

Reliant uses MyChart for Video Visits with our Virtual Care Team

To have a video visit with the Virtual Care Team, you must first have a MyChart account. To learn how to sign up, [click here](#).

At this time, the Virtual Care Team can see patients who:

- Are age 4+
- Have a Reliant Medical Group primary care provider
- Are in Massachusetts at the time of the video visit

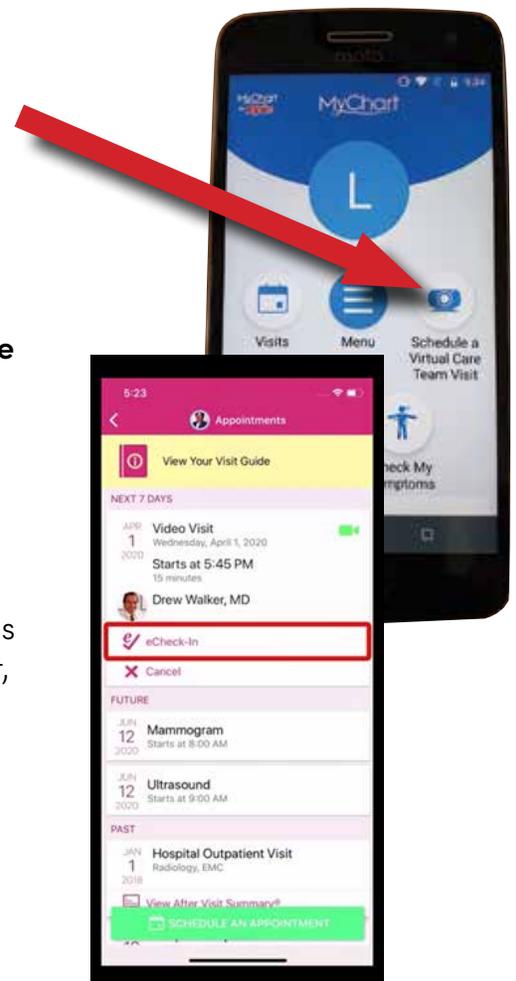
Schedule Your Appointment

1. Login to MyChart and **click on the Schedule a Virtual Care Team Visit button** to schedule your appointment.
2. After you schedule, you must complete the pre-check in process. "E-check in" includes verifying medications, completing pre-visit questionnaires and paying a co-pay if applicable. **Please complete this step at least an hour before your appointment time in order to reduce delays at the time of your visit.**

Before Your Appointment

1. Vital Signs

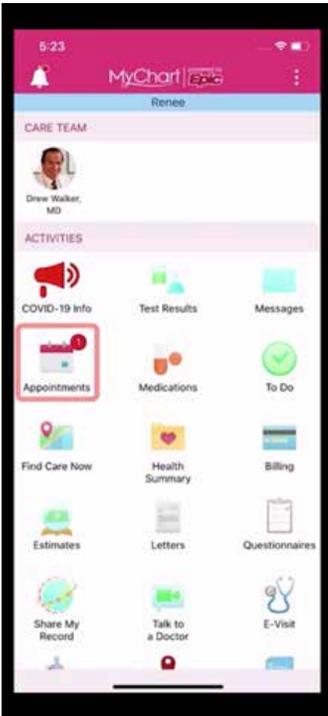
If you have the equipment at home, please collect some vital signs to share with your care team. This can include your height, weight, blood pressure, pulse rate, oxygen level and temperature. If you can't take your own vitals, don't worry.



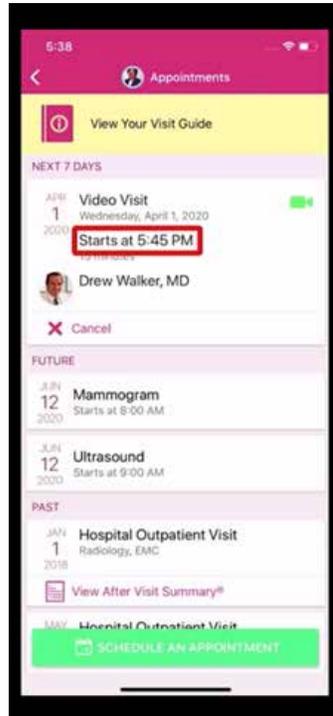
Begin Your Appointment

1. Log in to your **MyChart account**, either via the app on your smartphone or tablet, or on the MyChart website on your computer, **10-15 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.

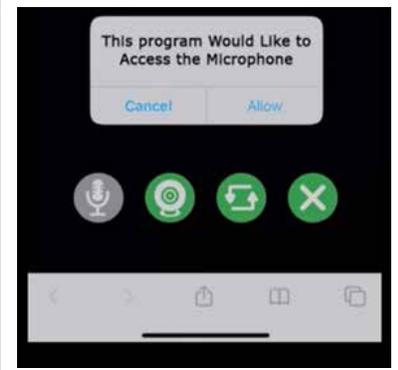
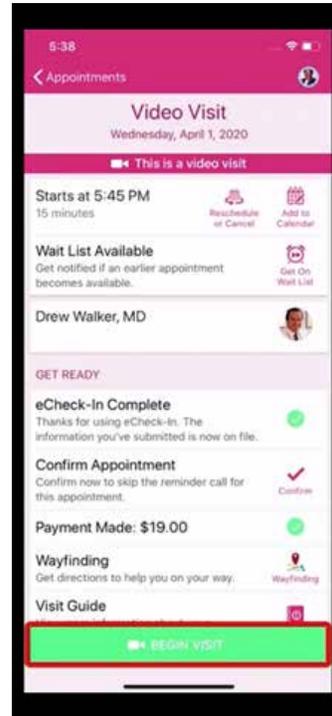
A.



B.



C.



Now you are ready to see the Virtual Care Team!

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.

