

Connect with your doctor through a virtual visit



Appointment Date: _____

Appointment Time: _____

What is a Virtual Visit?

A **virtual visit** is a secure video appointment with your provider via your smartphone, tablet, laptop and/or desktop computer. This allows patients to conduct a traditional office visit with their provider electronically through their MyChart app without leaving home or work.

How much is a Virtual Visit?

The patient's insurance will be billed for the virtual visit. Contact your insurance provider for covered benefits.

What are the technical requirements for a Virtual Visit?

- You must have a smartphone, mobile tablet, laptop and/or desktop computer
- Microphone and webcam capabilities on your device
- If using a mobile phone or tablet, you will need:
 - iOS or Android operating system
 - The MyChart app installed and Ochsner Health selected as your healthcare provider
 - *You can find the MyChart app in the App Store (iPhone) and Google Play Store (Android).*

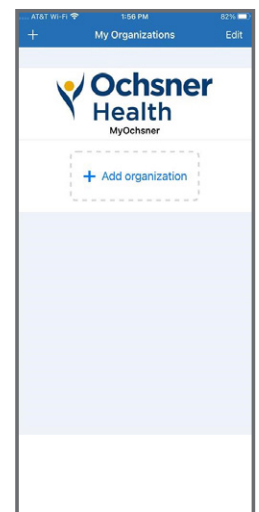
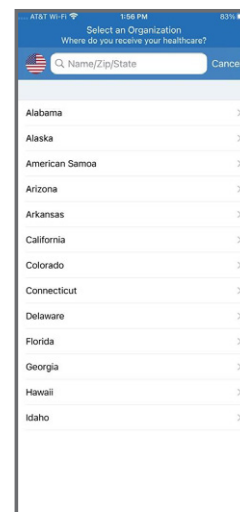
MyChart Application Download Instructions

Available on iOS and Android Devices

Search for the 'MyChart' application, which is compatible with Android, iPhone, iPod Touch and iPad devices.

After downloading the MyChart Application, you must identify and add your healthcare organization by typing 'Ochsner' in the search bar at the top. Select Ochsner by clicking on the Ochsner Health logo. Click the green 'Continue to Login' button and login using the same credentials you used to set up your MyOchsner account.

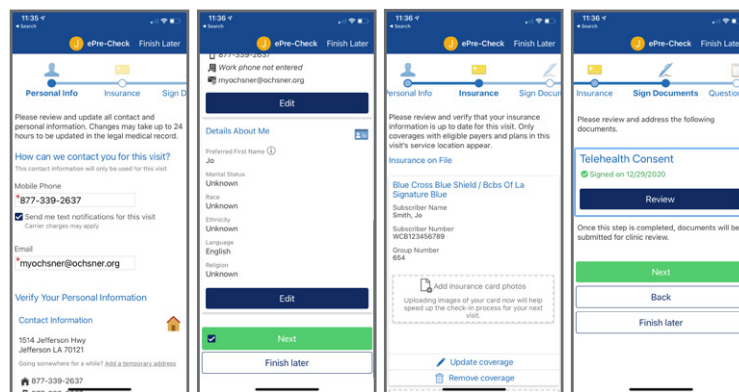
**Questions? Contact the MyOchsner
Support Team at 877-339-2637**



ePre-Check

- Once your virtual visit is scheduled, you will need to complete ePre-Check in the MyChart app before your visit
- During ePre-Check, you will verify your insurance, demographics and sign the Telehealth Consent form

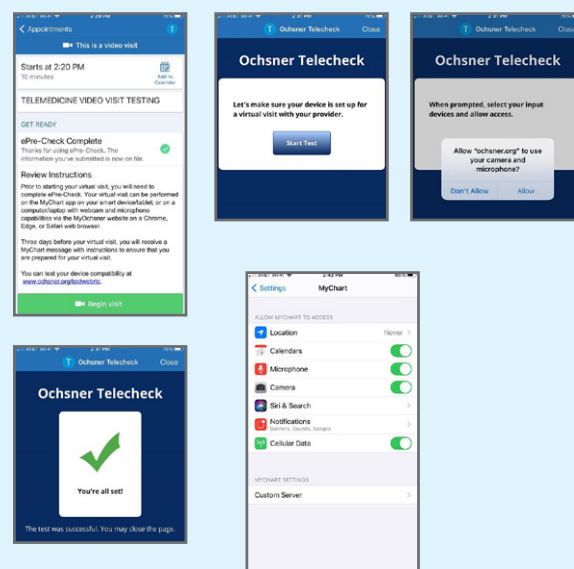
If you are still having trouble or are unable to log into MyChart on your mobile device, contact the MyOchsner Support Team at **877-339-2637** for assistance.



How to Start Your Virtual Visit

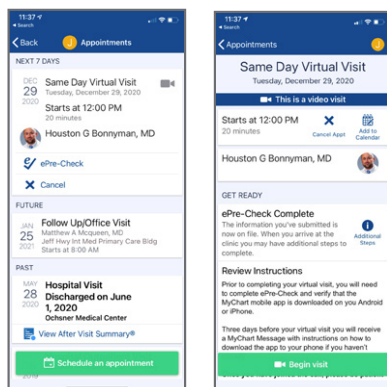
Once your ePre-Check is complete, you will need to allow access to your camera and microphone prior to your scheduled appointment.

- Click on the virtual visit appointment to view the appointment details
- Select the link in your appointment instructions to test your microphone, camera and hardware prior to your visit
- Select 'OK' or 'Allow' when asked for permission to your camera and microphone or enable your microphone and camera permissions directly in your device settings



During Your Appointment

- Select 'Appointments' and select the appointment date
- Fifteen minutes before the scheduled time of your visit, the green button will say 'Begin Visit'
- Select 'Begin Visit' to enter a virtual visit waiting room until your provider arrives
- Please stay on this screen while you wait for your provider to join



If You Receive An Error, Try The Following:

- Find MyChart in your phone's app store and make sure you have the latest version installed
- Ensure your microphone and camera permissions are enabled in your device settings
- Verify the version of your phone's operating system is up to date
 - Windows® version 10 and later
 - Android™ version 8 and later
 - Safari® 13.1.1 and later
 - macOS® version 10.14 and later
 - Google Chrome™ 83 and later
 - Microsoft Edge® (Chromium)
 - iOS/iPad OS version 13.7 and later

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