

# VIDEO VISITS FOR PATIENTS Tip Sheet

## Reliant is now using MyChart for Video Visits!

MyChart Video Visits are available for most appointments. If your appointment doesn't qualify for a video visit, your healthcare team will let you know. To have a video visit through MyChart, you must first have a MyChart account. To learn how to sign up, click [here](#).

## Before your Appointment

### 1. Check In Via MyChart

You can login to MyChart to check in online anytime on the day of your visit. "E-checkin" includes verifying medications and completing pre-visit questionnaires. **Please complete this step at least an hour before your appointment time in order to reduce delays at the time of your visit.**

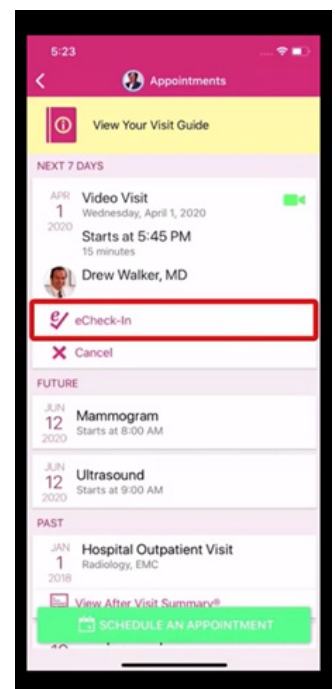
### 2. Vital Signs

If you have the equipment at home, please collect some vital signs to share with your care team. This can include your height, weight, blood pressure, pulse rate, oxygen level and temperature. If you can't take your own vitals, don't worry. We can always do this in person at a later date if necessary.

### 3. Phone call prior to appointment

A medical assistant may call you on the phone about 15 minutes before your scheduled appointment with your healthcare provider. They will review your medications with you in detail. Have your medication list and/or bottles out to review them with the medical assistant. You can also request any refills during this time.

The Medical Assistant will also review your allergies and ask some basic questions about the reason for your visit.

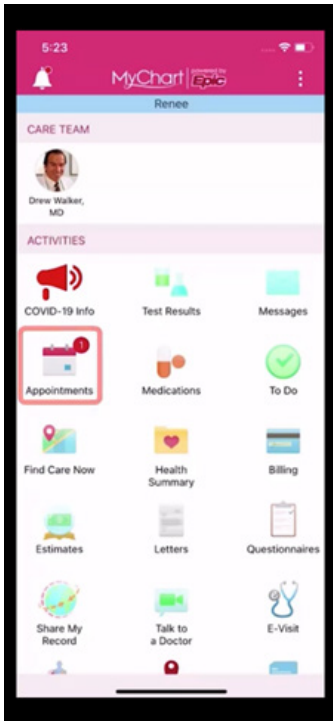


## 4. Begin your appointment

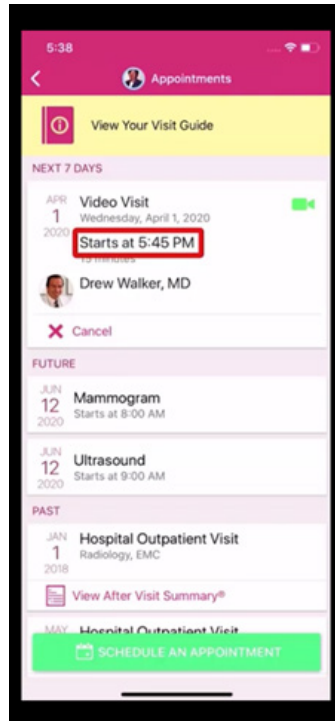
Even if you don't get a call, you should login to your **MyChart App**, on your smartphone or preferred device **15 minutes prior** to the time of your appointment.

- A. Click on the Appointments icon
- B. Click on your appointment
- C. Click the big green **"Begin Visit"** button: You may be asked to **"Allow"** the App to use your camera, microphone, and location. The camera and microphone **are required** for Video Visits. The location setting is your choice.

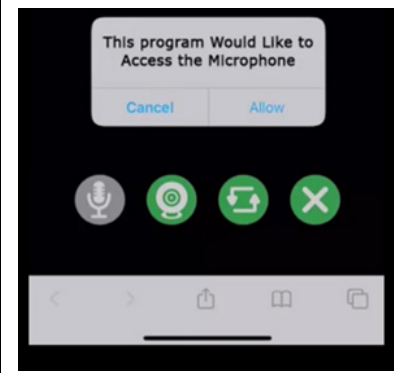
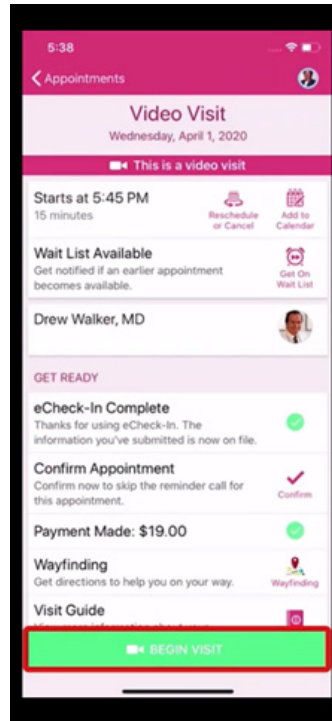
A.



B.



C.



*And now you are ready to see your healthcare provider!*

*Tip!*

### If you use an iPhone

On your phone, click on **"Settings"**  and then **"Safari"** 

Scroll down to the **"General"** section and click on **"Block Pop-ups"** to make sure that it is **NOT** green, as displayed here:

*You will not be able to do video visits on your iPhone if you do not disable the pop-up blocker.*

