

You can conduct video visits with your doctor on your mobile device or computer. A video visit is a scheduled appointment with your health care provider and can be done via MyChart. A video visit recreates an in-person experience by allowing you to discuss your needs with your provider. The process is easy and secure.



Video visit requirements

To have a video visit with your doctor, you'll need the following:

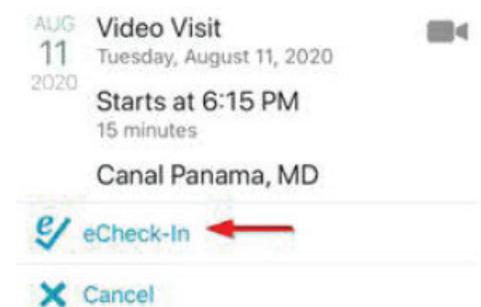
1. An active MyChart account*
2. One of the supported browsers on your computer or mobile device
 - a. Microsoft Edge
 - b. Google Chrome
 - c. FireFox
 - d. Safari
3. An Internet or WiFi connection
4. If you're using a mobile device, please ensure it has a battery life of at least 50% at the beginning of the video visit

*If you prefer to not sign-up for MyChart, please call your doctor's office and they will work with you to provide a video visit using other approved platforms

eCheck-In

To start your video visit, you will be asked to complete our eCheck-in process. This can be done 3-days prior to your appointment.

1. Log into MyChart
2. Click the Visits tab then Appointments and Visits
3. Find your video visit and click the ECHECK-IN button next to the appointment
4. Follow the instructions on the different screens to complete the process. Once you click eCheck-in, you will be asked a series of health questions, complete a hardware check of your computer or mobile device and complete a patient consent.
5. When complete, you'll see a screen that says "eCheck-In Complete"



Video Visits

On the day of the visit

You may join your video visit up to 30 minutes prior to your appointment

1. Log into MyChart
2. Click the Visits tab, click your appointment, then click Begin visit when you are ready to join
3. When prompted, please allow your device's Internet browser to gain access to your camera and microphone
4. You will then be placed into a virtual waiting room until your physician joins the visit

For any questions or concerns, you may contact your doctor's office or reach out to our MyChart Customer Support line at 535-7725 on O'ahu or toll-free 1-877-228-1894 from the neighbor islands.

