



# 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.

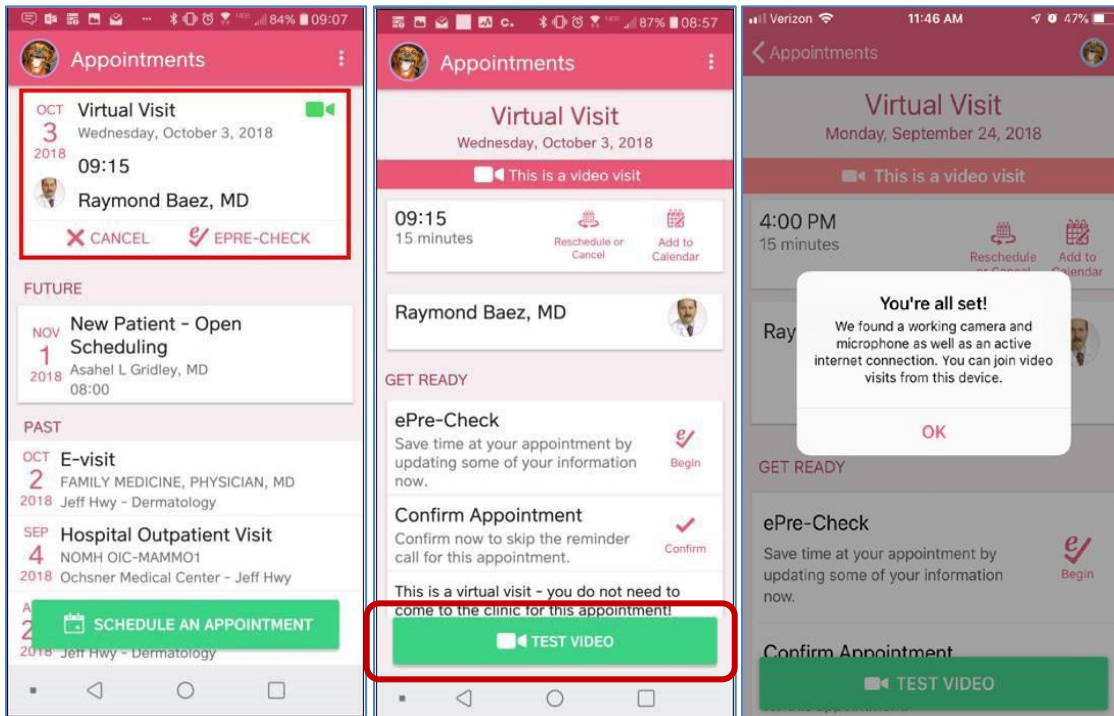
## Here's how to do it:

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

The image displays three sequential screenshots of the MyChart app's ePre-Check process. Each screenshot shows a progress bar at the top with three steps: Insurance, Personal Information, and Documents. The first screenshot is on the 'Insurance' step, showing 'Please review your insurance on file' and details for 'Blue Cross Ohs Employee Benefit' (Subscriber Name: Culla, Kalarina; Subscriber Number: 12345). The second screenshot is on the 'Personal Information' step, showing 'Please review your documents on file' and a 'Details About Me' section with fields for Preferred Name, Marital Status, Race, Ethnicity, Language, and Religion. The third screenshot is on the 'Documents' step, showing 'Please review and address the following documents.' and a 'Telehealth Consent' form signed on 11/15/2018. Each screenshot has a green 'CONTINUE' button at the bottom, and the final one also has 'BACK' and 'FINISH LATER' buttons.

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".

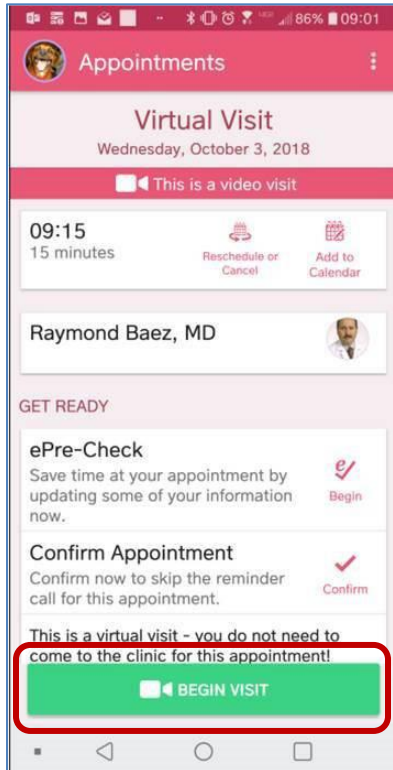
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3. After you successfully completed the test and it is time for your appointment, you will follow the same steps you used to test the video hardware.
  - Select Appointments from the home screen and find today's Virtual Visit. Once selected you will see a green bar at the bottom of your screen that says "Begin Video"



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- Once selected you will enter a virtual visit waiting room until your provider arrives.