

HOW TO SCHEDULE A VIDEO VISIT USING MYCHART



With MyChart, our secure online health care platform, you can review your medical records and lab results, request prescription refills, pay bills online and more! To schedule a virtual visit through MyChart, follow these easy steps:

1. Call your provider's office to schedule a video visit. You can also message your care team through MyChart to request a scheduled visit.
2. Before your visit, save time by using the eCheck-In feature in MyChart to update any personal identification information such as an address change, medications or allergies. You also have the option to complete any copay.
3. Click on the **Visits** tab to see prior and upcoming appointments you may have.
4. On the day of your visit, select **Details** next to your appointment, and click on the **Begin the Video Visit** button up to 15 minutes before your visit.
5. You may be asked to allow MyChart to use your camera and microphone. Click **Allow**.
6. As you're being connected, it will run you through a check of your audio and video settings.
7. You will then see a **Waiting Room** screen before your care provider arrives.

If you are having difficulty connecting, visit CarilionClinic.org/virtual and click on the **Virtual Visit Guide** or call 866-865-3464.



NEW TO MYCHART?

Contact your provider's office to activate your account or sign up online at CarilionClinic.org/mychart.



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