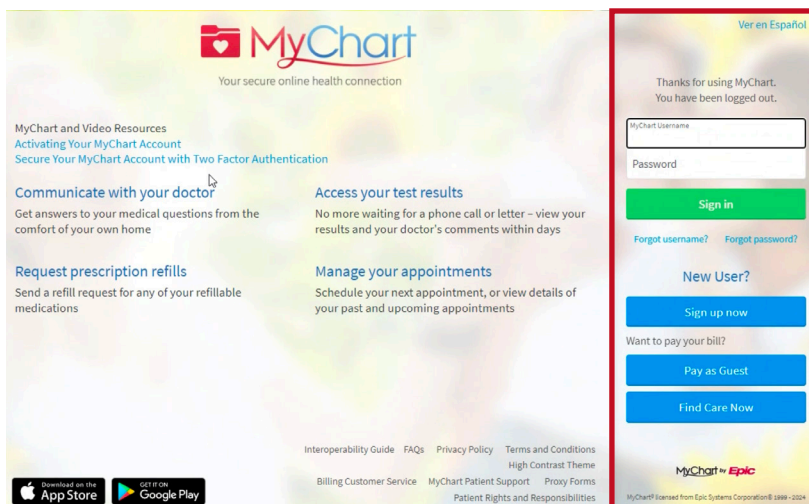


MyChart

Video Visit Instructions

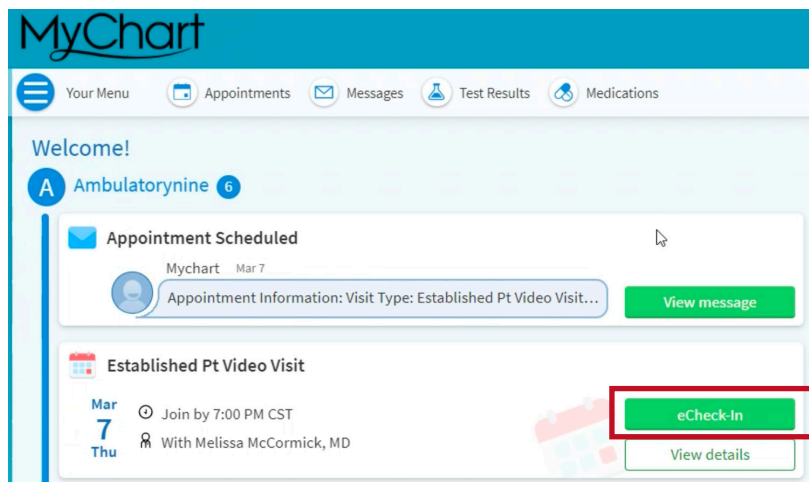
Our providers are ready to listen – on your schedule and in a way that's convenient to you. Video visits through MyChart bring healthcare to the comfort of your home. Use these tips to make connecting for your video visit as simple as possible.

1 Log into MyChart by entering your username and password.



2 From the main dashboard or the Appointments tab, complete the eCheck-in process.

This process can be completed up to seven days prior to your scheduled appointment time.

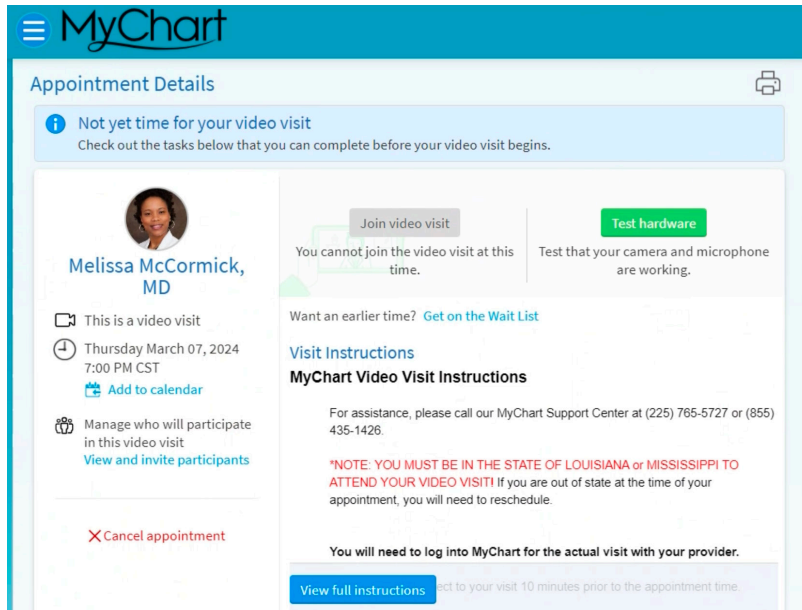


Tips for Successful Video Visits

- Turn on your microphone and camera on both the MyChart application and mobile device.
- Ensure your microphone is not muted and your speaker volume is up.
- 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.
- Refresh as a last resort, and minimize refreshing frequency.
- Make sure that you are using the most recent version of both your mobile device operating system and the MyChart app.
- 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.

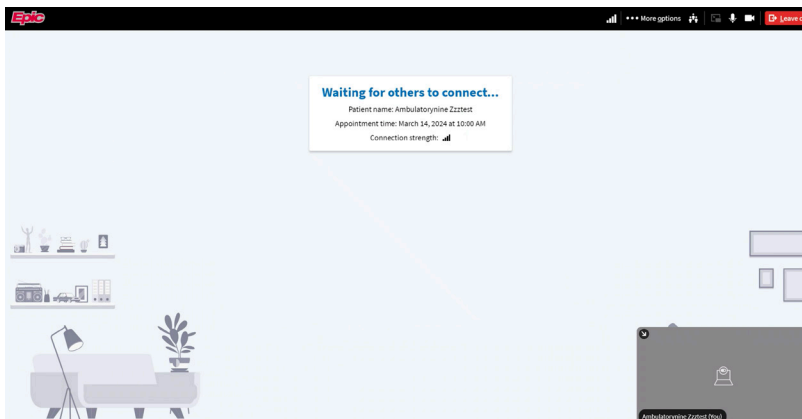
3

Once you have completed the eCheck-in process, you may test your hardware to ensure your camera and microphone are working, or if you are within the 30-minute window of the start of your scheduled appointment, you may begin your visit. Please plan to connect to your visit 10 minutes prior to the appointment time.



4

Once you've joined the call, you are now in our waiting room. Your provider should join within 15 minutes of your scheduled appointment time.



Other Helpful Tips

- DO NOT attempt to connect to your video visit while driving.
- Make sure you are in a well-lit and private area. Don't sit with a window behind you as this will distort the picture for the provider.
- If possible, have your phone propped up on a stable hard surface. This will minimize the "shaking" of the video visit during the appointment.
- If possible, have your blood pressure, weight and temperature.

For assistance, please visit fmojhs.org/virtualvisits or call our MyChart Support Center at (225) 765-5727 or (855) 435-1426.

***NOTE: YOU MUST BE IN THE STATE OF LOUISIANA TO ATTEND YOUR VIDEO VISIT!** If you are out of state at the time of your appointment, you will need to reschedule.