# ProHealth Care

# Instructions for Virtual Video Visits

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## Step 1: Know the requirements

### Equipment and applications

**For virtual visits you will need a:**

- ProHealth MyChart account
- Strong internet connection
- Smartphone, tablet or computer that is fully charged or plugged in
  - Computers will need Windows 7 and higher or MacOS 10.11 and higher.
- Functional front-facing video camera or webcam, microphone and speakers connected to your device

### Age and proxy access

**To participate in virtual visits you must be:**

- Physically located in Wisconsin during the visit
- Age 6 or older
- Set up with a ProHealth MyChart account
- The parent or guardian of the child you are scheduling for, with your own ProHealth MyChart account and proxy access to the child's account

### Patients under 18 years of age

**A child must have their own account to participate in video visits.** Parents or legal guardians must have proxy access to the child's account to sign consent for the child and manage video visits on their behalf.

If the legal guardian does not have proxy access, two steps are required:

1. Parent or legal guardian will create their own ProHealth MyChart account: mychart.prohealthcare.org
2. Request proxy access to the child's account for:

   - **Virtual visits with your provider,** when you call to schedule the child's virtual appointment
   - **Urgent care virtual visits,** after booking the child's appointment by calling 262-928-8000.

     ! *This phone number is specifically for _temporary proxy access_ for urgent virtual care visits _only_.*

**Read more about proxy access:** https://mychart.prohealthcare.org/MyChart/default.asp?mode=stdfile&option=myFamily

![ProHealth Care logo]

# Step 2: Schedule an appointment

If this is your first video visit, give yourself at least 30 minutes before your visit start time to set up your computer or mobile device.

## Virtual visits with your provider

Availability of virtual visits depends on the provider and your symptoms. Call the phone number in the provider's online directory profile for more information: prohealthcare.org/find-a-provider/

## Virtual urgent care visits

| Schedule from ProHealth Care MyChart | New patients schedule from ProHeathCare.org |
|---|---|
| 1. **Sign in** to your ProHealth MyChart account from the mobile app or internet mychart.prohealthcare.org<br><br>2. Click **Menu** then **Schedule an appointment**<br><br>3. Choose **Virtual urgent care visit**<br><br>4. Enter required information<br><br>5. Choose a date and time<br><br>6. Review appointment details and enter the reason for the visit<br><br>7. Click the orange **Schedule** button to complete the booking<br><br>8. View details about the upcoming visit in MyChart by clicking **Visits** from the main menu | 1. Go to https://www.prohealthcare.org/medical-services/virtual-visits/<br><br>2. Choose one of the green buttons to begin scheduling<br><br>   [Pay $45 at the time of my visit]  [Bill my health insurance plan]<br><br>3. Choose a date and time<br><br>4. Enter the reason for the visit and click **Schedule**<br><br>5. **Sign in** to ProHealth MyChart or **sign up** for a MyChart account to complete the booking<br><br>6. Enter the required information<br><br>7. Verify your information and appointment details.<br><br>8. View details about the upcoming visit in MyChart by clicking **Visits** from the main menu |

### Language assistance services are available

If you do not speak English or use American Sign Language or another means to communicate, a medical interpreter is available to assist you during your video visit.  Request assistance when scheduling your appointment.  There is no charge for the service.

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# Step 3: Set up your device

After the appointment is booked, set up the computer or mobile device on which you will launch the virtual visit. If this is your first virtual visit at ProHealth, allow at least 30 minutes ahead of your visit start time to set up your device.

**Follow the instructions below to set up your computer, smartphone or tablet.**

## Computer set-up

- **Internet connection**
  - ✓ Ensure your internet connection is working. A hard-wired connection is better than Wi-Fi.

- **Web browser**
  - ✓ **Use Chrome, Firefox, Edge or Safari** – Do not use Internet Explorer, it will not work.
    Turn off pop-up blockers in your web browser's settings. This function might be in the **privacy** or **security** settings.

- **Audio and video**
  - ✓ Turn on your computer's camera. Adjust and test the microphone and speaker settings. If you plan to use earbuds or headphones with a microphone during your visit, plug them in and test them now.

## Smartphone or tablet set-up

- **Internet connection**
  - ✓ Ensure your internet connection is working. A hard-wired connection is better than Wi-Fi.

- **Web browser**
  - ✓ **Use Chrome, Firefox, Edge or Safari** – Do not use Internet Explorer, it will not work.
    Turn off pop-up blockers in your web browser's settings. This function might be in the **privacy** or **security** settings.

- **Mobile device audio and video**
  Turn on your device's camera. Adjust and test the microphone and speaker settings. If you plan to use earbuds or headphones with a microphone during your visit, plug them in and test them now.

- **Install MyChart app, if it is not already installed** 🔴
  **The MyChart app is the patient portal where you will launch the virtual visit.**
  1. Search for "MyChart" in your device's App or Play store, or use the direct links below:
     a. Apple App Store: https://apps.apple.com/us/app/mychart/id382952264
     b. Google Play Store: https://play.google.com/store/apps/details?id=epic.mychart.android&hl=en
  2. Wait while the app installs
  3. Open the MyChart app and search for the organization "ProHealth Care"
  4. Sign in to your account

![ProHealth Care logo]

# Step 4: Check in

**(15-30)** Complete electronic check-in (eCheck-in) at least 15 to 30 minutes prior to your appointment time to answer health questions and verify information.

### eCheck-in

1. **Log in** to your ProHealth MyChart account from the mobile app or the internet: [mychart.prohealthcare.org](mychart.prohealthcare.org)

   o If the virtual visit is for your child or proxy, **switch to their profile** by clicking on the circle with your name or photo, found in the upper right corner of the website or top circle in the mobile app.

2. Click on **Menu** and scroll down to click **Visits.**

3. Locate the virtual appointment and select the **ECHECK-IN** button

4. Follow the prompts to edit or verify your personal information, insurance information, payment information, medications and pharmacy, allergies and health issues. Check the "**This information is correct**" box and click **NEXT**.

5. Complete the questionnaire. Do not include spaces or dashes in the phone number, for example, 2625551234. Click **CONTINUE**.

6. Review the questionnaire answers. Use the orange pencil to make changes. Click **SUBMIT**.

7. You may or may not need to complete additional questionnaires based on your last visit at ProHealth or with your provider. When finished, click **SUBMIT AND CONTINUE**.

8. You may or may not need to sign consents based on your last visit at ProHealth. Use your computer's mouse or your finger on the mobile device, to write your signature. Click **CONTINUE.** After signing all consents, review and click **SUBMIT.**

9. From the next screen you may **ENTER THE VIRTUAL WAITING ROOM** or **BEGIN VISIT** if the time is 30 minutes or less before the visit.

# Step 5: Start the visit

You may have already clicked the **ENTER THE VIRTUAL WAITING ROOM** or **BEGIN VISIT** button after you completed eCheck-in. If so, your visit will start when the provider arrives. If not, follow the instructions below to start the visit.

## Start the video visit from MyChart

- **Environment**
    - Find a private, well-lit location without background noise.

- **Check the computer or mobile device functions**
    - Fully charge or plug in your computer or mobile device.
    - Close all other applications that might utilize audio or video.
    - Confirm the internet connection is working. Do not switch between connection types (hard-wired, Wi-Fi, cellular) during your visit or your visit may be disconnected.
    - Turn off the web browser's pop-up blockers.
    - Turn on and clean your camera.
    - Prop your device above and away from your face; use a stand or other steady surface.

- **Sign in** to your ProHealth MyChart account from the mobile app or the internet: mychart.prohealthcare.org

- If the virtual visit is for your child or proxy, **switch to their profile** by clicking on the circle with your name or photo, found in the upper right corner of the website or top circle in the mobile app.

- Click on **Menu** and scroll down to click on **Visits**.

- Locate the virtual visit and select the **ENTER THE VIRTUAL WAITING ROOM** or **BEGIN VISIT** button. The button will only activate 30 minutes prior to the appointment time.

- The video application will automatically launch. Adjust the camera, microphone, and speaker settings. If you plan to use earbuds or headphones with a microphone during your visit, plug them in and test them now. You may need to read the terms and conditions and **click the checkboxes** to accept them.

- Click the **JOIN** button to enter the virtual waiting room.

- The provider will appear on the screen when they arrive.

| | | | |
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| Center yourself within the camera frame. | Place light in front of your face, not behind you. | Speak loud and clear. | Mute the mic when not talking to hear clearly. |

# Frequently asked questions

## Is there an age limit for virtual video visits?

Urgent care virtual visits are limited to ages 6 and older. Check with your provider to understand age limits for virtual office visits.

## Why do I need a ProHealth MyChart account?

ProHealth MyChart allows a provider to document notes a patient's medical record. If you are a parent or legal guardian of the patient, your MyChart account allows you to link to the medical record of your child to help them manage and launch virtual visits.

## Why can't I click on the ENTER VIRTUAL WAITING ROOM or BEGIN VISIT buttons?

You can enter the virtual waiting room 30 minutes before the appointment time.

## I cannot hear the provider and/or they I cannot hear me. What do I do?

- In the application, make sure your microphone is unmuted and your speaker volume is up.
- In the **Audio/Video** settings, make sure you select the correct speaker and/or microphone.
- In the computer's or mobile device's settings, make sure you select the correct speaker and/or microphone, and your speaker volume is up.
- Make sure all other applications are closed. Another application might be trying to use the microphone or speaker.

## I cannot see the provider. What do I do?

- In the application, make sure the camera is on. The video icon should NOT be red.
- In the **Audio/Video** settings, make sure you select the correct camera and the **Video preference** is set to "high-quality" or "resource-optimized".
- In the computer's or mobile device's settings, make sure the camera is on and nothing is covering the camera.
- Make sure all other applications are closed. Another application might be trying to use the camera.

## Who do I contact for help?

For technical issues call the Customer Support Center at 877-873-6305.