



# Get started with video visits

Video Visits are a secure and convenient way to get care from your healthcare team. Follow these easy steps to get started with Video Visits.

## Before you begin or schedule your Video Visit, make sure you have:

- An Apple running iOS 11 or higher or Android running Android 7 or higher smartphone (preferred) or laptop or desktop computer with a webcam, speakers and a microphone. Please see the recommended device list at the end of this document.
- High-speed internet access, Wi-Fi or strong 4G.

## Set up your accounts and apps before your Video Visit

- 1. Sign up for a MyHillChart account.** You can sign up at MyHillChart.com and click Sign Up Now or through the MyChart mobile app. If you use a mobile device **download the MyChart app**, select "Hill Physicians" as the organization and use **click Sign Up Now**.
- 2. Download VidyoConnect. This applies to all appointments on or after May 28, 2020**
  - Mobile users, visit <https://hpmg.health.vidyoconnect.com> and **click Download**.
  - Desktop or laptop users, visit <https://hpmg.health.vidyoconnect.com> and **click Download**.

Follow the prompts to complete installation. This application will be used by MyHillChart for your Video Visit.

**Please contact our MyHillChart support team at (888) 965-8588 if you need technical assistance.**

## Connect on the the day of your Video Visit



### Mobile devices users

1. Log into the MyChart app
2. Click on **Appointments** under activities, and then select your scheduled Video Visit.
3. Click on **eCheck-In Begin\***.
4. Click **Begin Visit\*\***.
5. Click **Join the Call**.
6. Click **Open** on the "Open in VidyoConnect" message.
7. Follow the prompts until your call is connected.



### Laptop/desktop users

1. Visit MyHillChart.com and **log into your account**.
2. Click on **Visits** under Appointments and Visits.
3. Click **ECHECK-IN\***.
4. Click **Begin Video Visit\*\***.
5. Click **Open VidyoConnect**.
6. Enter your **Name**, check **User Terms and Conditions and Privacy Policy** boxes and click **Join**.

\*You can complete eCheck-In up to seven days prior to your visit. eCheck-In is not required, but recommended.

\*\*You can join your visit to 60 minutes prior to and 15 minutes after your appointment. You will have to schedule a new appointment if you miss this window.

## **Recommended equipment**

### **Smart devices**

Google Pixel 2, Pixel 2 XL

HTC 10

LG Nexus 5X

Motorola Nexus 6

Samsung Galaxy S7, S8, S9, S10, Tab S2 tablet

Apple iPhone 5S, 6, 6 Plus, 6s Plus, 7, 7 Plus, 8, 8 Plus, 10, SE

Apple iPad Air, Air 2, Mini 3, Mini 4, Pro, 6

### **Webcams**

Logitech B910 HD, C170, C270, C310, C525,

C615, C910, C910HD Pro, C920, C930e, HD

Pro C920, HD Webcam C270, BCC950

ConferenceCam, CC3000e ConferenceCam,

Group ConferenceCam, PTZ Pro 2,

Sony PTZ Pro 2 SRG-120DU 1080p60  
PTZ camera

Marshall Electronics CV610-U3-V2 Camera

### **Headsets**

Jabra US Voice 550a MS

Logitech USB Headset H390, B530, H540

Microsoft LifeChat LX-3000

Plantronics 520 Blackwire, C720 M, Voyager

Legend

### **Speakers**

ClearOne Chat 60 personal speakerphone,  
Chat 150

Logitech GROUP Vidyo Conferencing System

Phoenix Quattro 3

Yamaha PJP-20UR

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