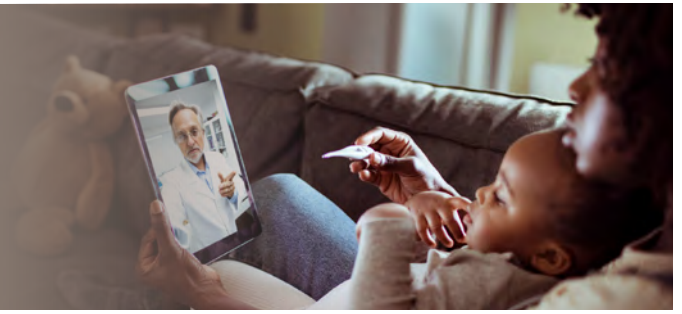


TECHNOLOGY NEEDS FOR A VIRTUAL VISIT



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. The technology requirements for your scheduled virtual visit include:

- » Access to a smartphone, tablet, or a Windows or Mac desktop/laptop equipped with a webcam, microphone and speakers. If connecting with a computer, please use Safari for Mac or Google Chrome for Windows PC.
- » A strong 4G or Wi-Fi internet connection is necessary. If you have Wi-Fi issues, consider access to secure locations at a local library, park or community center.
- » Update your browser and confirm that necessary plugins are not blocked.
- » If you do not have a MyChart account, confirm access to your text messages and email where your appointment link will be sent.
- » For technical support, call **866-865-3464**.

For tutorial videos and other helpful tips, visit [CarilionClinic.org/virtual](https://www.carilionclinic.org/virtual).



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).



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