

How to prepare for a video visit

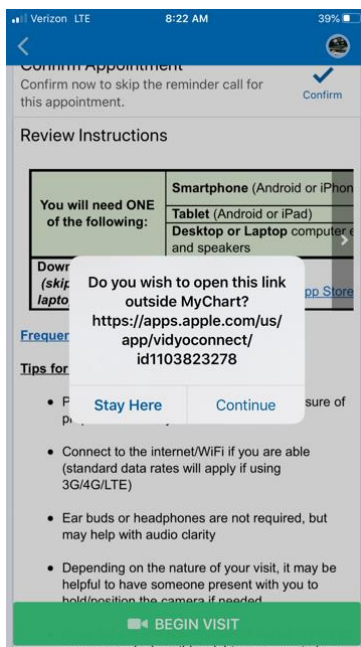
OSF HealthCare video visits require an active [OSF MyChart](#) account, access to a smartphone, tablet, or computer and an internet connection. All video visits are secure. Video visits are not recorded and no patient health information will be available outside MyChart.

Important notes:

- *As part of the initial video visit connection process, you will have to download VidyoConnect. This is simply the connection between your provider's office and your device or computer.*
- *You will use OSF MyChart to connect your video visit.*

Getting started:

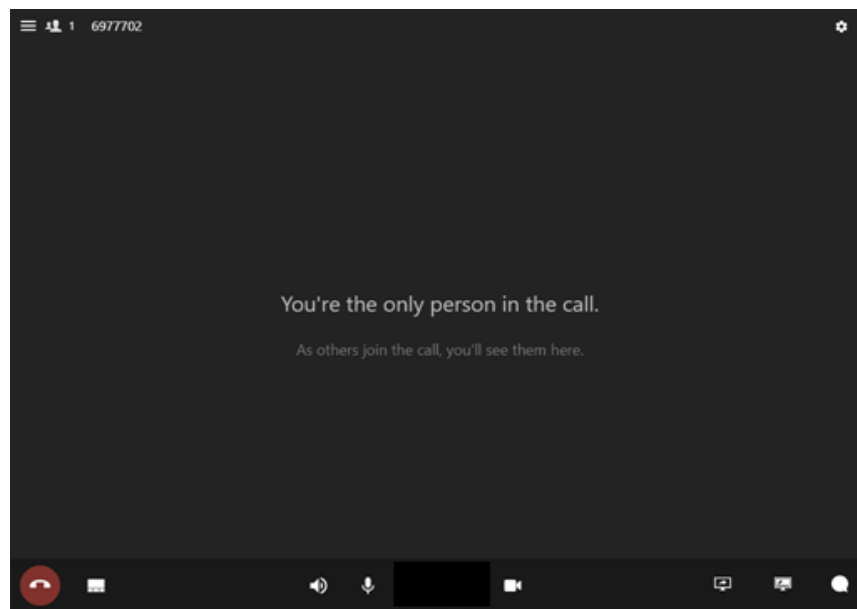
1. If you haven't already, download the MyChart app from the [Apple](#) or [Google Play](#) app store.
2. If you already have the app, make sure you have the most up-to-date version.
3. Access the OSF MyChart app on your device.
4. If you have a MyChart video visit already scheduled with your provider, it will appear in the Appointments tab.
5. It is recommended that you review the full list of instructions for your video visit. Make sure to review these first for the best video visit experience.
6. Next, you will install the VidyoConnect app if this is your first time participating in a video visit on your device.
7. To download VidyoConnect: Click on the Google Play or Apple App Store hyperlinks embedded in the OSF MyChart video visit instructions.
8. Your phone may prompt you for permission to leave MyChart to download VidyoConnect. Here's what this will look like:



9. Once you've installed the VidyoConnect app, you will never need to open it – **MyChart will connect it for you.**
10. ALL video visits will be completed through [OSF MyChart](#).

Connecting to your visit

1. Once in the MyChart app, either click on:
 - View details of your upcoming appointments or
 - Appointments
2. Locate the scheduled visit:
 - Within 15 minutes of your scheduled appointment start time, the Begin Visit button will be green.
3. Select "Begin Visit" to ensure you're able to connect.
 - Note: You won't be able to begin your video visit until 15 minutes before your scheduled appointment.
4. Now, you'll be in the virtual waiting room, where you will wait to be greeted and to begin your appointment. Wait for the nurse or medical office assistant to greet you to begin your visit.



Checklist for a successful video visit

CHECK YOUR CONNECTION:

- Please connect 15 minutes early to make sure of proper connectivity.
- Ensure you have a strong connection and are in a good location to conduct the video visit

FIND A QUIET SPACE:

- Adjust settings for camera, microphone, and speaker.
- Make sure your speakers are unmuted and also that your volume level is adjusted appropriately. You can also adjust the volume at the bottom of the video visit window.
- Headphones or ear buds may help with audio quality

SET YOUR CAMERA:

- Adjust lighting if needed: close blinds to limit natural light
- Consider having someone present with you to hold/position camera if needed

COMMUNICATE:

- Speak clearly, slowly and into the microphone of your device
- If you have questions or trouble connecting, contact your provider's office
- If you are using smartphone or tablet, do not let your screen lock as this might cause you to lose your video connection.

After your video visit

- If you need a prescription filled, your doctor will send it to the pharmacy of your choice.
- No co-payment is required at time of appointment.
- OSF will submit claims for video visits directly to your insurance carrier, just as we do for traditional, in-person visits.
- An after visit summary can be found in your MyChart account, under past visits.