



## Make the most of your Video Visit

Video Visits let you receive care from the comfort of home. A Video Visit is simply a video call which allows you to meet face-to-face, in real time, with a healthcare professional.

### How to schedule a visit

Schedule a Video Visit with your provider through MyChart® by clicking on “Schedule an Appointment” from “Menu.” You can also start an on-demand visit by clicking on “Start a Video Visit Now.” If you do not have a physician, you can schedule a Video Visit with a new provider at [EEHealth.org/videovisit](http://EEHealth.org/videovisit).

### What you need

- ▶ An active Edward-Elmhurst Health MyChart account (sign up at [EEHealth.org/mychart](http://EEHealth.org/mychart))
- ▶ MyEEHealth™ mobile app downloaded from the app store (recommended)
- ▶ A working camera and microphone on your device
- ▶ A quiet location and a reliable and secure internet connection

### How to start a Video Visit in MyChart

At least 30 minutes prior to your appointment time:

- ▶ **Sign in to MyChart** and complete eCheck-In (required). It takes 5-15 minutes.
- ▶ **Follow prompts to test the hardware on your device.**

About 10 minutes prior:

- ▶ **Sign in to MyChart** on the MyEEHealth app (recommended) or MyChart website.
- ▶ **For a scheduled visit:**
  - ✓ Click on “Visits.”
  - ✓ Find your appointment time.
  - ✓ Click on “Begin Visit.”
  - ✓ Stay in virtual waiting room until your provider joins.
- ▶ **For an unscheduled visit:**
  - ✓ Click on “Start a Video Visit Now” from “Menu.”
  - ✓ Follow the prompts to connect with the next available provider.



**Download the app today!**



### Who offers Video Visits?

More than 500 of our physicians and advanced practice clinicians are offering Video Visits to new and established Edward-Elmhurst Health patients of all ages. This includes internal medicine, family medicine, pediatrics and a range of specialties.

### When should you use a Video Visit?

Video Visits are available for a range of health issues (e.g., COVID-19 symptoms, ear infections, rash, sinus issues, sore throat, upper respiratory issues, urinary tract infections and more). Also, contact your insurance carrier to check your coverage.

### What if I am having trouble connecting?

Using the mobile app provides an optimal experience. If you are having trouble connecting from your mobile device, follow these steps:

1. Close out all other open apps
2. Disable Bluetooth
3. Reboot mobile device before joining the video
4. Switch from Wi-Fi to cellular data
5. Allow permissions to enable camera and microphone on your device.

If these steps do not work, the provider can send a new link by email or text. Note: We will use the email or phone number in your MyChart account. This link will connect you directly to the virtual waiting room.

### Can I switch to an audio visit if my video does not work?

We will do all we can to make sure the Video Visit is successful. If you do not have video-enabled technology, your provider can call you directly to conduct the visit over the phone (Virtual Phone Visit).

### What if I am not MyChart active when I start the Video Visit?

The provider can send a new link by email or text. Note: We will use the email or phone number in your medical record. This link will connect you directly to the virtual waiting room.

### I am a family member; how do I join the Video Visit?

The Video Visit provider can send a link to the patient's proxy (family member) via text or email. Note: You must be set up in MyChart as the patient's proxy so that we have your email address or mobile phone number.

Learn more at

[EEHealth.org/videovisit](https://EEHealth.org/videovisit)

## Get ready for your visit!



### CONFIRM YOUR APPOINTMENT

Confirm now to reduce the amount of text and email reminders.



### eCHECK-IN

Save time by completing eCheck-In ahead of time (it takes 5-15 minutes).

**You must complete eCheck-In before joining the Video Visit.**



### TEST HARDWARE

Before you begin your Video Visit, **please make sure your device's camera and microphone are functioning correctly, with permissions allowed.**

Connectivity issues may be the result of poor Wi-Fi connection. Using cellular data via the mobile app may be the best option.