

# TIPS FOR A SUCCESSFUL ONLINE 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. To prepare for a scheduled virtual visit, follow these easy steps:

- » Be sure to secure a private location. Avoid using public locations to protect personal information you may need to share with your provider.
- » Find a quiet setting without any background noise so that you can focus on the discussion and feedback from your provider.
- » Be mindful of your background and try to avoid having distractions such as family members moving between rooms.
- » Sit close to the screen and microphone and make sure that your face is centered on the screen.
- » Avoid having a window or light source directly behind you. Try to have your light placement in front of or beside your camera.
- » Treat the visit like an in-person appointment when selecting professional attire and an appropriate setting. It is best to be seated at a table.
- » Avoid driving or operating any kind of vehicle during your virtual visit.

**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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