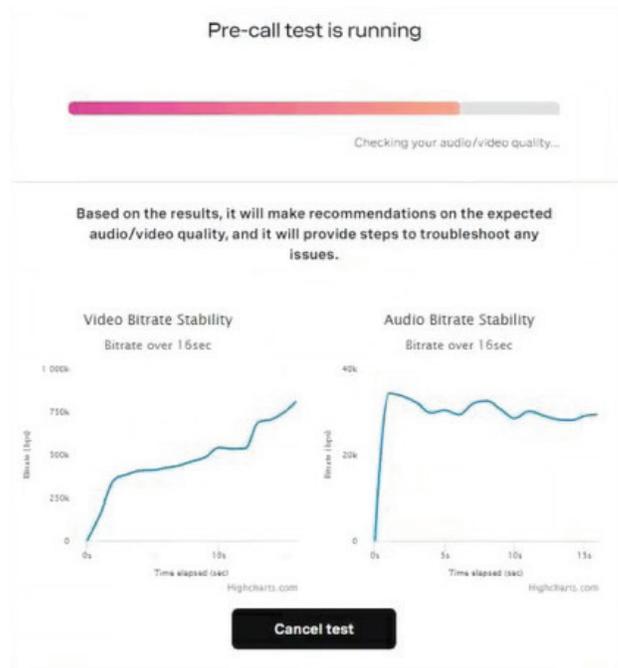
5. Close the technology test browser tab and click on the Ballad Health tab to return to the video session. You'll be placed back in a virtual waiting room.
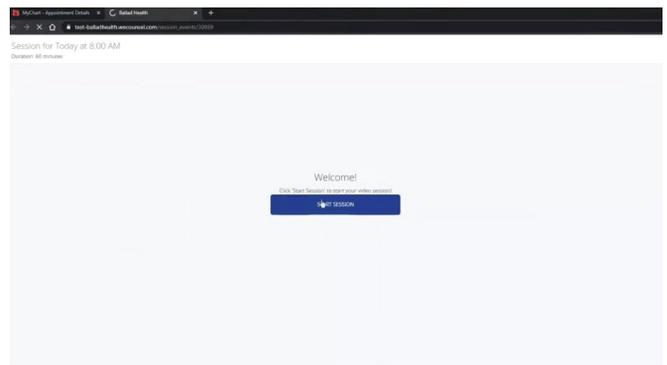
6. Be sure to select **End Session** and **close your browser session** after you video appointment has concluded.

NOTE: If you accidentally end the session, you do have the ability to rejoin the session by clicking on **Join Session** prompt again.

If you need help with testing your equipment before your video visit, call our ConnectedCare team at 1.855.678.2273 (CARE) or 423.262.4610.