Scheduling a Virtual Visit Appointment

What is a virtual visit?
A virtual visit is a secure video appointment with your provider via your smartphone or tablet. This allows patients to conduct a traditional office visit with their provider electronically through their MyChart app without leaving home or work. It can be done for New Provider visits or with an Established Provider.

What are the technical requirements for a virtual visit?
- You must have a mobile phone or tablet with the Apple iOS or Android operating system
- A front facing camera
- The MyChart app installed and the correct organization selected
  - You can find the MyChart app in the Apple App Store (iPhone or iPad) or in the Google Play Store (Android)

Here’s how to do it for a New Provider:

1. Select Schedule An Appointment under the Visits menu or use the quick link on the right side of the home page.

2. Select New Provider to establish care with a provider you’ve never seen before
3. Select the desired specialty from the drop-down list.

4. The specialty and reason for visit you select may qualify for a virtual visit. Select Yes when asked if you would like to schedule a virtual visit.

5. If applicable, choose a provider. If you are looking for the first available appointment, you can use the Any Provider option to see all available appointment times.
6. Select the appointment time that works for you.

7. Verify everything looks correct and then add details about your visit and select **Schedule**.
Scheduling a Virtual Visit Appointment

Here’s how to do it for Established Providers:

1. Select **Schedule An Appointment** under the Visits menu or use the quick link on the right side of the home page.

2. Schedule with a provider you’ve seen before by selecting the box with their name.
3. If the provider can see you virtually, you will see a box that says Virtual Visit. Select this box and answer any further questions for your reason for visit and then answer the virtual visit questions to continue to pick a time for the appointment.

4. Select the appointment time that works for you.
5. Verify everything looks correct and then add details about your visit and select **Schedule**.

To learn more about virtual visits go to:

[https://www.ochsner.org/my-ochsner](https://www.ochsner.org/my-ochsner)