

Video Visit Tips

Thanks for using video visits at Rush. Try these tips for the best experience.

Key tips for success

- **Connect to your visit 15 minutes before your appointment time.**
- **You must download the My Rush app to connect to our service. Verify that your app is updated to the latest version.**
- **Do not connect via a laptop or desktop. Only use smart phones or tablets. Video Visits can only be made through My Rush app using a smartphone or tablet.**
- **Connect to your visit using secure Wi-Fi with a strong signal and a fully charged device. Wi-Fi will provide a better connection than data.**
- **Close any other applications on your mobile device which may use your microphone.**
- **Check that you aren't on mute by tapping the screen and that your phone volume is up.**
- **Position yourself in a quiet, well-lit and private area. Limit all background noise.**
- **Keep the camera level with your eyes and your face clearly visible.**
- **Do not connect with our service while driving in a car (passenger or driver).**
- **Do not walk around while connected to our service.**
- **You must have a minimum of one pharmacy for prescriptions to be sent. You must provide at least one 24-hour pharmacy.**
- **If the visit is for your child:**
 - **Please register the child under their MyChart account - not your own.**
 - **The child will need to be present for an examination.**
- **Please do not send images of genitalia unless they pertain to your chief complaint, such as a diaper rash.**
- **Please make sure your contact information and health history are up to date.**

Additional tips for troubleshooting audio

- **Avoid speaking at the same time as your provider to limit audio interruptions.**
- **A headset or headphones can help you hear more clearly, especially if you're using a tablet. Ensure that the microphone is enabled in the app. You'll need to do this in your device settings under My Rush app.**
- **Disconnect/reconnect your headset or headphones, especially if using Bluetooth.**

Get the My Rush app

Download the app for free on the App Store or Google Play. Just search "My Rush."



Additional tips for your visit

- If you're experiencing choppy video, check your signal strength at [speedtest.net](https://www.speedtest.net). Successful video requires at least 1mbps download speed and 1mbps upload speed.
- Turn push notifications on for the fastest updates and information about your visit. Update your notification settings in the App Settings menu on the app.
- To ensure your safety and privacy, be aware of your surroundings while conducting a visit.
- If you experience a crash or persistent audio problems during your visit, try restarting your device and reconnecting. Please email mychart_feedback@rush.edu to report any crashes so we can investigate

If you're still not able to connect, please contact your clinic or the MyChart help line at (312) 563-6600. Hours of operation are 8 a.m. – 7 p.m. Monday through Friday and 8 a.m. – 12 p.m. on Saturdays.