

Brown University Health Telehealth: How to Prepare for a Remote Video Visit

In order to participate in a Remote Video Visit you must:

1. Create a Brown University Health account if you do not have one already.

- Go to <https://my.brownhealth.org/mychartprd/signup> if you have an **instant activation code** sent to you as a result of a recent in person visit to Lifespan.



- If you **do not** have an instant activation code, you can create an account here:

<https://my.brownhealth.org/MyChartPRD/accesscheck.asp>

**Please note- this will require answers to security questions to validate and protect your identity.*

A screenshot of the "Request an Activation Code" form on the MyLifespan website. The form asks for personal information to create a MyChart account. It includes fields for "Name" (First, Middle, Last), "Address" (Street, City, State, ZIP), and "Other Information" (Date of Birth). There are also checkboxes for "I am a patient" and "I am a caregiver".

2. Download the MyChart Mobile app

- On your mobile device, find and install **Epic MyChart**. On Apple devices, it's in the App Store. On Android devices, search the Google Play Store. Or just follow the links here.



- This is a free app for Apple and Android devices. It provides fast, secure access to the most frequently used features of MyChart. You can quickly and easily access your medical records, send private messages to physicians and providers, see upcoming and past appointments, get lab results, proxy access and much more.



If you have any questions, contact our patient portal customer service team at **401-606-6957 (606-MYLS)**.