



# Patient Guide for Telemedicine at Mercy Health Services

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- Telemedicine..... 3
  - Telemedicine Visit for Mercy Health Services ..... 3
- Epic MyChart..... 4
  - How to set up a MyChart Account..... 4
- Using MyChart from a Webpage ..... 5
  - Open MyChart from the Web..... 5
- Using MyChart from a Mobile App ..... 6
  - Download the MyChart App ..... 6
- Schedule your Telemedicine Visit..... 7
  - Review Upcoming Appointments from the Web..... 7
    - Find Appointments ..... 7
    - Appointment Details..... 8
  - Review Upcoming Appointments from a Mobile Phone ..... 9
    - Find Appointments ..... 9
    - Appointment Details..... 9
- How to Get Started ..... 11
  - Technical Preparations..... 11
    - If you will be using a Desktop Computer or Laptop ..... 11
    - If you will be using your Phone..... 11
  - MyChart Visit Preparation ..... 11
    - From the Web ..... 11
    - From a Mobile Device ..... 13
- Prepare To Join ..... 14
  - Prepare To Join On a Computer..... 14
  - Get Ready from a Mobile App ..... 15
- When it’s Time for your Appointment..... 16
  - During the Visit ..... 16
- Troubleshooting Tips ..... 18
  - Troubleshooting before the Visit is Started..... 18



Troubleshooting After Starting the Visit..... 18



# Telemedicine

Telemedicine is the remote treatment of patients by medical professionals through the use of telecommunication tools such as smartphones, and computers with video capabilities.

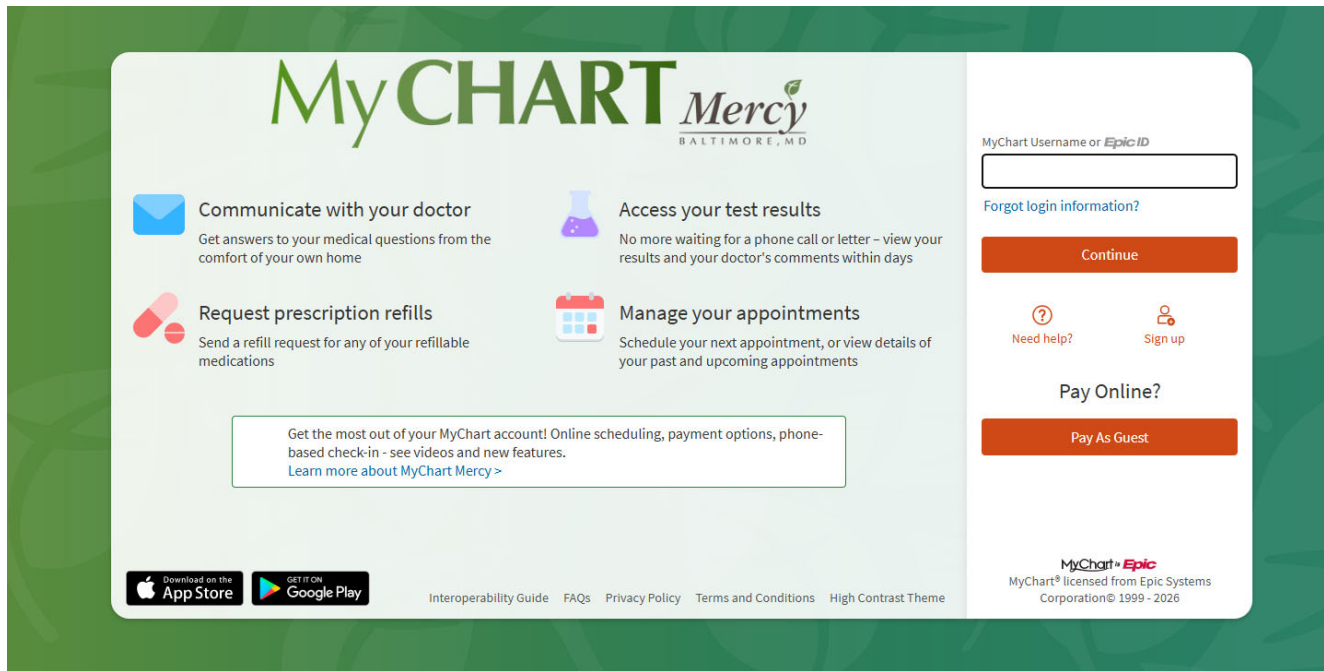
## Telemedicine Visit for Mercy Health Services

Mercy Health Services has implemented Telemedicine visits for many Providers working both at our downtown campus and satellite locations.



# Epic MyChart

Mercy Health Services is utilizing Epic MyChart for connecting patients and Providers for their Telemedicine visits. This means you will need to have an active MyChart account in order to schedule a Telemedicine visit with your Provider. Epic MyChart is an online or mobile application where patients can communicate with their Providers, Access test results, Request prescription refills and Manage appointments.



## How to set up a MyChart Account

After any visit with a Mercy Provider or Specialist patients are given an After Visit Summary. The After Visit Summary is a document that gives you information about the visit you have just had, any follow up instructions from your Provider, and any future scheduled visits you have with Mercy.


At the bottom of your After Visit Summary, you will have a MyChart Activation code and instructions for setting up your MyChart account. Epic MyChart for Mercy Health Services can be accessed at: <https://mychart.mdmercy.com>.

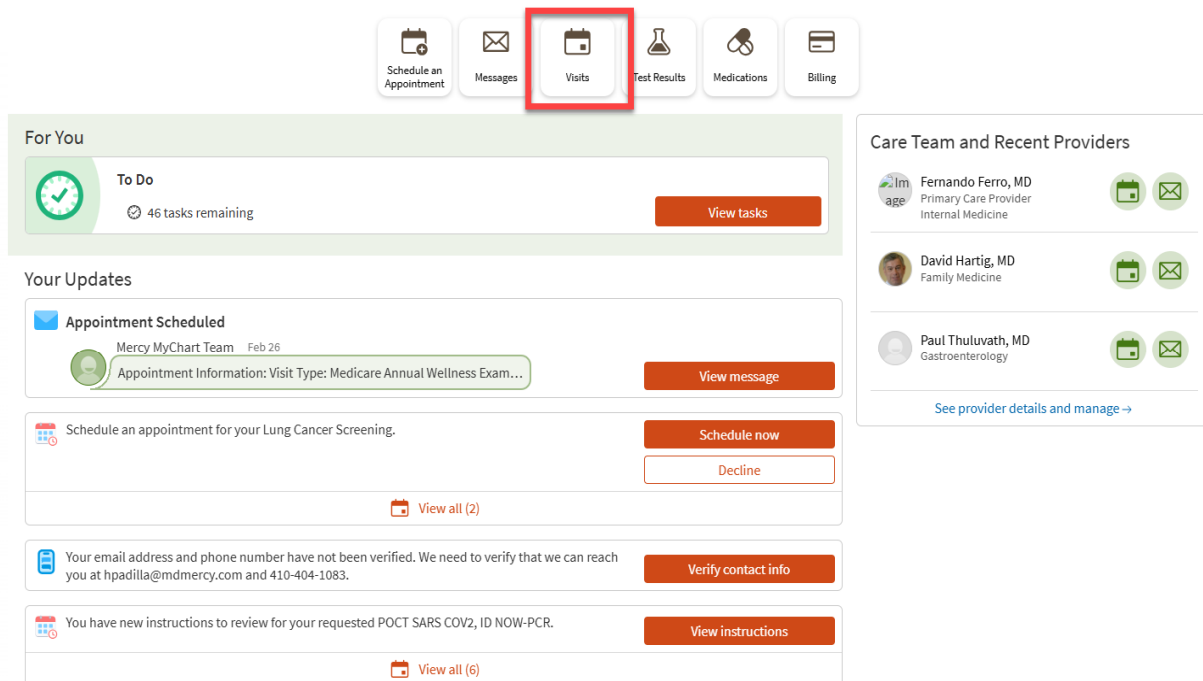
Patients can also contact your Providers office and request a MyChart Activation code. This will be sent via Email to you directly. If you do not have an active MyChart Account and ask to make a Telemedicine visit, your Provider's office will be required to setup your MyChart before scheduling your visit.



# Using MyChart from a Webpage

## Open MyChart from the Web

- To review your upcoming appointments from the MyChart webpage, open <https://mychart.mdmercy.com>
- Log in using your Username and password
- Select the  **Visits** button at the top of the screen



The screenshot shows the MyChart homepage interface. At the top, there is a navigation bar with several icons: 'Schedule an Appointment', 'Messages', 'Visits' (highlighted with a red box), 'Test Results', 'Medications', and 'Billing'. Below the navigation bar, the main content is divided into three sections:

- For You:** A section with a green checkmark icon, the text 'To Do', and '46 tasks remaining'. A 'View tasks' button is located on the right.
- Your Updates:** A section containing four update cards:
  - Appointment Scheduled:** From 'Mercy MyChart Team' on 'Feb 26'. The update text is 'Appointment Information: Visit Type: Medicare Annual Wellness Exam...'. A 'View message' button is on the right.
  - Schedule an appointment for your Lung Cancer Screening:** A 'Schedule now' button and a 'Decline' button are on the right. A 'View all (2)' link is at the bottom.
  - Your email address and phone number have not been verified:** A 'Verify contact info' button is on the right.
  - You have new instructions to review for your requested POCT SARS COV2, ID NOW-PCR:** A 'View instructions' button is on the right. A 'View all (6)' link is at the bottom.
- Care Team and Recent Providers:** A section listing three providers with their names, specialties, and icons for appointment and messaging:
  - Fernando Ferro, MD (Primary Care Provider, Internal Medicine)
  - David Hartig, MD (Family Medicine)
  - Paul Thuluvath, MD (Gastroenterology)A link 'See provider details and manage →' is at the bottom.

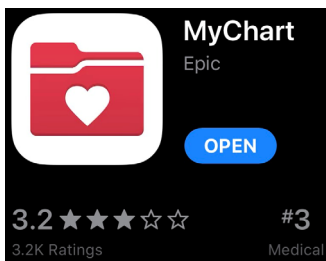


# Using MyChart from a Mobile App

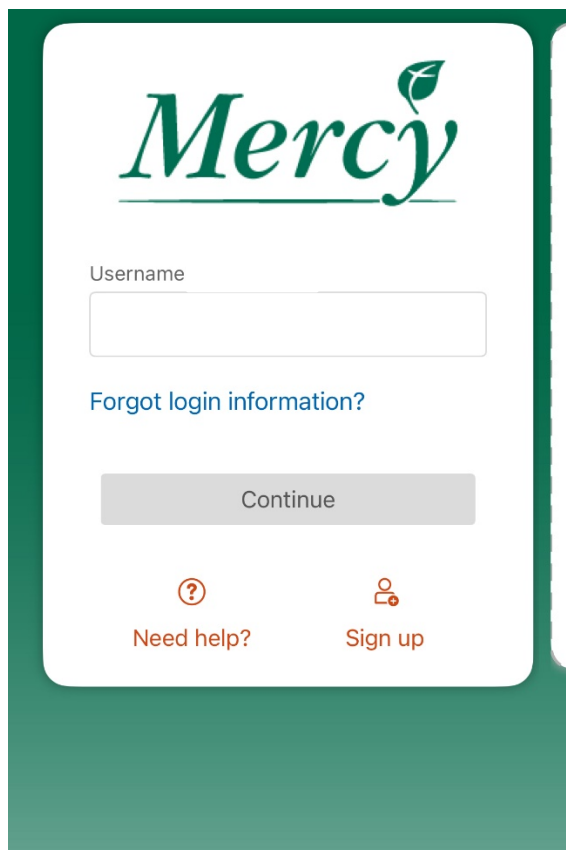
## Download the MyChart App

- If you have not done so previously, you can download the MyChart App onto your phone or device

- For Android users: use  **Google Play** and search for **MyChart**
- For iPhone users: use the  **App Store** and search for **MyChart**



- The MyChart App will allow you to access your health information right on your phone
- MyChart also allows you to link multiple Health Care Facilities to one account
- MyChart Log in page for Mercy:





# Schedule your Telemedicine Visit

Patients can contact their Providers office to see if they are interested in scheduling a Telemedicine visit. Mercy providers may also reach out to patient's if they think a Telemedicine Visit should be scheduled.

As a patient, you are able to see upcoming appointments of any kind on your MyChart Account.

## Review Upcoming Appointments from the Web

### Find Appointments

- The Appointments and Visits screen will show any appointments you have scheduled currently with any Providers or Specialists at Mercy Health Services
- View instructions and information about any visit by selecting **Details**.
- For Telemedicine visits, ECheck-in will be required. Select **Get Ready**.

### Appointments and Visits

[Schedule an appointment](#)

Show: All [More filter options](#)

#### In-progress visits

**Welcome!**  
You have been Checked-In. Please go to the waiting area and listen for your name to be called.

**Mar 5 Thu** Follow Up Appointment with Mark Kim, MD  
🕒 Starts at 9:00 AM EST (15 minutes)

Mercy Personal Physicians at Glen Burnie  
7927 Ritchie Highway  
Glen Burnie MD 21061-9306  
[410-761-2273](tel:410-761-2273)

[To do while you wait](#)  
[Details](#)

#### Upcoming visits

Next 7 days

**Mar 5 Thu** Telemedicine Follow Up with Fernando Ferro, MD  
🕒 **Join by 4:15 PM EST**  
Starts at 4:30 PM EST (15 minutes)

[Get ready](#)  
[Details](#)




## Appointment Details


- From the Appointment Details screen you can see all the details for your upcoming appointment
- Appointment Date, Time, Location and Provider
- You have the option to **Confirm** your appointment in advance
- You can begin your Check-in process any time prior to your appointment by selecting **Get Ready**.
  - We recommend completing Get Ready no more than **24 hours** prior to your scheduled appointment time


### Appointment Details





### Telemedicine Follow Up with Fernando Ferro, MD

 This is a video visit

 Thursday March 05, 2026  
Join by 4:15 PM EST  
Starts at 4:30 PM EST (15 minutes)  
[Add to calendar](#)

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This appointment cannot be canceled online. To cancel, please call [410-663-8100](tel:410-663-8100).

### Get ready for your visit!

<b>Confirm</b> Let staff know you don't need a reminder call.	<b>Get ready</b> Provide information before you arrive to speed up check-in.
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Save time at the clinic by filling out the following questionnaire:


- [Additional Check-In Questions](#) (Not Started)

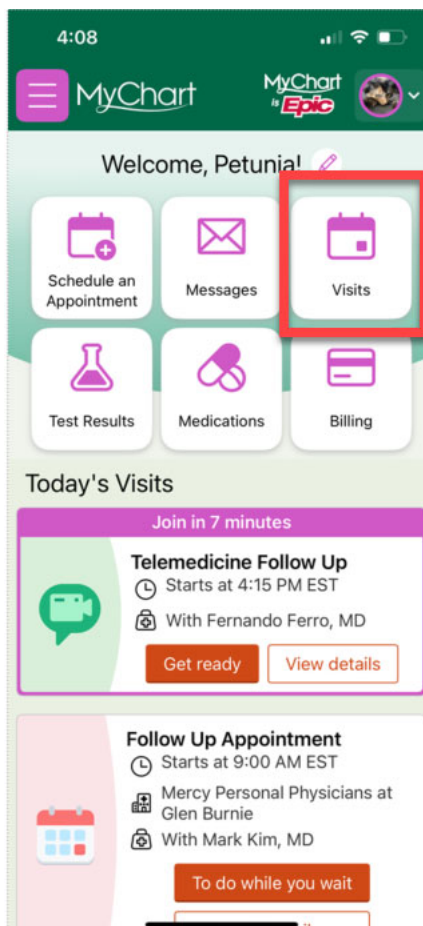
[Back to Appointments and Visits](#)



## Review Upcoming Appointments from a Mobile Phone

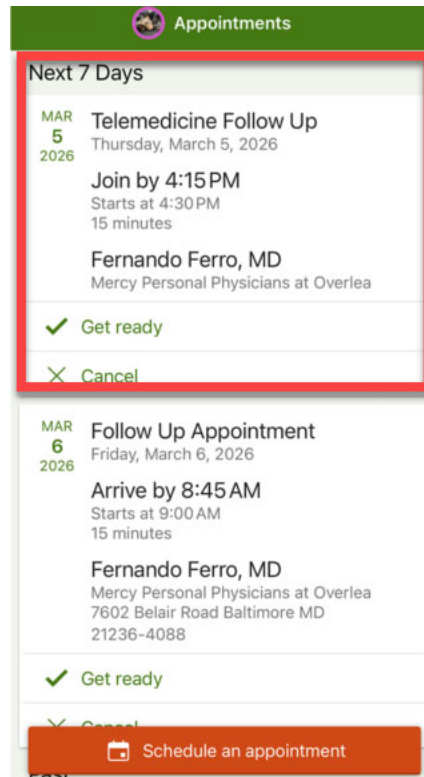
### Find Appointments

- Open your MyChart App on your mobile phone
- Use the the  **Visits** button to access upcoming appointments

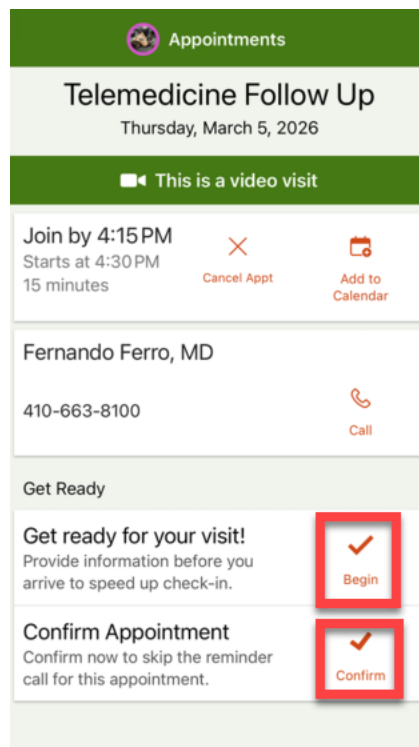


### Appointment Details

- You will see **Next 7 Days** at the top
- Select on a future visit to see the expanded details



- Details page will show you any Appointment instructions
- You have the option to **Confirm** your appointment in advance
- **24 Hours** prior to your scheduled appointment you can complete Get Ready by selecting **Begin** next to Get ready for your visit!





# How to Get Started

- Prior to your Telemedicine visit you will want to ensure you have completed a few steps to prepare.
- **Remember:** You will want to make sure to disable any pop-up blockers or settings on your Computer or Phone prior to your visit to avoid complications

## Technical Preparations

Prior to your Telemedicine visit, you should do the following to ensure a smooth connection.

### If you will be using a Desktop Computer or Laptop

1. Make sure you have a Webcam set up
  - a. The Webcam can be part of a laptop or separate USB webcam
2. Make sure you have installed Adobe Flash Player with the most recent updates

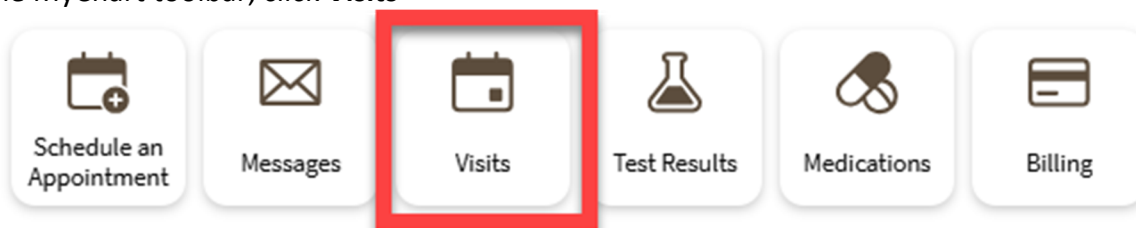
### If you will be using your Phone

1. You will need to download the MyChart App prior to your visit.

## MyChart Visit Preparation

### From the Web

1. Log into MyChart on the Web
2. In the MyChart toolbar, click **Visits**




3. Select the appointment and click **Details**.
  - a. Review the appointment details

Next 7 days


Appointment details for a telemedicine follow-up. The date is March 5th (Thursday). The appointment is with Fernando Ferro, MD. The join time is 4:15 PM EST, and it starts at 4:30 PM EST (15 minutes). There are two buttons: 'Get ready' and 'Details'. The 'Details' button is highlighted with a red rectangular border.




4. Confirm your appointment using the green **Confirm** button
  - a. Please also review the **Telemedicine Visit Instructions**.



Appointment Details 


**Waiting for video visit to begin**  
You're all set for your video visit. Please wait until your scheduled time to join.



### Telemedicine Follow Up with Fernando Ferro, MD

 This is a video visit


 Friday March 06, 2026  
Join by 8:45 AM EST  
Starts at 9:00 AM EST (15 minutes)  
 [Add to calendar](#)

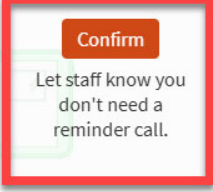
 Manage who will participate in this video visit  
[View and invite participants](#)


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This appointment cannot be canceled online. To cancel, please call [410-663-8100](tel:410-663-8100).

### It's time for your video visit!

 You cannot join the video visit at this time.

 **Confirm**  
Let staff know you don't need a reminder call.

 **Prepare to join**  
Provide information before the video visit to make sure you're ready to join.

 **Test hardware**  
Test that your camera and microphone are working.

Fill out the following questionnaire before your video visit:  
 [Additional Check-In Questions](#) (Not Started)

### Visit Instructions

#### Telemedicine Visit Instructions


See [Getting Started with Mercy Telemedicine](#) for videos and step-by-step written instructions on setting up your device, completing ECheck-in, and starting your video visit. If you experience technical difficulties, please call our Mercy Telemedicine staff at 410-801-3360.

## Test Your Hardware

Before your appointment, you can test your camera, microphone and audio to ensure that all hardware is working properly.

1. Log into MyChart.
2. In the MyChart toolbar, click **Visits**.
3. Select the appointment and click **Details**.
4. Click the link to test your hardware.





## Telemedicine Follow Up with Jonathan Rich, DO

This is a video visit

Wednesday March 04, 2026  
Join by 7:45 AM EST  
Starts at 8:00 AM EST (15 minutes)  
[Add to calendar](#)

Manage who will participate in this video visit  
[View and invite participants](#)

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[Reschedule appointment](#)

[Cancel appointment](#)

### It's time for your video visit!

Join video visit

You cannot join the video visit at this time.

Confirm

Let staff know you don't need a reminder call.

Prepare to join

Provide information before the video visit to make sure you're ready to join.

Test hardware

Test that your camera and microphone are working.

Parking Information:  
[McAuley Garage](#)

### Visit Instructions

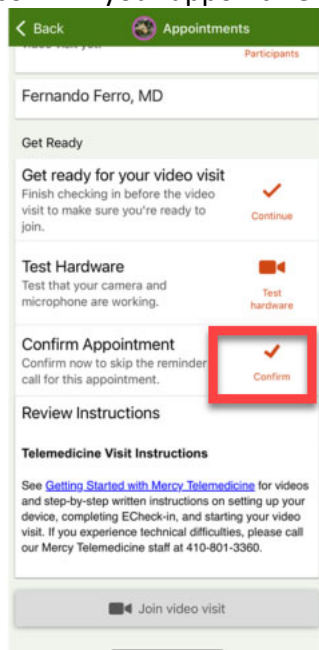
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5. Be sure to select allow for any pop-up blockers that appear.

## From a Mobile Device

1. Log into MyChart on your device
2. Use the the **Visits** button to access upcoming appointments
3. You will see **Next 7 Days** Appointments at the top
4. Select on your Telemedicine visit to see the details
5. Review instructions
6. Use the green **Confirm** button to confirm your appointment



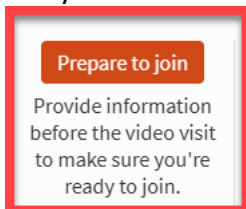


# Prepare To Join

Check-in is a **required** step in the Telemedicine visit process. You will be reviewing your personal and medical information prior to your appointment. Check-in can be completed either on a computer or your MyChart Mobile App.

## Prepare To Join On a Computer

1. Use the **Prepare to join** button on your MyChart to start this process



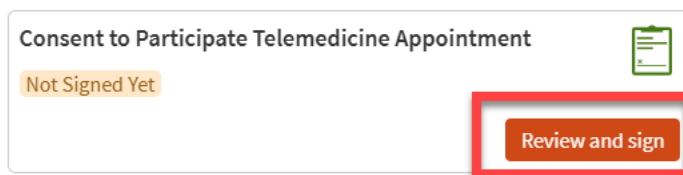
2. During Prepare To Join you will review the following information



- a. Insurance
- b. Location
- c. Medications
- d. Pharmacies
- e. Allergies
- f. Health Issues
- g. *Questionnaires – These vary by Provider and will not be seen on all visits*
- h. *Documents – If you have any documents or Consent forms to sign, you will do this electronically during the Prepare to Join process*
  - i. **Note:** *The first time you have a Telemedicine Visit you will need to sign a consent for this visit*
  - ii. **CONSENT TO PARTICIPATE IN TELEMEDICINE APPOINTMENT VIA ZOOM VIDEO COMMUNICATIONS** *document can be read, signed and printed if desired*

3. When you get to the Consent form:

- a. Use the **Review and Sign** button to view the document



- b. Make sure to read the document all the way to the bottom
- c. At the bottom of the form, you will see a Signature box
  - i. Simply click inside the box to Electronically sign the form
  - ii. Then press **Accept**



the telemedicine appointment. You should use a secure internet connection, and do not share your telemedicine platform username or password with anyone.

- o You will not make any audio or video recordings of your telemedicine visit, and you understand that making such recordings without the consent of your health care provider may violate Maryland's Wiretapping and Electronic Surveillance Act and other state and federal privacy laws and could subject you to civil or criminal penalties.

I Test Declan (print name) have read and understood the information provided above, and agree to participate in a telemedicine appointment.

Patient name: Test Declan

Signature:  Declan Test  
Electronically signed at 11/7/2022, 04:12 PM

  
CONTELEAPPT  
415068 (9/22/2022)

Accept Cancel

## Get Ready from a Mobile App

1. The process for ECheck-in on a mobile device will be the same as on the web
2. Once you Launch into **Get Ready** from the Appointment details you will review the following information:
  - a. Personal Information
  - b. Insurance Information
  - c. Medication Information
  - d. Allergies
  - e. Current Health Issues
  - f. Travel History
  - g. *Questionnaires – These vary by Provider and will not be seen on all visits*
  - h. *Documents – If you have any documents or Consent forms to sign, you will do this electronically during the ECheck-in process*
- iii. **Note:** *The first time you have a Telemedicine Visit you will need to sign a consent for this visit*
4. Once all steps are completed you will **Submit** which will finalize your ECheck-in and allow you to begin the visit when it is time




# When it's Time for your Appointment

1. When it's time for your Appointment, you can Log into the Telemedicine visit up to **15 minutes** before the appointment scheduled time
  - a. You will not be able to log into your visit if you have not completed your Get Ready Process
  - b. **Note:** Make sure you have turned off any Streaming services (Netflix, Amazon Video, Hulu etc.)
  - c. **Note:** Make sure you have stopped and turned off any online gaming (Xbox, Playstation, Computer etc.)
2. Log in to your MyChart
  - a. Either via computer with video capabilities or via Mobile App
3. Select **Details** on your upcoming appointment
4. The **Join Video Visit** button will be green if you have completed all the necessary steps

## Appointment Details



✔ **Ready to begin video visit**  
We're ready for you! Begin the video visit, and your provider will be with you shortly.



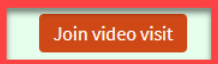
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- This is a video visit
- Friday March 06, 2026  
Join by 8:45 AM EST  
Starts at 9:00 AM EST (15 minutes)  
[Add to calendar](#)
- Manage who will participate in this video visit  
[View and invite participants](#)

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This appointment cannot be canceled online. To cancel, please call [410-663-8100](tel:410-663-8100).

**It's time to start your video visit!**



When you are ready to talk to your doctor, click the button.

Review your questionnaire answers below.

- Additional Check-In Questions Completed by Aleah E ([Print](#))

**Visit Instructions**

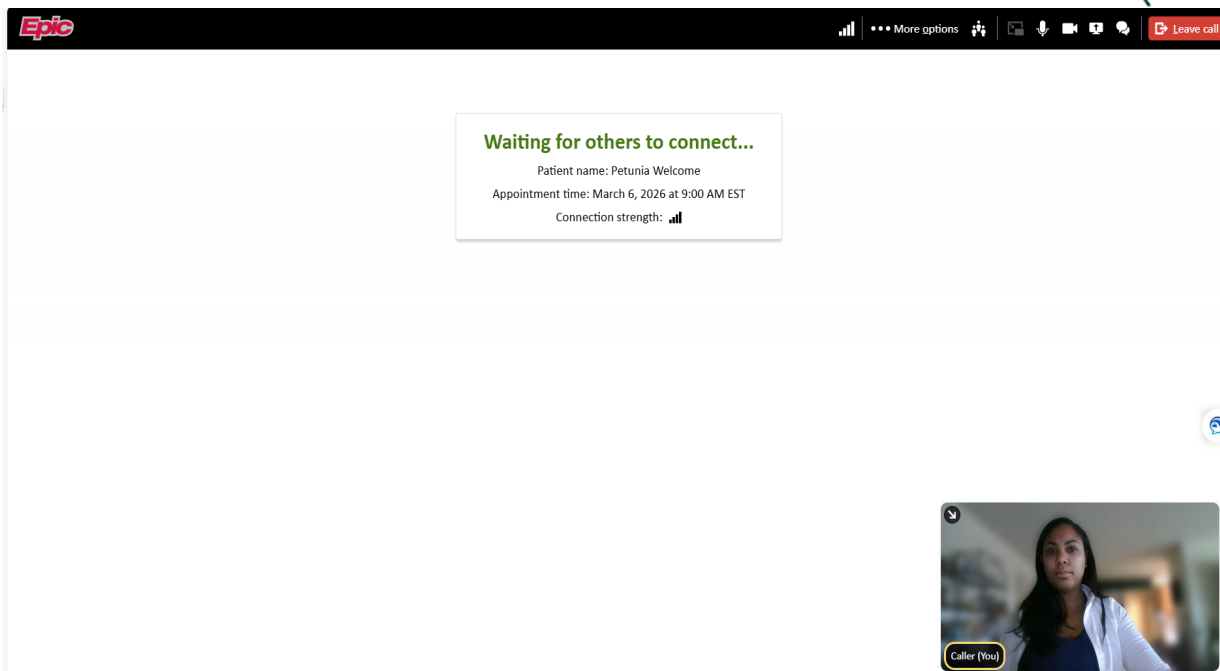
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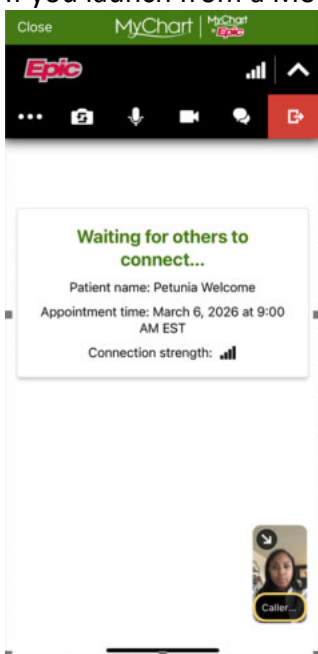
5. By selecting the **Join Video Visit** you will automatically be connected to your provider (or virtual waiting room until your provider joins the video call).

## During the Visit

1. Another EPIC tab will open on your computer to see your video. You will see the following based on how you have started the visit, this is your "waiting room"
  - a. If you launch from a Computer:



b. If you launch from a Mobile Device:



c. **Important:**

- i. **You will NOT need a User ID or Password or need to access the visit.**
2. You will sit in the “waiting room” until the Provider launches the Video
  - a. As soon as you log into the “waiting room” the Provider and office are notified on their schedule that you have Arrived
  - b. Providers will be using this notification to know when you are waiting and have begun the visit
3. Your Provider can also log into their visit up to 30 minutes before the scheduled visit time
  - a. You could log in and see the Provider right away with no wait if this is the case
4. As soon as the Provider starts their side of the visit your screen will update and you will be able to see your Provider





# Troubleshooting Tips

## Troubleshooting before the Visit is Started

- If the **Join Video Visit** button is gray – check that you are within the 15 minutes prior to your appointment timeframe
- If you are within the time and the button is gray, check that you have fully completed Get Ready.
  - *Hint: If you still see the Get Ready Button, you have not finalized that process!*

## Troubleshooting After Starting the Visit

- If the Provider says they can't see your face (and/or your screen is black):
  - If using a computer:
    - Move your mouse over the video window, check to make sure the camera option under your video has a green check next to it. 
    - Make sure your webcam is turned on, or if you have a cover on a Laptop camera that it is open
  - If using a Mobile Device:
    - Tap the screen and check to make sure the  camera option under your video has a green check next to it.
    - You may be prompted to “Allow” access to the Camera
- If at any point after you click **Join Video Visit** you lose connection or need to restart the video, you can do so up to 2 hours after the scheduled visit time.
- If using a Mobile Device, you can check also check the audio is turned on
  - Tap the screen, make sure the microphone icon in the lower left corner does not have a red line through it