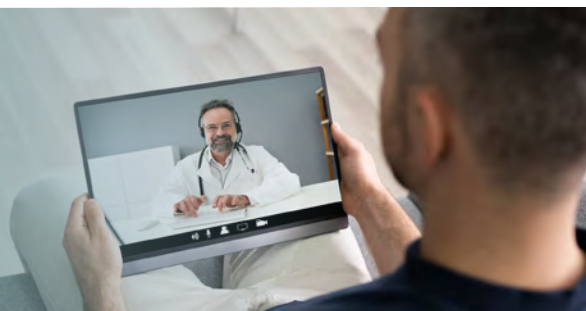


HOW TO SCHEDULE A VIDEO VISIT WITHOUT MYCHART



Connect with a Carilion Clinic provider online from home or on-the-go. Safe and secure, it's the quality care you need, made easier. To schedule a virtual visit without MyChart, follow these easy steps:

1. Call your provider's office to schedule a video visit.
2. Make sure your provider has a smartphone number and email address to reach you.
3. Your care team will email or text you a link to start your visit a few minutes before the appointment.
4. To join a video visit through a link sent by a *text message*:
 - a. Click on the link in the text message and then click on **Join Now**.
 - b. Enter your name in the **Patient Name** field, select **I am a patient** and tap **Join Video Call**.
5. To join a video visit using an *email invitation*:
 - a. Click **Join Here** in the email message. This will open the video visit in your browser.
 - b. Enter your full name in the **Full Name** field, select **I am a patient** and click **Join Video Call**.
6. Next, you will see a **Waiting Room** screen before your care provider arrives.

If you are having difficulty connecting, visit [CarilionClinic.org/virtual](https://www.carilionclinic.org/virtual) and click on the **Virtual Visit Guide** or call 866-865-3464.



NEW TO MYCHART?

MyChart is a secure online platform that makes it easy to:

- » Review your medical records and lab results
- » Request prescription refills
- » Schedule an upcoming virtual visit
- » Enroll in paperless billing

Contact your provider's office to activate your account or sign up online at [CarilionClinic.org/mychart](https://www.carilionclinic.org/mychart).