Connect with your doctor **through a virtual visit**

Appointment Date: _____   Appointment Time: _____

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.

How much is a Virtual Visit?

The patient's insurance will be billed for the virtual visit. Contact your insurance provider for covered benefits.

What are the technical requirements for a Virtual Visit?

- You must have a mobile phone or tablet with iOS or Android operating system
- A front facing camera
- The MyChart app installed and Ochsner Health selected as your healthcare provider
    - *You can find the MyChart app in the App Store (iPhone or iPad) and Google Play Store (Android).*

MyChart Application Download Instructions

Available on iOS and Android Devices

Search for the 'MyChart' application, which is compatible with Android, iPhone, iPod Touch, and iPad devices.

After downloading the MyChart Application, you must identify and add your healthcare organization by typing 'Ochsner' in the search bar at the top. Select Ochsner by clicking on the Ochsner Health logo. Click the green 'Continue to Login' button and login using the same credentials you used to set up your MyOchsner account.

Questions: Contact the MyOchsner Support Team at 877-339-2637
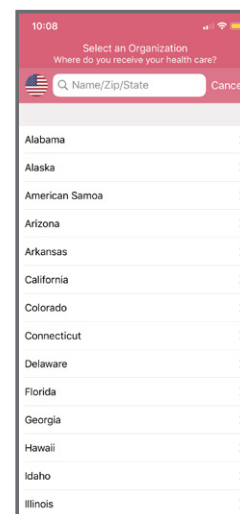
ePre-Check

- Once your virtual visit is scheduled, you will need to complete ePre-Check in the MyChart app before your visit.

- During ePre-Check you will verify your insurance, demographics and sign the Telehealth Consent form.
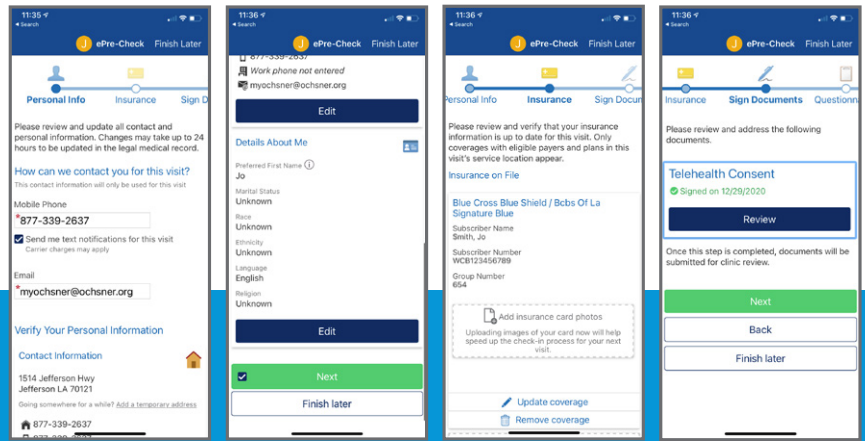

If you are still having trouble or unable to log into MyChart on your mobile device, contact the MyOchsner Support Team at 877-339-2637 for assistance.

How to Start Your Virtual Visit

Once your ePre-Check is complete, you will need to allow access to your camera and microphone prior to your scheduled appointment.

- **Click on the virtual visit appointment to view the appointment details.**

- **Select 'OK' or 'Allow' when asked for permission to your camera and microphone.**
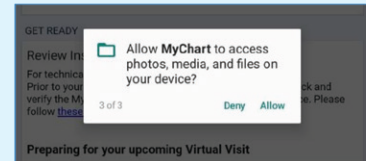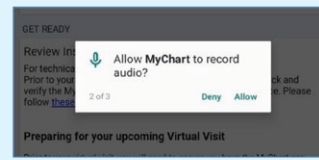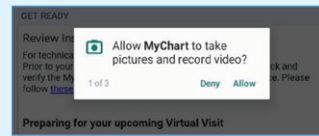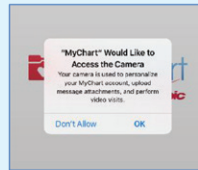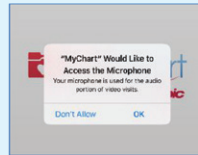
During Your Appointment

- Select 'Appointments' and select the appointment date.

- Select the green button that says 'Test Video' to test your microphone, camera, and hardware prior to your visit.

- Fifteen minutes before the scheduled time of your visit, the green button will say 'Begin Visit'.

- Select 'Begin Visit' to enter a virtual visit waiting room until your provider arrives.

- Please stay on this screen while you wait for you provider to join.
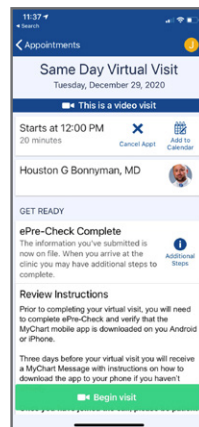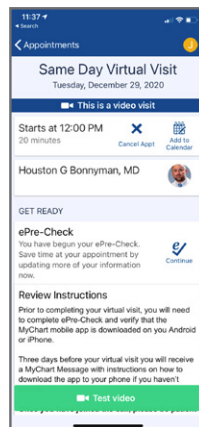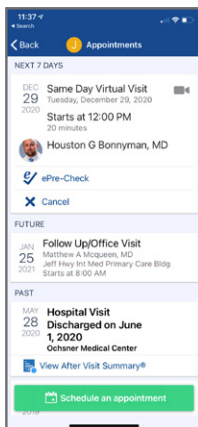
If You Receive An Error Try The Following:

- Find MyChart in your phone's app store and make sure you have the latest version installed.

- Verify the version of your phone's operating system is up to date.
  - *Your iPhone/iPad should be using iOS: 8.4 or later*
  - *Your Android phone/tablet should be using Android: 4.2.0 or later*

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