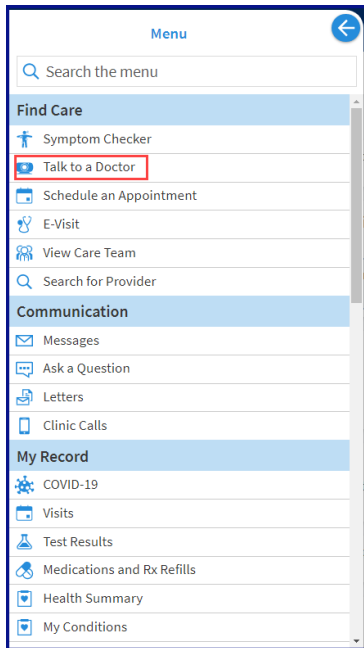


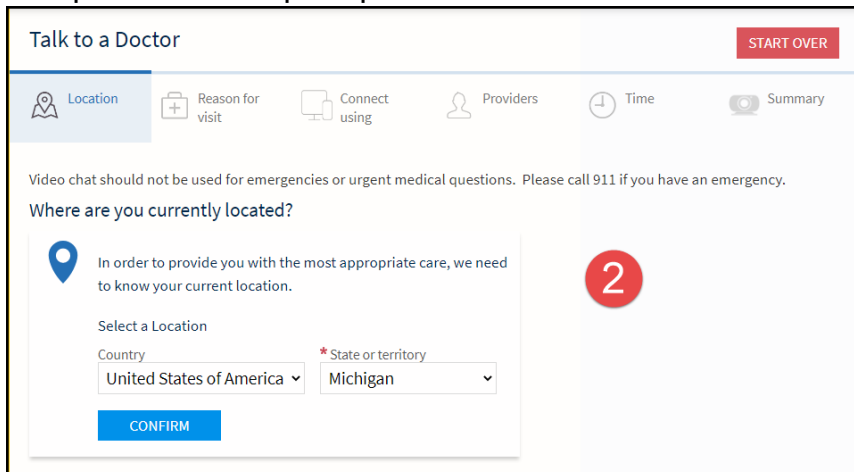
On Demand Video Visits

Patient Workflow

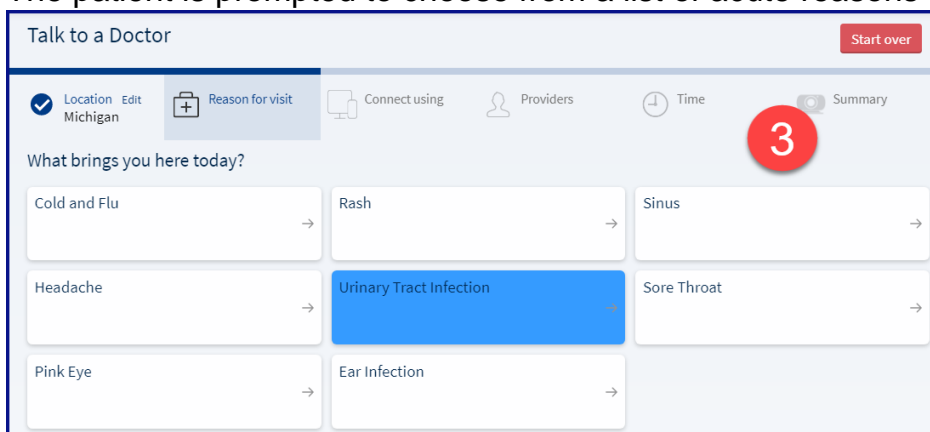
1. Patients can initiate the On Demand video visit through the website or the app by clicking **Talk to a Doctor**



2. The patient will be prompted to confirm their location due to credentialing limitations.



3. The patient is prompted to choose from a list of acute reasons for visit.



On Demand Video Visits

4. The patient needs to state whether they will be joining with a computer or mobile device.

Talk to a Doctor START OVER

Location Edit Michigan
Reason for visit Edit General Video Visit
Connect using Providers Time Summary

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

4

5. There is the choice to select a preferred provider or to simply join the provider who is available first.

Talk to a Doctor Start over

Location Edit Michigan
Reason for visit Edit Rash
Connect using Edit My computer
Providers Time Summary

Who would you like to talk to?

Next available provider
Estimated wait: Less than 5 minutes ⓘ

5

6. The patient is required to enter their reason for visit.

Talk to a Doctor Start over

Location Edit Michigan
Reason for visit Edit Rash
Connect using Edit My computer
Providers Edit Next available provider
Summary

You're almost there!

Next available provider
Metro Health Hospital-TST

Rash
 Estimated wait Less than 5 minutes
 Estimated cost Not available

*What is the most important thing you want addressed during this visit?
Rash
21 of 25 characters remaining


How would you like to be notified when your doctor is ready?


6

On Demand Video Visits

eCheck-in is required for video visits. Once that is complete, the Begin Video Visit Button will become available.

Appointment Details





Virtual Visit-Video Visit with On Demand Video Visit

🕒 Time to Be Determined

[Cancel appointment](#)

Get ready for your visit!

eCheck-In

Save time by completing eCheck-In ahead of time. You must complete eCheck-In before joining the video visit.

Begin video visit

Once eCheck-In is complete, start your video visit with the button.

Visit Instructions

Virtual Video visits are not intended for annual routine visits such as Adult Physicals or Well Child appointments. eCheck-in must be completed prior to the start of the visit. This can be completed up to 7 days before the appointment starts.

Please have your phone available at the time of your appointment. You will receive a call to start the visit and then will receive a link via text or email to start the video portion with the provider.

If you have any difficulty connecting to your video visit, please see the Video Visit Quick Start Guide on the MyChart website home page for helpful troubleshooting tips. ***Please note that this guide is NOT available on the mobile app at this time. We apologize for any inconvenience.***