



Schedule a Video Visit

Below are steps to schedule a new Video Visit or update an existing visit to a Video Visit.

****Please note that patients must have an active MyChart account to complete a Video Visit. It is also recommended to download and install the MyChart app on their mobile device. Video Visits work on iOS and Android MyChart apps, or via a web browser like Chrome or Internet Explorer (on desktops only – it does not work to use a browser to access the video visit from a tablet/mobile device). To determine if the patient has an active MyChart account, look for the  icon next to the patient name in Storyboard. If you hover over this icon, it will tell you MyChart: Active. If the patient is not registered for MyChart, the icon will be greyed out . Click the icon and the MyChart Signup options appear for you to select.**

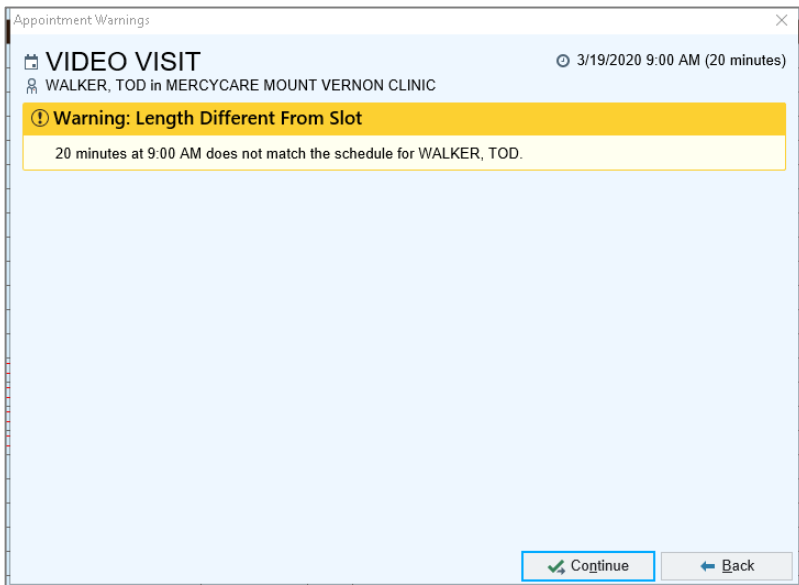
Schedule New Video Visit

1. After selecting Make Appt, select the **Visit Type** of **Video Visit** (do not use the Follow Up Video Visit type).
2. Enter Appt Notes, Provider, and the Start Search date
3. Click **Search**

4. Select an available time.

	Time	Pri?	MRN	Name	Visit Type	Len	Appt Notes
1	8:45 a						
1	9:00 a						
1	9:15 a						

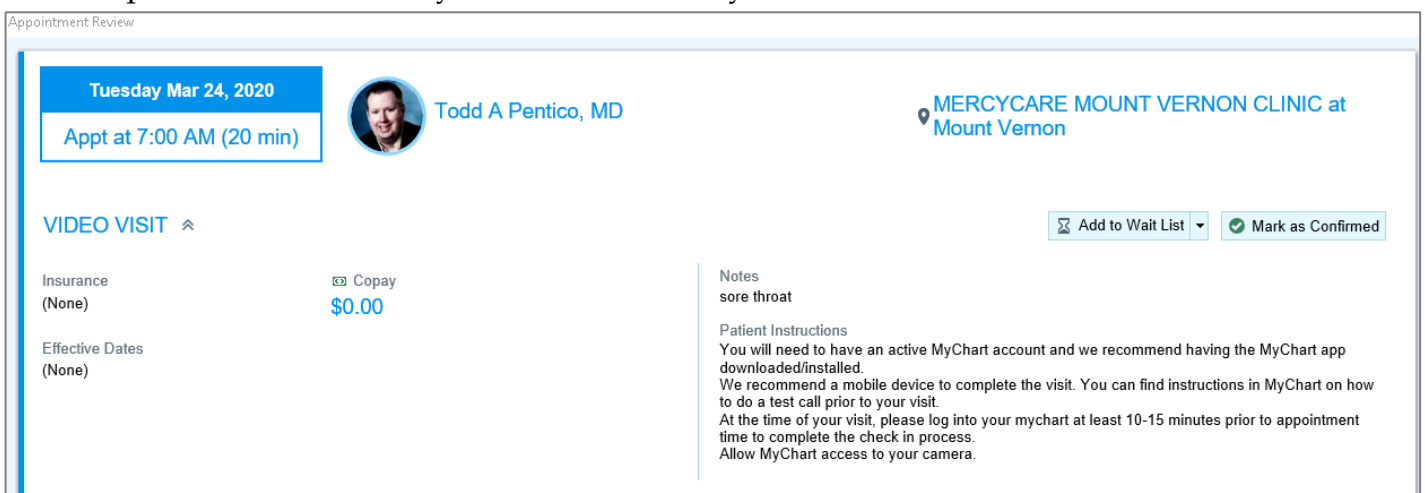
5. Note: The Video Visit appointment time may default to a length of 20 minutes. You **may receive an appointment warning that the Length is Different from Slot.**



- a. If you receive the warning click **Continue**.
- b. You could **Change the Appointment Length** from 20 minutes to match your provider's typical appointment length (adjusting shorter or longer depending on the provider's preference).

		<input checked="" type="checkbox"/> Restrictions	<input type="checkbox"/> Skip full day	<input type="checkbox"/> Show joint
Date	Provider	Appt Time	Len	Appt Notes
VIDEO VISIT [1179005]				
3/19/2020	WALKER, TOD [200026] in MERCYCARE	9:00 a	15	sore throat

6. Click **Schedule**
7. The **Appointment confirmation window appears**. Click **Accept**. Remind the patient of the need for an active MyChart account and that is recommended to download/install the MyChart App. It is also recommended to login to MyChart 10-15 minutes prior to the appointment to complete the check in process and ensure MyChart has access to your camera.





Change Visit Type

If an appointment is already scheduled, you can change the appointment to update the visit type to a Video Visit.

1. From the appointment desk, click **Change Appointment**

Future	Admissions	Past	Orders	Active Requests	Finalized Requests		
Encounter Date	Time	Appt Len	Visit Type	Provider	Dept		
3/19/2020 Thu	9:00 A	15	OFFICE VISIT [1171004]	WALKER, TOD [200026]	MCM [101]		

<

Reg Appointment Contact Assign Referral Check In Check Out Cancel/Reschedule **Change Appointment**

2. Update the **Visit type to Video Visit**

Change Appointment

Use patient preferences

Visit type:

3. **Select Video Visit.** Do not use the Follow Up Video Visit type.
4. Click **Accept**

Select Visit Type

Specialty List

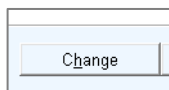
General List

VIDEO VISIT [1179005]

FOLLOW UP VIDEO VISIT [120000001]

Accept Cancel

5. Click Change at the bottom of the screen.



6. Click **Accept on the Appointment confirmation window**. Remind the patient of the need for an active MyChart account and that it is recommended to download/install the MyChart App. It is also recommended to login to MyChart 10-15 minutes prior to the appointment to complete the check in process and ensure MyChart has access to your camera.

Have additional questions about video visits? Email videovisitinfo@mercy.org