

# Instructions for Virtual Video Visits

## Step 1

Know the requirements

## Step 2

Schedule an appointment

## Step 3

Check in

## Step 4

Start the visit

## Step 1: Know the requirements

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### Age and location

#### The patient must be:

- Age 4 or older.
- Set up with a ProHealth MyChart account.
- Located in Wisconsin during the visit.
- In a safe, quiet and well-lit space with no distractions.

### Equipment and applications

#### You will need a:

- Strong internet connection. Wi-Fi or a hard connection works better than cell service.
- Smartphone, tablet or computer that is charged or plugged in.
- Device with a front-facing camera, microphone and speakers.
- Computer with a newer operating system (Microsoft Windows 7+ or Apple MacOS 10.11+).
- Web browser with pop-up blockers turned off. Chrome, Edge or Safari work, Internet Explorer will not.
- Newer version of the MyChart mobile app.

### Proxy access

To schedule and manage virtual visits for your child under 18 years old or a patient legally under your care, the parents or legal guardians must have proxy access to their account. To get proxy access, complete these two steps:

1. Create your own ProHealth MyChart account: [mychart.prohealthcare.org](https://mychart.prohealthcare.org)
2. Then, request proxy access to the account of your child or patient legally under your care for:
  - **Virtual visits with their provider**, when you call to schedule the child's virtual visit
  - **Virtual visits with urgent care**, after booking the child's visit by calling 262-928-8000.

! *This phone number is for temporary proxy access for urgent virtual care visits only.*

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

## Step 2: Schedule an appointment

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### Virtual visits with your provider

Not all providers offer virtual visits. Call the phone number in the provider's online directory profile to ask if a virtual visit is right for you: [prohealthcare.org/find-a-provider/](https://prohealthcare.org/find-a-provider/)

### Virtual visits with an urgent care provider

Urgent care video visits are often available right away during business hours, or you may schedule a visit. If this is your first video visit, allow at least 30 minutes to set up your device and check in online.

#### Get care now

- Sign in to your ProHealth MyChart account on the mobile app or a web browser: [mychart.prohealthcare.org](https://mychart.prohealthcare.org)
- Click **Menu**, then **Get Care Now**
- To see the next available provider, click **Put me in line**
- Answer a few questions to check in immediately

#### Schedule a virtual urgent care visit

- Sign in to your MyChart account on the mobile app or a web browser: [mychart.prohealthcare.org](https://mychart.prohealthcare.org)
- Click **Menu**, then **Schedule an Appointment**
- Click **Virtual urgent care visit**
- Choose a date and time

### Free language help is available

If you do not speak English or use American Sign Language or another means to communicate, ask for an interpreter when you schedule your video visit. This service is free.

## Step 3: Check in

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Get ready and fill out forms in MyChart up to 7 days before your visit.

1. **Sign in** to your MyChart account on the mobile app or a web browser: [mychart.prohealthcare.org](https://mychart.prohealthcare.org)
  - If the visit is for your child or proxy, **switch to their profile** by clicking on the circle with your name or photo (upper right corner of the website or top circle in the mobile app).
2. Click on **Menu**, then scroll down to click **Visits**.
3. Find the virtual visit and click **GET READY**.

## Step 4: Start the visit

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Find a quiet, well-lit place and join your visit at least 15 minutes early. Reminder: you must be in Wisconsin.

1. **Sign in** to your MyChart account on the mobile app or a web browser: [mychart.prohealthcare.org](https://mychart.prohealthcare.org)
  - If the visit is for your child or proxy, **switch to their profile** by clicking on the circle with your name or photo (upper right corner of the website or top circle in the mobile app).
2. Click on **Menu**, then scroll down to click **Visits**.
3. Find the visit and click **ENTER THE VIRTUAL WAITING ROOM** or **BEGIN VISIT**.
4. Adjust your speaker, microphone and camera settings. Click **Join**.
5. A care team member will appear on the screen when they are ready.

## Frequently asked questions

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

Urgent and primary care patients must be at least 4 years old. Age limits for specialty care may vary. Check with your provider.

### Why do I need a MyChart account?

MyChart lets your provider see your health record and take notes. If you are a parent or guardian, MyChart helps you manage visits for your child or patient legally under your care.

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

The buttons will be available to click 30 minutes before your scheduled visit.

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

- Make sure your microphone is unmuted and your speaker volume is up.
- In the **Audio/Video** settings, select the correct speaker and/or microphone.
- Close all other applications, they might be trying to use the microphone or speaker.

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

- Make sure the camera is on and nothing is covering the lens. The video icon should NOT be red.
- In the **Audio/Video** settings, select the correct camera. Set the **Video preference** to "high-quality" or "resource-optimized."
- Close all other applications, they 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.