



# Connect with your doctor through a virtual visit

Appointment Date: \_\_\_\_\_

Appointment Time: \_\_\_\_\_

## What is a Virtual Visit?

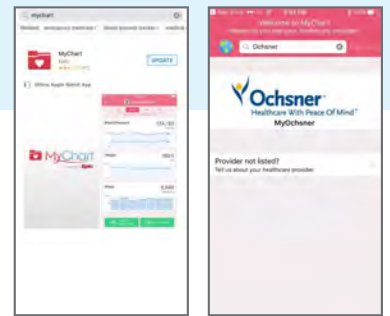
A virtual visit is a secure video appointment with your provider via your smartphone or tablet. This allows patients to conduct a traditional office visit with their provider electronically through their MyChart app without leaving home or work.

## 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 mobile phone or tablet with iOS or Android operating system
- A front facing camera
- The MyChart app installed and Ochsner Health System 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

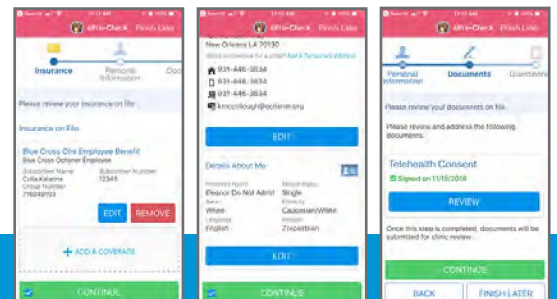
### Available on iOS and Android Devices

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 using the 'Providers' button in the top right corner. Next, select the + icon, and type in 'Ochsner' in the search box. Finally, select Ochsner as your provider. Log in using the same credentials you used to set up your MyOchsner account.

## 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.

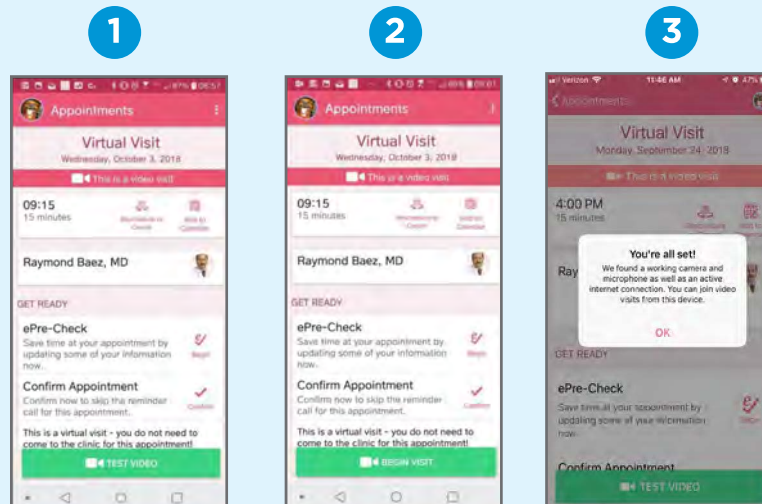


If you are still having trouble or unable to log into MyChart on your mobile device, contact the MyChart Support Team at **877-339-2637** for assistance.

## How to Start Your Virtual Visit

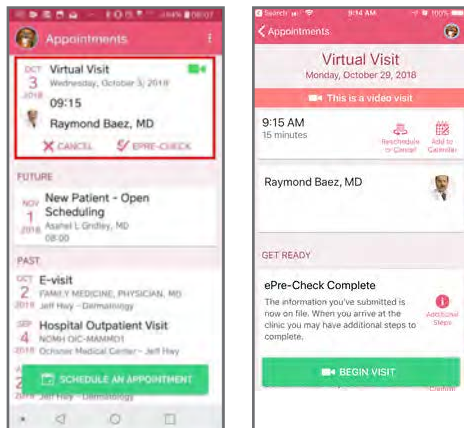
Once your ePre-Check is complete, you will need to test your hardware prior to your scheduled appointment.

1. Select the box that has your upcoming Virtual Visit appointment
2. On the next screen select the 'Test Video' button on the bottom of the screen
3. If successful, you will receive a pop-up saying 'You're all set'



### During Your Appointment

- Select 'Appointments'
- Select the appointment date
- Select the video button on the top right
- Select 'Begin Visit'



### If You Receive An Error Try The Following:

- Find MyChart in your phone's app store and make sure you have the latest version.
- Verify the version of your phone's operating system is up to date.
  - *Your iPhone/iPad should be using iOS: 8.4 or later*
  - *Your Android phone/tablet should be using Android: 4.2.0 or later*

Questions: Contact the MyChart Support Team at 877-339-2637