



Your Connection to Care

MYCHART VIDEO VISITS

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[CARILIONCLINIC.ORG/DIGITAL-HEALTH](https://carilionclinic.org/digital-health)

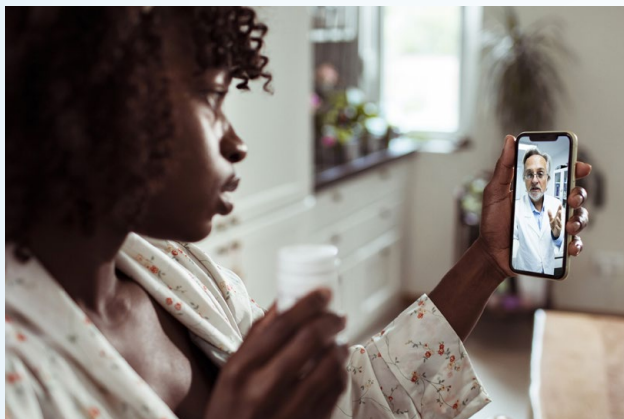


CARILIONCLINIC

Your Connection to Care

MYCHART VIDEO VISITS

Carilion Clinic offers a secure, convenient online tool to manage your health care anytime, anywhere. With MyChart, you can update your medical history, visit with your provider virtually, request a prescription refill and pay your bill without ever leaving home!



MYCHART VIDEO VISIT

Virtual visits are a safe option for evaluating many health conditions. They offer the comfort and convenience of speaking face-to-face with your provider without coming into a medical office.

To securely activate your MyChart account, contact your care team for assistance, or visit CarilionClinic.org/mychart.

TECHNOLOGY

- » To complete a video visit, you must have access to a smartphone or computer equipped with a webcam, microphone and speakers.
- » Ensure high-speed internet access, 4G, or WiFi for your mobile device or personal computer.
- » If connecting by computer, use the Safari browser on a Mac or Google Chrome on a Windows PC.



CONNECT

- » Call your care team to schedule a video visit.
- » Fifteen minutes before your appointment, log in to MyChart and select Appointments and Visits. In your visit, select Details and then Begin Video Visit. Follow instructions for video/audio checks. Remain in the virtual waiting room for your provider. You will receive an invitation from your provider to join them when they are ready for your appointment.
- » Ask about options for loved ones to join your visit by phone or video. We can also accommodate language translation needs.

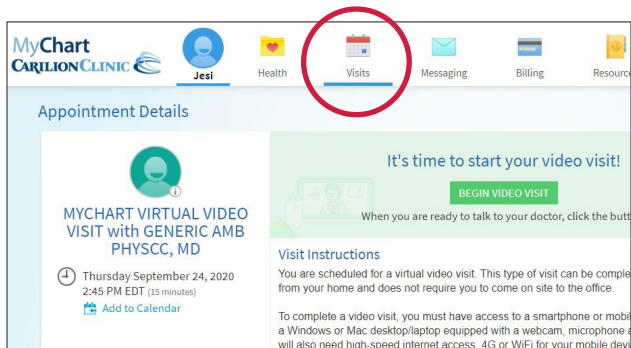
VIDEO VISIT COSTS

Many insurance plans cover video visits. Be sure to check with your insurer to find out if the service is covered and whether you will have any copay or other payment.

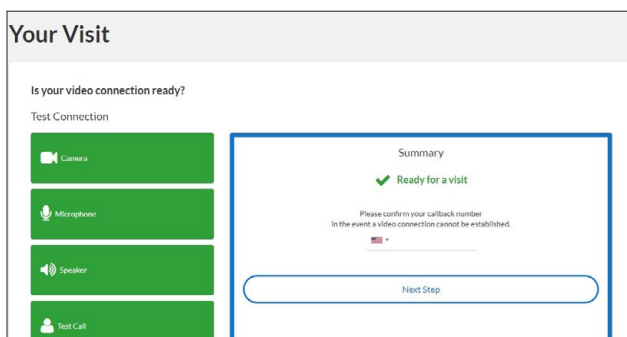
QUESTIONS?

Contact your provider if you have any questions or concerns. For software requirements or tips on how to prepare for a video connection, visit CarilionClinic.org/digital-health. For technical support, call 1-866-865-3464.

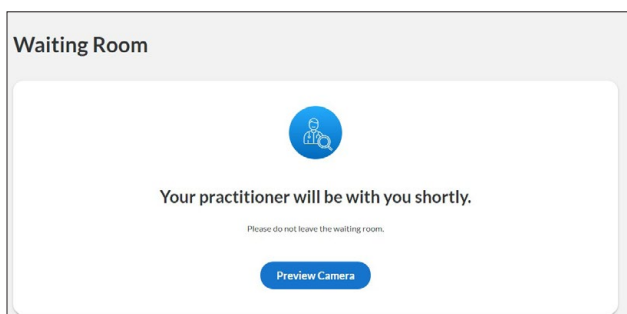
HOW TO CONNECT TO A MYCHART VIDEO VISIT



1. Log in to MyChart and select Appointments and Visits up to 15 minutes before your appointment. In your visit, select Details and then Begin Video Visit.



2. Follow instructions for video/audio checks.



3. Remain in the virtual waiting room for your provider.

