



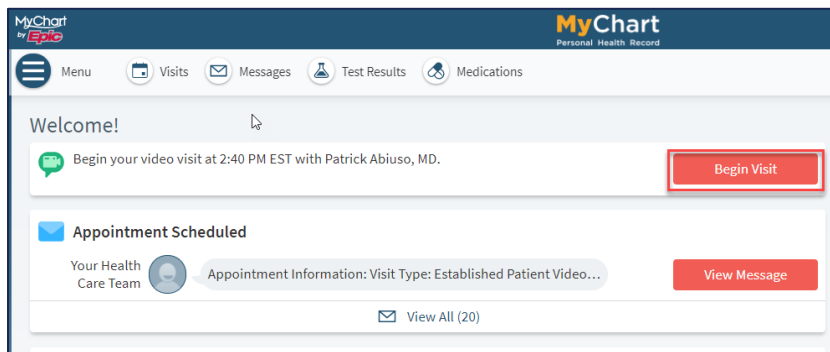
# MyChart Video Visit - Patient Tip Sheet for Using a Computer

Meeting with a provider by video is an easy way to receive care without visiting the hospital or clinic in person. You can use a web browser on computer or laptop as long as they have a camera and microphone built in. Please be aware that the Epic video client is not compatible with Internet Explorer. Please use Chrome, Edge, or another platform to access MyChart.

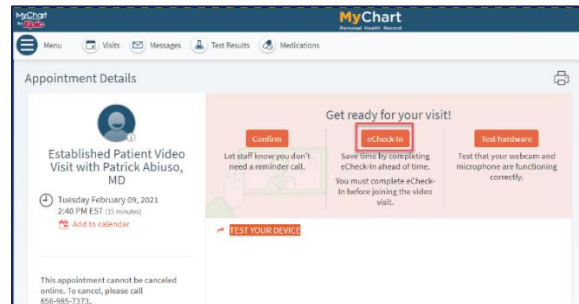
## On the day before your Video Visit Appointment

HAVE YOUR INSURANCE INFORMATION AND A CREDIT/DEBIT CARD READY IF YOU HAVE A CO-PAY

1. Open your web browser. Go to : <https://secure.myvirtua.org> and log in to your MyChart account. Click on **Begin Visit**.



2. Click **Confirm** if you do not need a reminder call. Click on **eCheck-In** to complete your check-in process.



**Reminder:** eCheck-In is similar to the normal process completed when checking in at the front desk during an office visit. You will verify your personal information, insurance information, confirm your medical history, and virtually sign any necessary documents. This process is required before beginning a video visit.



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3. Review your personal information; update or make any changes necessary through each step of the eCheck-In process.

The screenshot shows the 'Verify Your Personal Information' step in the MyChart eCheck-In process. It features a progress bar with steps: Personal Info, Insurance, Payments, Medications, Allergies, and Sign Documents. The 'Personal Info' step is active. The form is divided into two sections: 'Contact Information' and 'Details About Me'. The 'Contact Information' section includes fields for address (301 lippincott, cherry hill NJ 08057), home phone (717-623-6379), work phone, and email (dnguyen1@virtua.org). The 'Details About Me' section includes fields for Race (American Indian or Alaska Native), Ethnicity (Not Hispanic, Latino/a, or Spanish origin), and Language (English). At the bottom, there is a checkbox labeled 'This information is correct' with a red arrow pointing to it, and buttons for 'Next' and 'Finish later'.

4. Verify your insurance information.

The screenshot shows the 'Insurance' step in the MyChart eCheck-In process. The progress bar indicates that 'Insurance' is the current step. The form is titled 'Responsibility for Payment' and shows a patient's name and address. Below this, there is a question: '\*We have this person on file to pay for costs not covered by insurance. Is this information correct?' with radio buttons for 'Yes' and 'No'. The 'Yes' button is highlighted with a red box and a red arrow. Below this, there is a section for 'Insurance on File' showing details for 'Aetna / Aetna Hmo' with a subscriber name and number. There is a button to 'Add insurance card photos' and a note about uploading images. At the bottom, there is a checkbox labeled 'This information is correct' with a red arrow pointing to it, and buttons for 'Back', 'Next', and 'Finish later'.



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5. Satisfy any outstanding balances/co-payments.

The screenshot shows the MyChart eCheck-In process. A progress bar at the top indicates the current step is 'Payments'. Below the progress bar, the text reads 'Complete your payment below.' and 'Payment for This Visit'. A form field for 'Copay' is shown with a checked box next to '\$5.00 (Amount due)'. At the bottom of the form, there are three buttons: 'Back', 'Pay \$5.00', and 'Finish later'. The 'Pay \$5.00' button is highlighted with a red box.

6. Update/add medications and add a pharmacy if necessary.

The screenshot shows the MyChart eCheck-In process. A progress bar at the top indicates the current step is 'Medications'. Below the progress bar, the text reads 'Current Medications' and 'Please review your medications and verify that the list is up to date. Call 911 if you have an emergency.' A grey box contains the text 'You have no medications on file.' Below this, there is a dashed box with a red plus sign and the text '+ Add a medication'. Underneath, the text reads 'Select a Pharmacy for This Visit' and another grey box contains the text 'You have no pharmacies on file.' Below this, there is a red plus sign and the text '+ Add a pharmacy'. At the bottom of the form, there is a checked box with the text 'This information is correct' and a red arrow pointing to it. At the bottom of the form, there are three buttons: 'Back', 'Next', and 'Finish later'. The 'Next' button is highlighted with a red box.

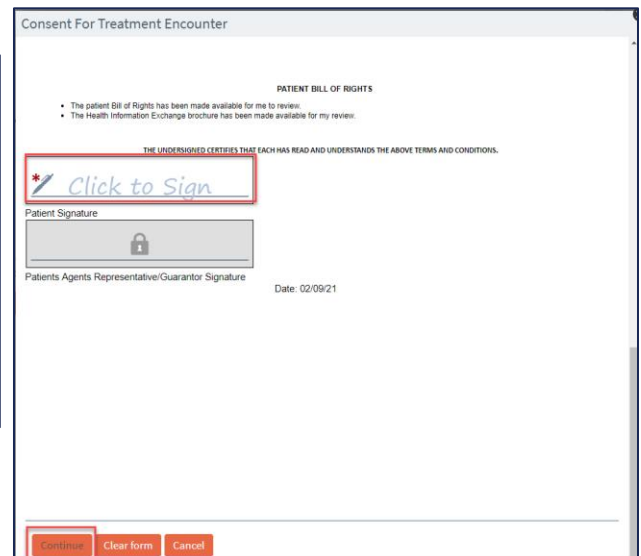
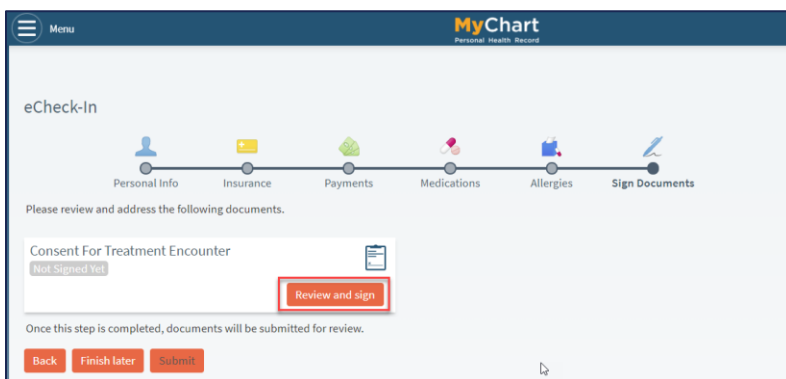


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7. Update allergies if necessary.



8. Answer any additional questionnaires and sign all required consents. Submit all requirements 24 hours prior to your visit.

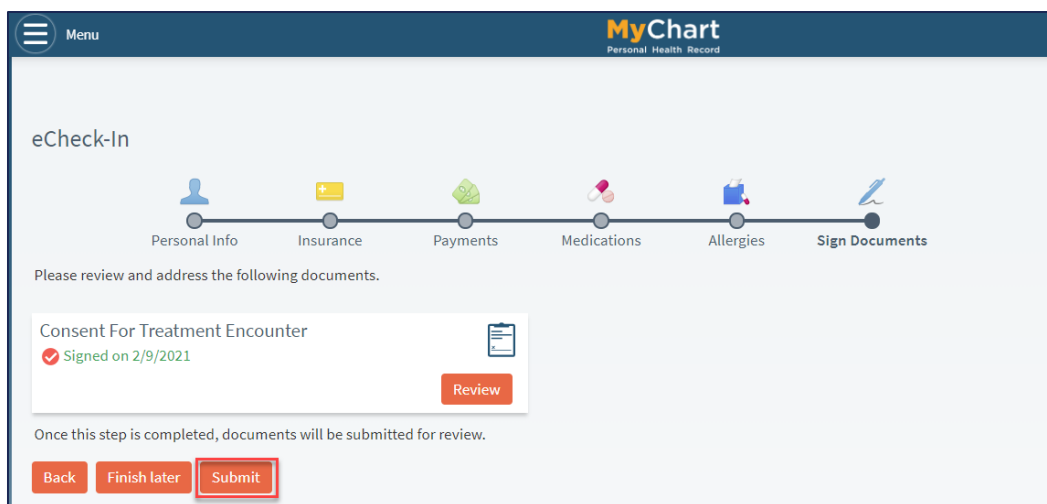


(\*CLICK TO SIGN\* AND CONTINUE.)



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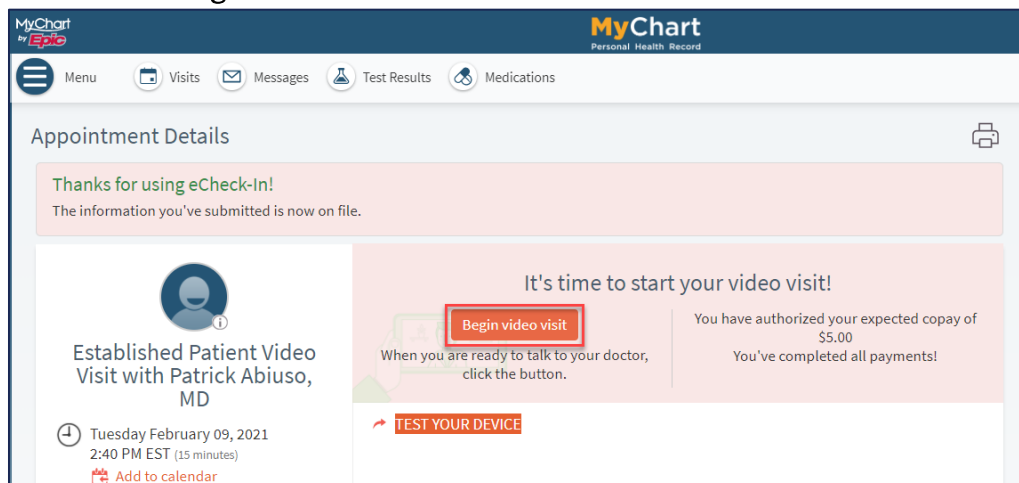
9. Once eCheck-In is completed select **Submit** to complete the process. Once eCheck-In is completed you may log out until the day of your video visit.



### On the day of your Video Visit Appointment

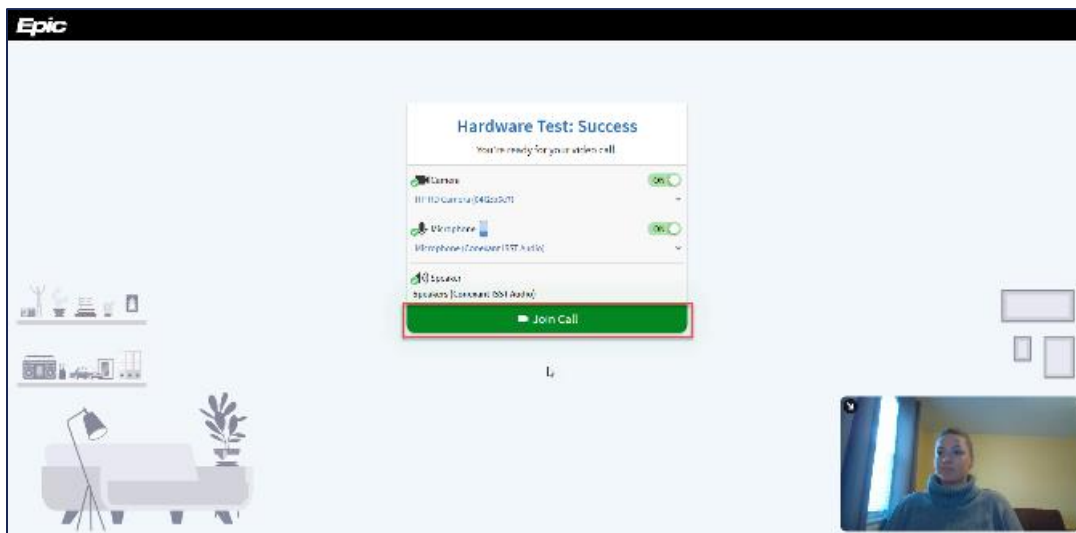
You may connect up to 15 minutes before your scheduled appointment. Connecting more than 30 minutes past the scheduled time will result in a canceled appointment that you will need to reschedule.

1. Open your web browser. Go to <https://secure.myvirtua.org> and log in to your MyChart account. If you are no more than 15 minutes before or 30 minutes after your appointment time, you will see the **Begin video visit** button.

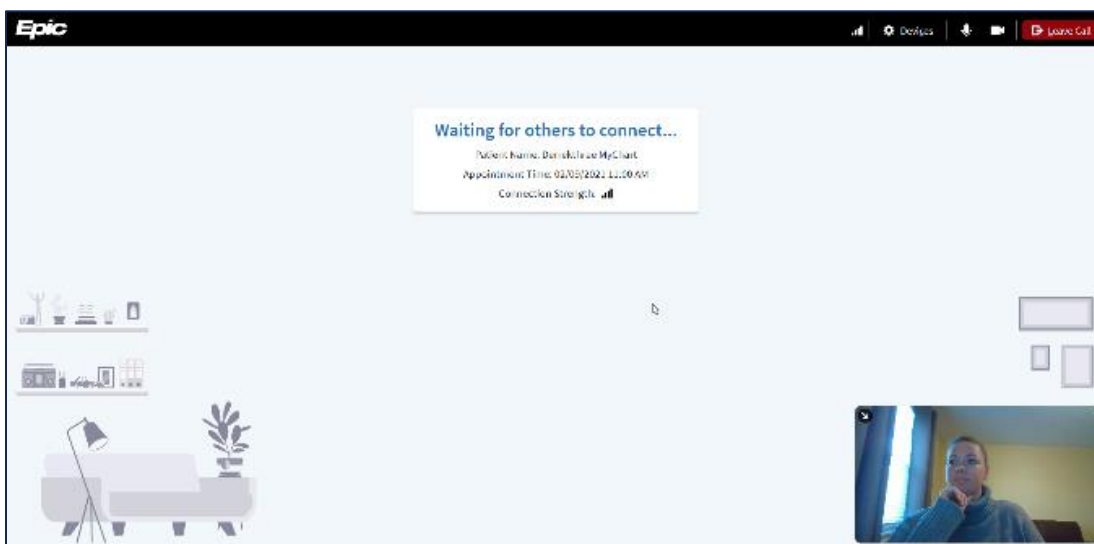


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2. You will be directed to an external webpage where you will be able to test your equipment and **Join Video**.



3. Once you connect to the video, you will see that you are waiting for others to connect if the office has not signed on, along with the details of the appointment.





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4. You should be able to see and hear the provider once you are connected. Check that your speaker is on and your microphone is unmuted.

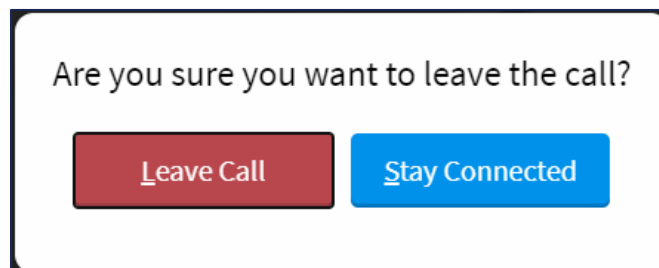


5. From here, your visit should flow like a normal office visit. The provider's staff may join to ask you any necessary preliminary questions prior to seeing the provider. Please do not leave the meeting.

At the conclusion of the appointment, the provider or their staff will let you know when it is ok to leave the meeting. Click **Leave Call** to end your side of the call.



Be sure to select **Leave Call** to fully end the visit.



**NOTE:** For additional help, contact our Patient Support Line at (856)-246-4113.