

## Virtual visits

Your next appointment with your provider will be a video visit.

### What is a virtual visit?

A virtual visit is a secure video-based appointment that uses technology similar to Facetime or Skype to connect you to your provider.

### What technology do I need for my visit?

- An internet connection
- An internet-compatible device such as a smartphone, laptop, computer or tablet
  - If you are using a laptop or a computer, make sure it has a camera, speaker, and microphone.
- A MyChart account ([www.ohsu.edu/mychart](http://www.ohsu.edu/mychart))
  - If you are new to MyChart, take some time to log in and get used to it before your appointment.
  - You will access your appointment in the MyChart Portal. This is also where you can test your equipment and connection to make sure it works any time before your appointment.
- For the best experience, we recommend using the MyChart app on your smartphone or tablet, which can be downloaded from your app store.

### What's next?

We have provided basic instructions on the other side of this page.



### What else can you do with MyChart?

In addition to virtual visits, MyChart allows you to:

- Schedule your next appointment
- Send messages to your provider
- Ask for prescription refills
- See your test results



### Need help?

If you need technical assistance, contact MyChart at **833-895-3603** or visit [www.ohsu.edu/mychart](http://www.ohsu.edu/mychart).

If you have questions about your appointment or other health care needs, contact your clinic.



# I have scheduled a video visit with my provider. Now what?

1. Log in to MyChart, [www.ohsu.edu/mychart](http://www.ohsu.edu/mychart).
2. Find your appointment under appointments and visits.
3. You will see past and upcoming visits. Select your upcoming video visit.
4. Now you will be able to test your equipment or update your information.
5. Choosing “test hardware,” will help you make sure you have the right equipment for a video visit.

**We highly recommend taking time to test your hardware before your appointment time.**

6. You will have to complete the “update information” task, which you can do any time until 10 minutes before your appointment time. This will help your provider know ahead of time how you are doing and what you would like to talk about.
7. Ten minutes before your appointment starts, the “update information” button will change to “begin video visit.”
8. At your appointment time, click on “begin video visit.” You will get to test your hardware one last time, and will keep the video open until your provider arrives.

**If your provider is more than 10 minutes late for your appointment, call your clinic for help.**

Appointments and Visits SCHEDULE AN APPOINTMENT

Show: Upcoming and Past

Next 7 Days

JAN 22 Mon Yearly Office Visit with STEVEN KASSAKIAN, MD  
⌚ 8:00 AM PST (20 minutes)  
Arrive by 7:45 AM DETAILS

Internal Medicine Clinic at PPV  
3181 S W Sam Jackson Park Road  
Portland OR 97239-3011

JAN 22 Mon Video Visit with Urgent Care Provider  
⌚ 9:00 AM PST (15 minutes)  
Arrive by 8:55 AM PRECHECK-IN DETAILS

JAN 22 Mon Video Visit with Urgent Care Provider  
⌚ 9:45 AM PST (15 minutes)  
Arrive by 9:40 AM PRECHECK-IN CANCEL

Appointment Scheduled 🖨️

You must complete eCheck-In before joining the video visit

- Verify Medications
- Verify Allergies
- Complete Appointment Questionnaires

UPDATE INFORMATION

Before you begin your video visit, click below to test that your webcam and microphone are functioning correctly. You must complete eCheck-In before joining the video visit

TEST HARDWARE

Video Visit with Urgent Care Provider  
Monday January 22, 2018 9:45 AM PST (15 minutes)  
Arrive by 9:40 AM  
Add to Calendar

Urgent Care Provider

The video visit takes place within OHSU MyChart, OHSU's secure online patient portal. Please log in 10-15 minutes before your appointment time to test your video connection, verify your health information and check in. You will be able to begin the video visit 5 minutes prior to your scheduled appointment time.

If you need to cancel an appointment, please help us to serve you and our other patients by giving us as much advance notice as possible. CANCEL

Confirm your appointment now to let clinic staff know you do not need to receive a reminder call. CONFIRM APPOINTMENT

BACK TO VISITS LIST PAGE

5.

Camera Microphone Speakers Network

Hardware test successful

Test again Close

7.

When you are ready to talk to your doctor, click the button below.

BEGIN VIDEO VISIT