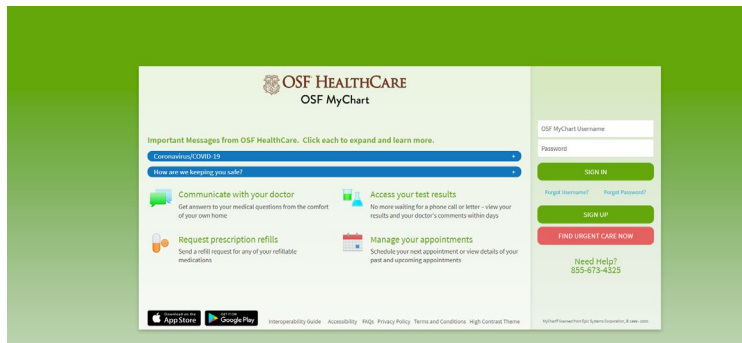## How to prepare for a video visit

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:

- *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**. **Please note**: Internet Explorer is not supported for OSF MyChart Video Visits.*
- *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 so you are able to quickly connect to your video visit at the time of your appointment.*
- *You also will want to make sure you allow pop-ups from these sites. **Click here** for instructions on allowing pop-ups.*

Getting started

1. Once you're in MyChart, on the top navigation, click on the visits icon and select appointments and visits.
2. Under upcoming visits, you will see your scheduled video visit.
3. Click on details and complete eCheck-In starting 24 hours prior to your scheduled appointment time.
4. You will also see a full list of instructions for your video visit. Make sure to review these first for the best video visit experience.

Connecting to your visit

- *As a reminder, ALL video visits will be completed using OSF MyChart.*
- *If you completed eCheck-In in advance, within 15 minutes before your appointment, tap Begin Video Visit to ensure you're able 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 the Begin Video Visit button turns green.*

1. Once you select begin video visit, your video session will open in a web browser.
   - If you receive a browser not supported error message, you are not using a supported browser. You must use Chrome, Safari, Edge, Firefox or Opera
     - If you have one of the browsers listed above, simply copy and paste the URL into one of those browsers.
     - If you do not have one of the browsers listed above, please download one of them and try reconnecting to your visit.

2. 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.
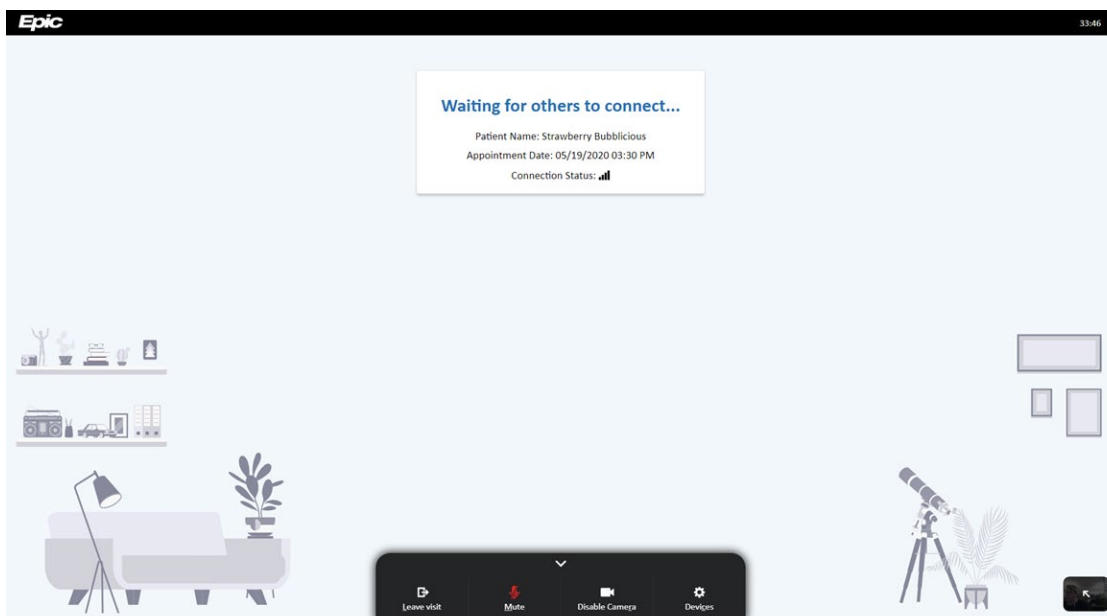
Please note: If you accidently get disconnected, return to the appointment screen from OSF MyChart to reconnect. When you are ready to disconnect from your visit, click Leave Visit.

Checklist for a successful video visit

CHECK YOUR CONNECTION:

- o Ensure you have a strong connection and are in a good location to conduct the video visit

FIND A QUIET SPACE:

- o Adjust settings for camera, microphone, and speaker.
- o 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.
- o Headphones or ear buds may help with audio quality

SET YOUR CAMERA:

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

COMMUNICATE:

- o Speak clearly, slowly and into the microphone of your device
- o If you have questions or trouble connecting, contact your provider's office

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.

Allowing pop-ups

Chrome Browser:

1. Click the Chrome menu button. This is on the upper-right of the browser and is indicated by 3 dots.
2. Select **Settings.**
3. On the left side of the page click **Privacy and Security**, click **Site Settings** on the right.
4. Click **Popups and redirects**. Click **Add** button to the right of **Allow** (not Block!).
5. Type **www.osfmychart.org** and then click **Add.**

Safari Browser on MAC:

1. Click the Safari drop down menu.
2. Select **Preferences** from the drop-down. Then click **Websites.**
3. Click **Pop-up Windows** located on the left side, Ensure the **Block Pop-up** window option is **NOT** checked. This ALLOWS pop-ups.
4. Click the drop-down to allow **www.osfmychart.org.**
5. Close and reopen Safari for changes to take effect.

Firefox Browser:

1. Click the Open menu button (three bars) in the upper-right corner. Then click **Options.**
2. Select **Privacy & Security.**
3. Scroll down to **Permissions.**
4. If **Block Pop-up windows** is not checked, you're done. If it is checked, click **Exceptions …** to the right of it and type **www.osfmychart.org** and then click **Allow** and **Save Changes.**
5. Close and relaunch the Firefox browser for changes to take effect.

Microsoft Edge Browser:

1. Click the Windows Start button at the bottom-left corner and then click on the setting gear icon.
2. In the search box at the top of the Windows Setting window, type "pop" and press Enter.
3. Click on **Block or allow pop-ups.**
4. If Turn on Pop-up Blocker is not checked, you're done. If it is checked, click **Settings** to the right of it and type **www.osfmychart.org** and then click **Add** and **Close** and **OK.**
5. Close and relaunch Edge for changes to take effect.