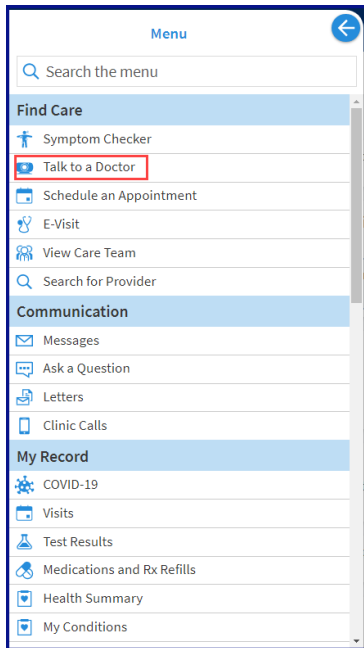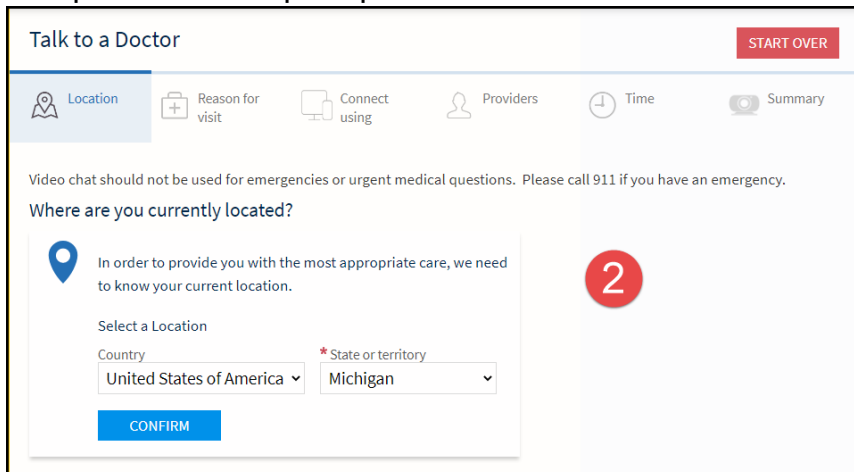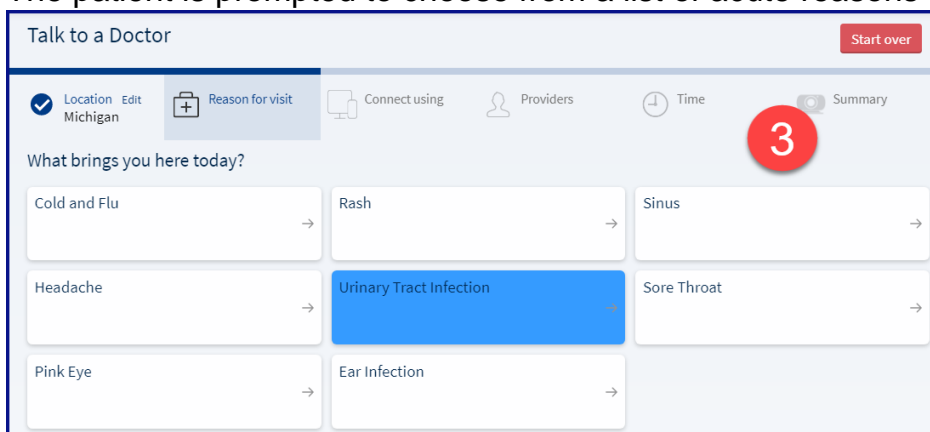# On Demand Video Visits

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 credentialling 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.

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

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

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.***