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 OSF MyChart.

Important notes:

- *You will use OSF MyChart to connect your video visit.*
- *You must use a supported browser to connect to your visit. Please make sure you have downloaded one of the following browsers to ensure you can connect to your video visit: Chrome, Safari, Edge, Firefox, or Opera.*
- *You will be required to complete eCheck-In prior to connecting to your visit. eCheck-In becomes available 24 hours prior to your scheduled appointment time. It is recommended that you complete this as far in advance as possible. This will ensure you are able to quickly connect to your video visit at the time of your appointment.*

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. Complete eCheck-In starting 24 hours prior to your scheduled appointment time.

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:
   - If you completed eCheck-In in advance, within 15 minutes of your scheduled appointment time, click the green Begin Visit button to connect.
   - If you have not completed eCheck-In you will need to click the green eCheck-In button and successfully complete this process before you can select Begin Visit.
3. 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 OSF MyChart account, under past visits.