Completing a Virtual Visit in MyChart

This tip sheet provides instructions for completing ePre-check, testing hardware, and ensuring an optimal video experience. This tip sheet should be sent to patients when their video visit is scheduled in Epic.

Here’s how to do it:

1. Once your video visit is scheduled you will need to complete ePre-Check in the MyOchsner app before your visit to verify your insurance, demographics, and sign the Telehealth consent form.

   ![Image of ePre-Check in MyChart]

2. Once ePre-Check is complete you will need to test your hardware to determine the microphone and camera on your mobile device is functioning properly prior to your scheduled appointment.
   - To test your hardware, navigate to the Appointment tile from the home screen and select your upcoming Virtual Visit appointment. Once the appointment is selected click the green bar at the bottom of your screen that says, “Test Video”.

   ![Image of testing hardware in MyChart]
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3. After you successfully completed the test and it is time for your appointment, you will follow the same steps you used to test the video hardware.

- Select Appointments from the home screen and find today’s Virtual Visit. Once selected you will see a green bar at the bottom of your screen that says “Begin Video”
  - Once selected you will enter a virtual visit waiting room until your provider arrives.