

How to prepare for a video visit

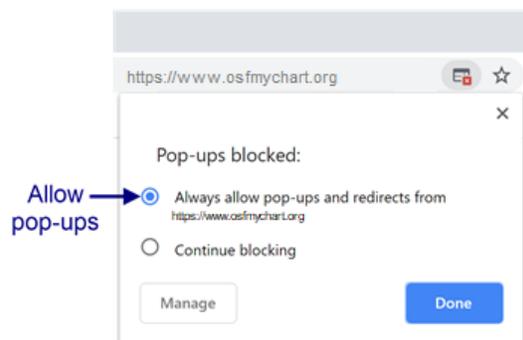
OSF HealthCare video visits require an active [OSF MyChart](#) account, access to a smartphone, tablet, or computer and an internet connection. All video visits are secure. Video visits are not recorded and no patient health information will be available outside MyChart.



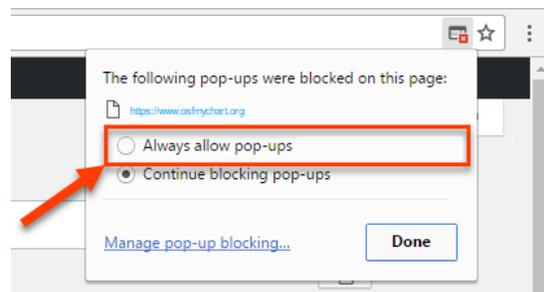
Important notes:

- As part of the video visit connection process, you may be prompted to download VidyoConnect. This is simply the connection between your provider's office and your device or computer. You will use OSF MyChart to connect your video visit.
- You also will want to make sure you allow pop-ups from these sites. More information on how to allow pop-ups can be found below.

How to allow pop-ups in [Google Chrome](#).



How to allow pop-ups in [Internet Explorer](#).



Getting started:

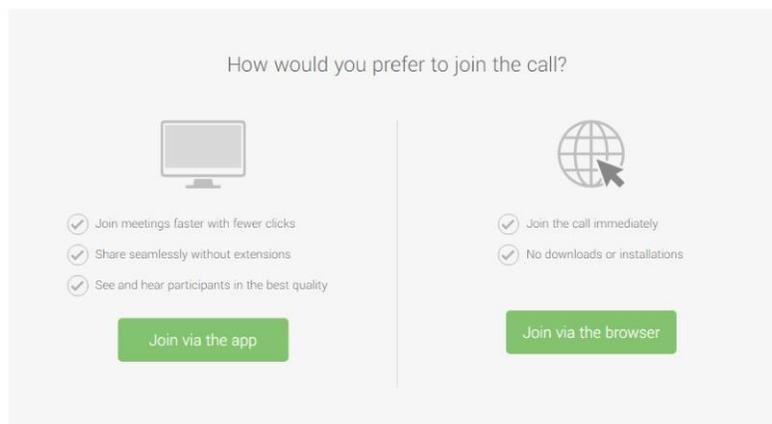
1. Once you're in MyChart, on the top navigation, hover over the visits icon and select appointments and visits.
2. Under upcoming visits, you will see your scheduled video visit.

3. Click on details and complete any questionnaires. This will save you time if you can complete before your appointment.
4. You will also see a full list of instructions for your video visit. Make sure to review these first for the best video visit experience.

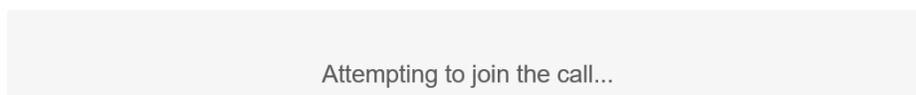
Connecting to your visit

- As a reminder, ALL video visits will be completed using [OSF MyChart](#).
- You won't be able to join your video visit more than 15 minutes ahead of your scheduled appointment start time.
- Within 15 minutes before your appointment, tap **Begin Video Visit** to ensure you're able to connect.

1. Once you select begin video visit, you will be prompted to launch Vidyo Connect to start the video visit.
 - We recommend using a Chrome internet browser to connect to your visit:
 - If you open Vidyo Connect in Chrome or another browser:
 - You will get an option to join through the app or through browser – joining through the browser is what we recommend.

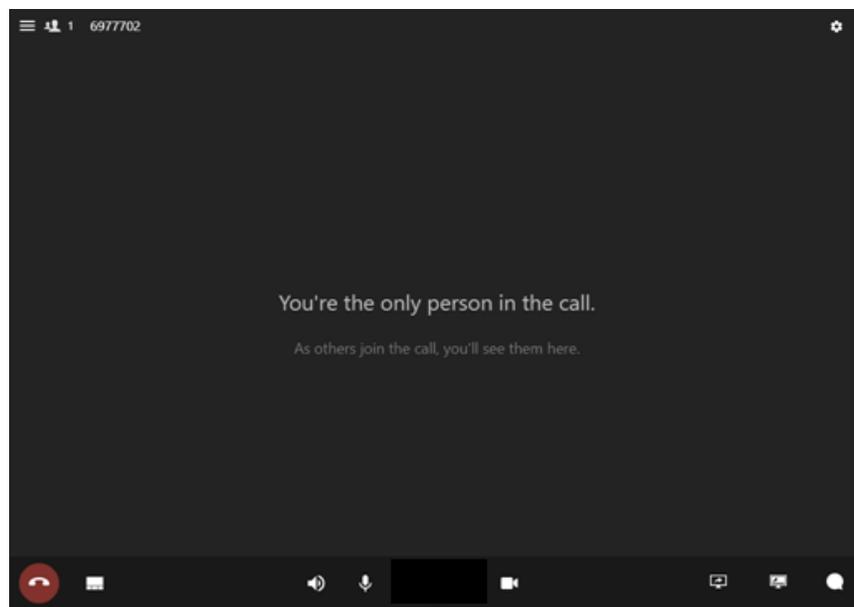


- If you open Vidyo Connect in Internet Explorer:
 - The site will ask you if want to allow the website to open an app – click allow and download



***Please note:** If this is the first time connecting, you may need to exit out of VidyConnect and Begin Video Visit again through OSF MyChart.

2. Now, you'll be in the virtual waiting room, where you will wait to be greeted and to begin your appointment. Wait for the nurse or medical office assistant to greet you to begin your visit.



***Please note:** If you accidentally get disconnected, return to the appointment screen from OSF MyChart to reconnect. When you are ready to disconnect from your visit, click the red disconnect button.”

Checklist for a successful video visit

CHECK YOUR CONNECTION:

- Ensure you have a strong connection and are in a good location to conduct the video visit

FIND A QUIET SPACE:

- Adjust settings for camera, microphone, and speaker.
- Make sure your speakers are unmuted and also that your volume level is adjusted appropriately. You can also adjust the volume at the bottom of the video visit window.
- Headphones or ear buds may help with audio quality

SET YOUR CAMERA:

- Adjust lighting if needed: close blinds to limit natural light
- Consider having someone present with you to hold/position camera if needed

COMMUNICATE:

- Speak clearly, slowly and into the microphone of your device
- If you have questions or trouble connecting, contact your provider's office

After your video visit

- If you need a prescription filled, your doctor will send it to the pharmacy of your choice.
- No co-payment is required at time of appointment.
- OSF will submit claims for video visits directly to your insurance carrier, just as we do for traditional, in-person visits.
- An after visit summary can be found in your MyChart account, under past visits.