

Virtual Visits

Your next appointment with your provider will be a video visit.

What is a virtual visit?

A secure video-based appointment that uses technology similar to Facetime or Skype to connect you to your provider.

How do I connect?

For the best experience, use the MyChart app on your smartphone or tablet.

- Download the free app from your App Store or Google Play.
- Follow the connection instructions on the back of this page.

What if I do not have a smartphone or tablet?

- You can also connect through a laptop or desktop computer.
- We recommend using Internet Explorer; there are known issues with Chrome, Firefox and Safari.

What else do I need?

1. An internet connection.
2. A MyChart account. If you do not have one yet, you can sign up at www.ohsu.edu/mychart or through the app.

What else can I do with MyChart?

- View all upcoming appointments
- See your test results
- Refill prescriptions
- Send messages to your provider



Need help?

Call **833-895-3603** to:

- Request technical support:
7:30 a.m.–8 p.m., seven days a week
- Get help signing up for MyChart:
Monday - Friday, 7:30 a.m.–8 p.m.
Saturday, 8 a.m.–8 p.m.
Sunday, 9:30 a.m.–8 p.m.

If you have questions about your appointment or other health care needs, contact your clinic.

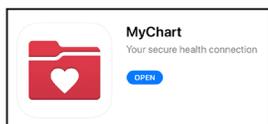


Smart Phone and Tablet Instructions

(Recommended Method)

Laptop and Desktop Instructions

- 1 Download the MyChart app:



- 2 Sign in with your user ID and password.

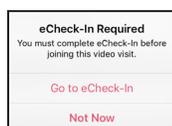
- 3 If you have not signed up for MyChart yet, click



- 4 Tap the “appointments” Icon.



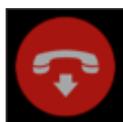
- 5 Tap your scheduled Virtual Visit appointment. You will be asked do an eCheck-in. You can do this up to 24 hours before your visit.



- 6 Once you are checked in, you will see a “join by” time within your appointment. Tap the “begin visit” Icon. You will be entered into a Virtual Waiting Room where you will wait for your provider to join you.



- 7 After your visit is complete, tap the screen and then tap the red phone icon to end the visit.



- 1 Log into: www.ohsu.edu/mychart.

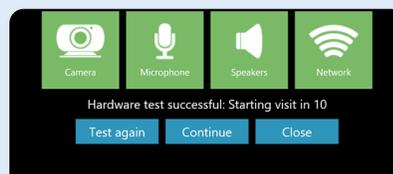
- 2 Click on the “visits” icon and select “appointments and visits”.



- 3 Find your upcoming Virtual Visit appointment. Select “details” and then “test hardware.” You will need to download the VidyoWeb Plugin. Be sure to select “run” in the yellow bar that appears at the bottom of the page and then “allow” in the pop-up box.

- 4 Test your camera and microphone by clicking “test hardware.” All icons will turn green with a successful test.

TEST HARDWARE



- 5 After you have tested your hardware, select “PRECHECK-IN”.

PRECHECK-IN

- 6 Ten minutes before your appointment starts, the “update information” button will change to “begin video visit.” At your appointment time, click on the “begin video visit”.

BEGIN VIDEO VISIT

If your provider is more than 10 minutes late for your appointment, call your clinic for help. If you are experiencing difficulty with your connection, refer to Help Desk information on page 1.