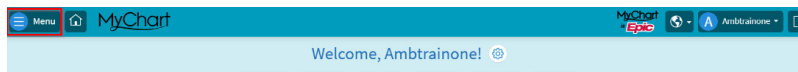


MyChart

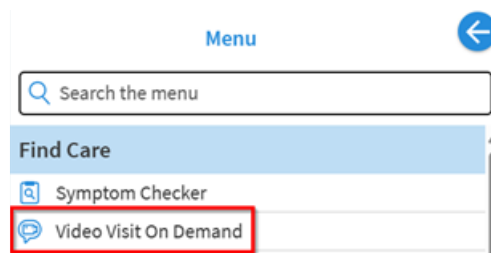
On-Demand Video Visit Instructions

Our providers are ready to listen – on your schedule and in a way that’s convenient to you. Video visits through MyChart bring healthcare to the comfort of your home. Use these tips to make connecting for your video visit as simple as possible.

- 1 **Log into MyChart by entering your username and password.**



- 2 **From the main dashboard, click the Menu button in the top, left corner and select Video Visit OnDemand.**
This selection will take you to the Video Visit On-Demand main page.



- 3 **Verify location and select a reason for your visit**

Tips for Successful Video Visits

1. Turn on your microphone and camera on both the MyChart application and mobile device.
2. Ensure your microphone is not muted and your speaker volume is up.
3. If on a mobile device, do NOT answer a call or open another app while either waiting for your provider to join OR during the video visit with your provider.
4. Refresh as a last resort, and minimize refreshing frequency.
5. Make sure that you are using the most recent version of both your mobile device operating system and the MyChart app.
6. If possible, connect to Wi-Fi rather than use cellular data for your video visit to have the best connection. For a Corporate/HR Policy, click on FMOLHS and the appropriate folder to locate your policy.

and select a reason for your visit

Video Visit On Demand Start over

☒ Location Edit Louisiana ☒ Reason for visit ☐ Connect using ☐ Providers ☐ Insurance ☒ Review

What brings you here today?

Asthma →	Allergies / Allergic Reaction →	Cold/Upper Respiratory Infection (Congestion, Cough, and/or Sore Throat) →
COVID-19 like illness →	Diarrhea →	Earache →
Flu like illness →	Gastrointestinal →	High Blood Pressure →
Insect Bite / Sting →	Medication (not for controlled substances/pain meds or birth control) →	Mental Health →
Muscular Skeletal Concern →	Nausea →	Rash →
Red Eye →	UTI / Genitourinary →	

4

Test your hardware or press Skip to test later

Your computer will need a working camera, microphone and speaker for a video visit. If you don't meet these requirements, you can use the mobile app on your phone.

☒ Location Edit Louisiana ☒ Reason for visit Edit Cold/Upper Respiratory Infection (Congestion, Cough, and/or Sore Throat) ☐ Connect using ☐ Providers ☐ Insurance ☒ Review

Which of the following would you like to use for your video visit?

 Before you sign up for a video visit, make sure your computer has a working camera, microphone, and speaker. If you don't meet these requirements, [try using the mobile app](#).

 Camera  Microphone  Speaker

5

Click Put Me in Line for the next available provider

Video Visit On Demand Start over

☒ Location [Edit](#) Louisiana
 ☒ Reason for visit [Edit](#) Cold/Upper Respiratory Infection (Congestion, Cough, and/or Sore Throat)
 ☒ Connect using [Edit](#) My computer
 ☒ Providers
 ☐ Insurance
 ☐ Review

While the provider you meet with may not be your usual doctor, rest assured they will have access to your medical history and will record notes your doctor can review in the future. All On Demand providers are part of the Franciscan Missionaries of Our Lady Health System.

Did you know: At home COVID, flu, strep and urine tests are available at local pharmacies and can be performed before a video visit to enhance the outcome.

Wait times for on-demand visits can vary. If your wait is longer than expected, scheduled video visits are available until 8 pm daily from the Appointments page.



Next available provider

[Put me in line](#)

6

Complete Responsibility for Payment whether to use insurance or to not bill insurance.

Click This information is correct to continue.

7

Review personal information and update as needed.

If correct, click This information is correct to continue

Video Visit On Demand Start over

☒ Location [Edit](#) Louisiana
 ☒ Reason for visit [Edit](#) Cold/Upper Respiratory Infection (Congestion, Cough, and/or Sore Throat)
 ☒ Connect using [Edit](#) My computer
 ☒ Providers [Edit](#) Next available provider
 ☒ Insurance [Edit](#) Use insurance
 ☒ Review

Verify your personal information

Contact Information

123 Main St.
BATON ROUGE LA 70809

225-123-4567
225-205-9837

Work phone not entered

ashleigh.dupuy@fmoilhs.org

[Edit](#)

Details About Me

Preferred First Name [1](#)
Not entered

Legal Sex [1](#)
Female

Gender Identity
Not entered

Sex Assigned at Birth
Not entered

Sexual Orientation
Not entered

Marital Status
Unknown

Race
Unknown

Ethnicity
Unknown

Language
English

Religion
Unknown

Pronouns
Not entered

[Edit](#)

[Add a temporary address](#)

This information is correct



Enter what you would like to have addressed during the visit.

Also, select how you would like to receive notifications: via email, text or both.

Patient will then be able to complete eCheck-In and join the visit.

You're almost there!



Next available provider
Franciscan Missionaries of Our Lady
Health System and Its Subsidiaries and
Affiliates

 Cold/Upper Respiratory Infection (Congestion,
Cough, and/or Sore Throat

 Estimated cost:
Not available

* Indicates a required field.

* What is the most important thing you want addressed during this visit?

Comments

cough

70 of 75 characters remaining

 How would you like to be contacted about this visit?

Select at least one method of contact. This includes a notification when your doctor is ready.

☒ Email me: ondemand@fmlhs.org 

Complete