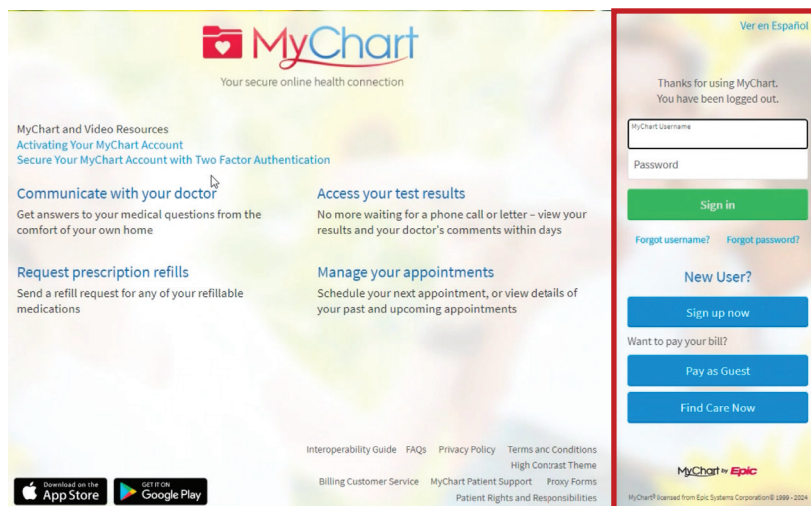


# MyChart

## Video Visit Instructions

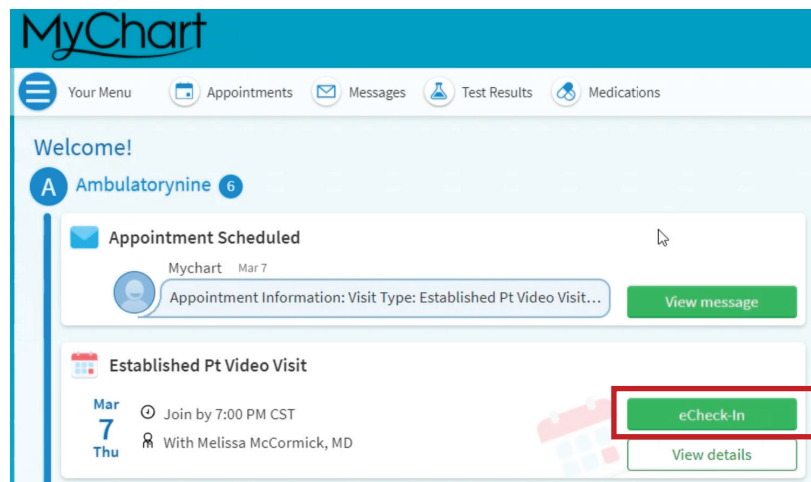
Our providers are available on your schedule and in a way that's convenient to you. Video visits through MyChart bring healthcare to the comfort of your home. Use these tips to make connecting for your video visit as simple as possible.

### 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.

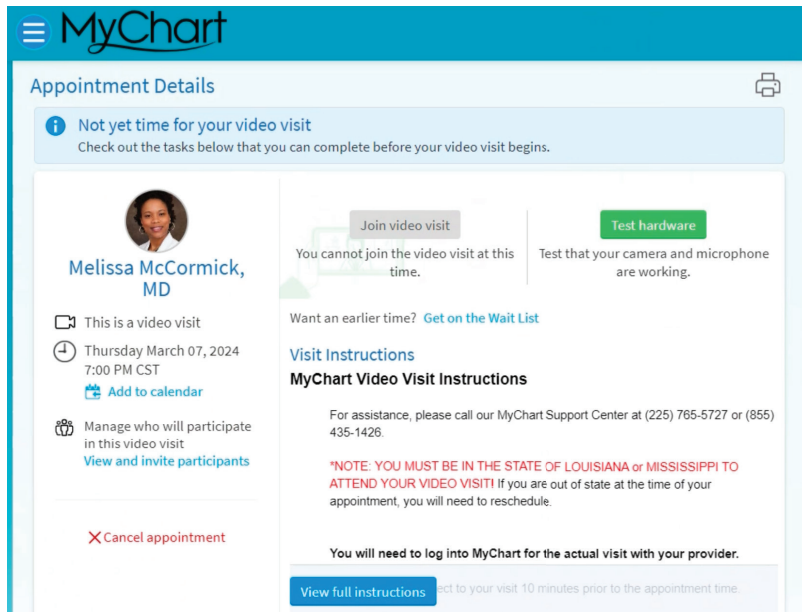


### Tips for Successful Video Visits

1. Supported web browsers include Microsoft Edge (website), Google Chrome (Android, website) and Safari (iPhone).
2. Turn on your microphone and camera on both the MyChart application and mobile device.
3. Ensure your microphone is not muted and your speaker volume is up.
4. 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.
5. Refresh as a last resort, and minimize refreshing frequency.
6. Make sure that you are using the most recent version of both your mobile device operating system and the MyChart app.
7. If possible, connect to Wi-Fi rather than use cellular data for your video visit to have the best connection.

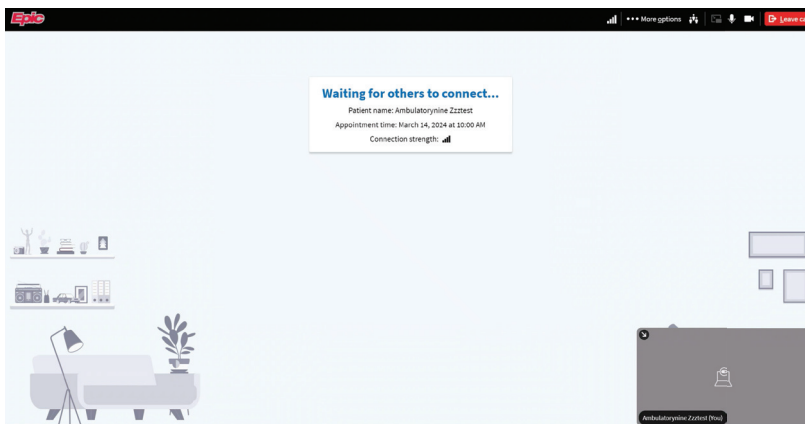
3

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

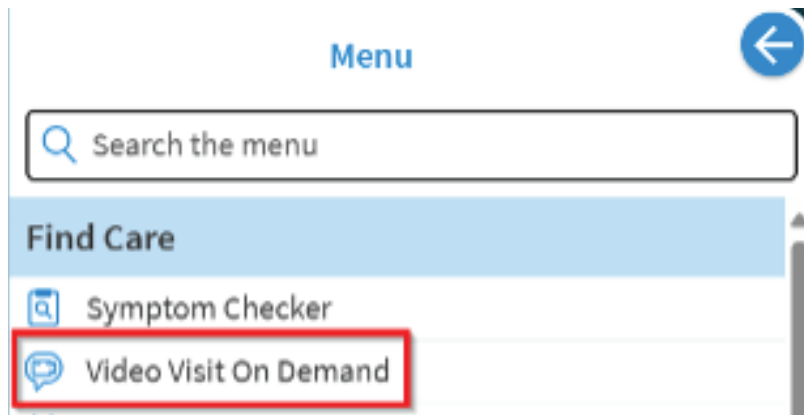
- DO NOT attempt to connect to your video visit while driving.
- Make sure you are in a well-lit and private area. Don't sit with a window behind you as this will distort the picture for the provider.
- If possible, have your phone propped up on a stable hard surface. This will minimize the "shaking"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

For assistance, please visit [fmolhs.org/virtualvisits](https://fmolhs.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 OR MISSISSIPPI TO ATTEND YOUR VIDEO VISIT!**

If you are out of state at the time of your appointment, you will need to reschedule.

1 Select Video Visit On Demand option



2 Verify location, click Confirm

Video Visit On Demand

Please call 911 if you have an emergency or urgent medical question. Video Visit On-Demand visit cannot be used for conditions such as difficulty breathing, chest pain, facial droop, or sudden loss of function of an arm or leg, unable to move around or walk due to injury/trauma, bleeding, or dehydration or Motor vehicle accidents/CDLs.

Location Reason for visit Connect using Providers Insurance Review

Please note: On Demand Video Visits are available M-F 8am – 4pm. Excluding holidays.

Where are you currently located?

To confirm a provider is available for your visit, we need to know your current location.

Select a Location

Country United States of America State, province, or territory Louisiana

Confirm

3

### Select a Reason for 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 hardware or skip to test later

#### 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

Providers


Insurance


Review


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


My computer

Mobile app

 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

Test hardware

Skip test

5

## Click Put Me in Line


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

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

Click This information is correct to continue.

Review personal information and update as needed. If correct, click This information is correct to continue.

6

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  
 Using somewhere for a while? [Add a homecare address](#)

225-123-4567  
 225-205-9837  
 Work phone not entered  
 ashleigh.dupuy@fmoths.org

[Edit](#)

**Details About Me**

Preferred First Name <small>?</small>	Legal Sex <small>?</small>
Not entered	Female
Gender Identity	Sex Assigned at Birth
Not entered	Not entered
Sexual Orientation	Marital Status
Not entered	Unknown
Race	Ethnicity
Unknown	Unknown
Language	Religion
English	Unknown
Previous	
Not entered	


[Edit](#)

This information is correct


Enter what you would like to have addressed during the visit. Also, how you would like to receive notifications via email, text or both.


Click Complete to finalize request.

**7** 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@fmoths.org](mailto:ondemand@fmoths.org) 

**Complete**

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