

Epic Video Visits



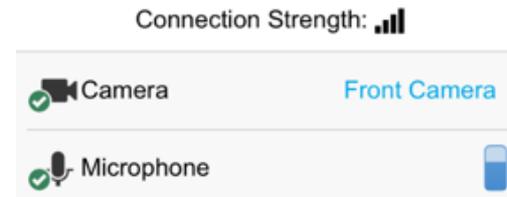
Patient Prerequisites

*For Apple iPhones on iOS Version 14.2, please update to at least iOS 14.3 or higher to avoid potential audio distortion

- Must have an active MyChart account
- Must use one of the supported browsers:
Edge, Chrome, Firefox, Safari



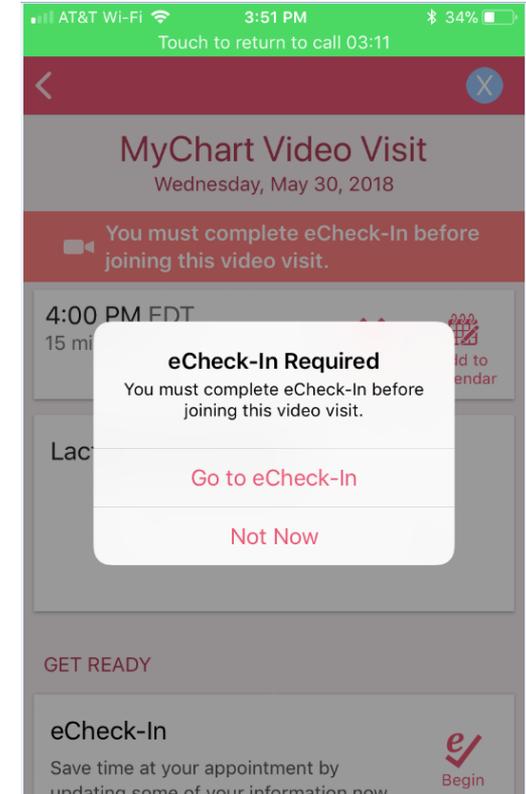
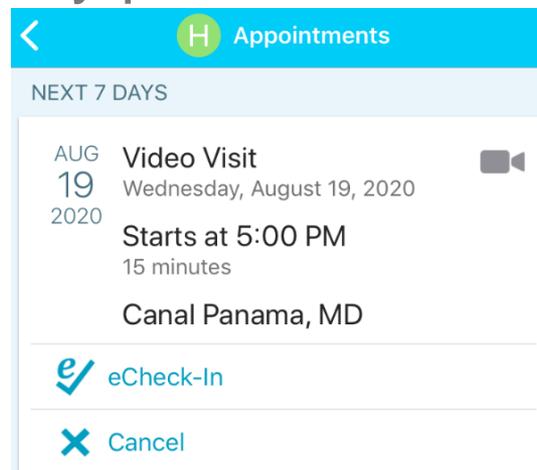
- Must pass hardware check



- Must have adequate Wi-Fi strength connection 
- Must consent to the video visit
- Must have device with at least 50% battery life 

Video Visit

- Before you can join a video visit, you must complete the eCheck-in.
- eCheck-in is available **3 days** before your scheduled appointment. It may contain important information to be reviewed ahead of time such as questions regarding consent, current health condition(s), and passing the hardware check, which is necessary prior to the scheduled video visit.



Video Visits Consent

Verizon 5:01 PM 100%

H eCheck-In Finish Later

Yes No

* By clicking "Yes" I indicate that I have downloaded the MyChart app on my Android or Apple smartphone or tablet.
 Note: **Video Visits can only be done from the MyChart mobile app.** See the [MyChart Video Visits Guide](#) for full instructions with pictures.

Yes

* By clicking "Yes" I indicate that I have successfully connected to Hawaii Pacific Health within the MyChart mobile app and signed in to my account.
 See the [MyChart Video Visits Guide](#) for full instructions with pictures.

Yes

CONTINUE

CANCEL

T-Mobile Wi-Fi 8:36 PM

N Questionnaires Finish Later

You've declined to authorize this video visit. If this was done in error, click the "Back" button. Otherwise, click "Back to the Home Page". The video visit cannot start without your consent.

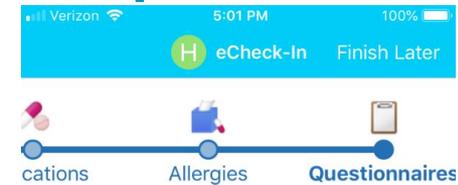
BACK BACK TO THE HOME PAGE

If you responded "no" to any of these questions, you won't be allowed to proceed further

These hyperlinks are accessible to select/open in order to view additional information regarding the document

eCheck-in Questionnaire Example

- Different questionnaires may appear based on the type of visit. This is an example of a simple questionnaire associated to COVID.
- Upon completion, your eCheck-in will be marked as completed.



For an upcoming appointment with **Canal Panama, MD** on 8/19/2020

* Do you have a fever?

Yes

No

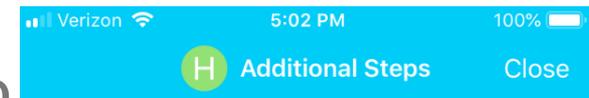
* Do you have a cough?

Yes

No

CONTINUE

CANCEL

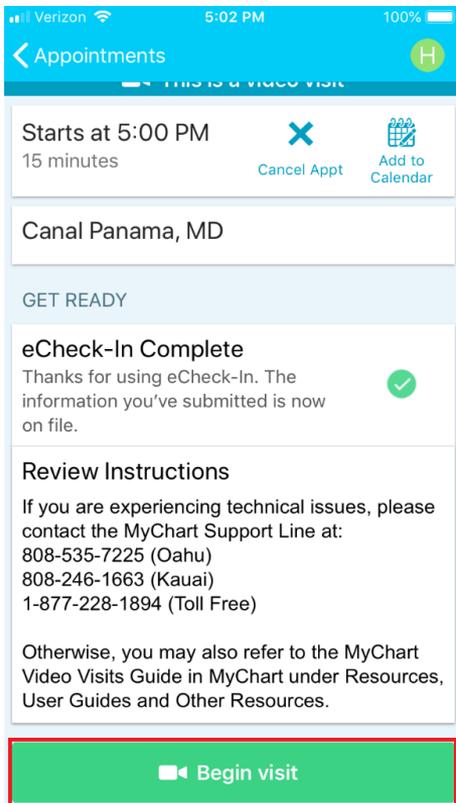


Thanks for using eCheck-In!

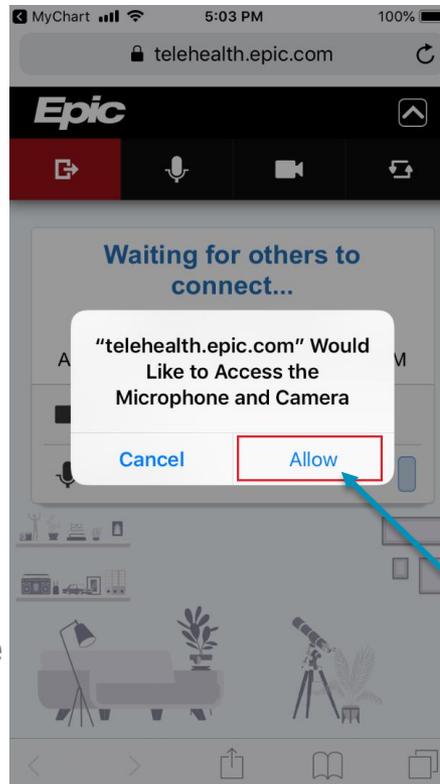
The information you've submitted is now on file.

Start Video Visit

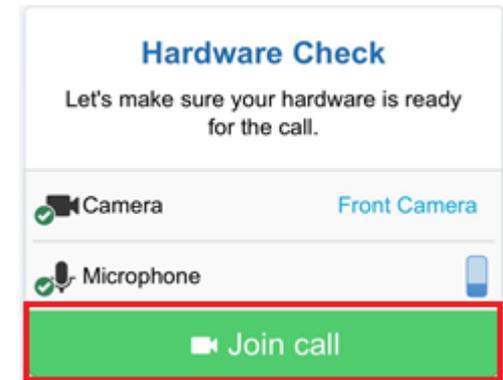
- On the day of your appointment, you may join up to 30 minutes before your actual scheduled appointment time. The appointment details page will allow you to join the visit by selecting “Begin Visit” button when you are ready to join.
- You must allow your device browser to access your camera and microphone. Note that there was a list of supported browser indicated in the 2nd page of this guide.
- Your device will need to pass the hardware check to ensure compatibility with the video session. (Camera, Audio, Microphone, and Network Connection (Wired/Wi-Fi))



Select to enter Hardware Check



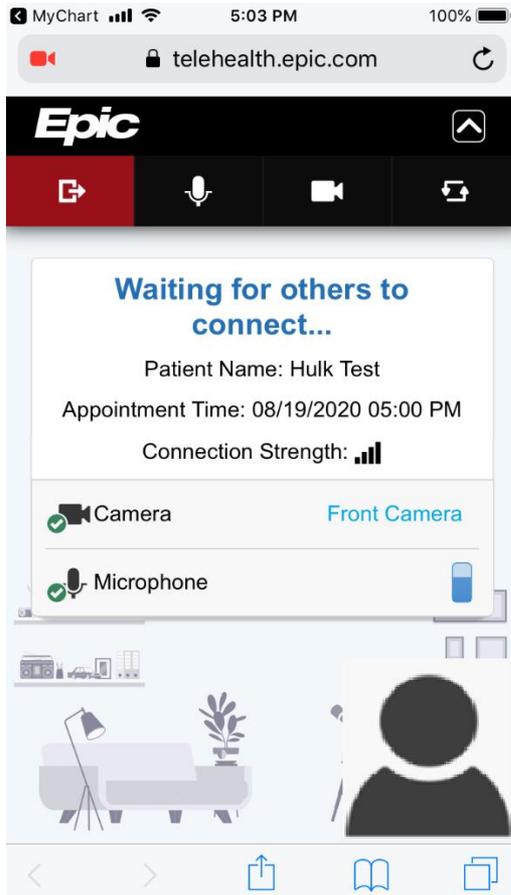
Select “Allow”



Select when you are ready to connect

Video Visit – Waiting Room | Connected

Waiting for provider to join



Provider Connected



Frequently Asked Questions (FAQs)

Q: What type of devices could use to join the video visit?

A: Epic Video Client is compatible with Apple iOS (iPhone/iPad), Apple OS (Mac), Windows OS, and Android, the device must:

- Use one of the supported browsers listed in page 2 of this guide
- Pass the hardware check for Camera, Microphone, Speaker, Network (Wired/Wi-Fi)
- Not be blocked by any pop-up blockers for
 - mychart.hawaiiipacifichealth.org
 - telehealth.epic.com

Q: Can I connect to the video visit through the MyChart Mobile app?

A: Yes

Frequently Asked Questions (FAQs) Cont.

Q: Why is my camera portrait is displaying a black screen?

A: Please check your device/browser settings to ensure it is not actively blocking the following sites:

- mychart.hawaiipacifichealth.org
- telehealth.epic.com

Also verify the settings for camera / microphone is enabled/allowed and not blocked when prompted for access

Q: What if I accidentally answered a call in the middle of the video session?

A: After you end the call, the video session should be restored as long as you did not navigate away from the website, you can also refresh the browser to rejoin.

Frequently Asked Questions (FAQs) Cont.

Q: Why can't I hear anything from the video session?

A: Please check to ensure your device volume is not muted or set to low. Adjust your volume accordingly.

Q: Why is the video quality pixelated or freezing?

A: Video sessions rely heavily on your network bandwidth. If your Wired/Wi-Fi connection is bad or if other connected devices are actively consuming data (YouTube, Netflix, etc.), you may receive delayed or even sometimes dropped video sessions.

You may refer to the following guides for additional information related to select devices:

[Desktop/Laptop](#)

[Mobile](#)