

## Instructions for Virtual Video Visits

<b><u>Step 1</u></b> Know the requirements	<b><u>Step 2</u></b> Schedule an appointment	<b><u>Step 3</u></b> Check in	<b><u>Step 4</u></b> Start the visit
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### Step 1: Know the requirements

#### Age and location

##### You must be:

- Age 4 or older
- Set up with a ProHealth MyChart account
- Located in Wisconsin during the visit
- In a safe, quiet and bright space without distractions

#### Equipment and applications

##### You will need a:

- Strong internet connection. Hard-wired connections or Wi-Fi are often better than cell service.
- Smartphone, tablet or computer that is fully charged or plugged in.
- Front-facing camera, microphone and speakers on your device. Test all video and audio settings before your visit, including earbuds or headphones if you plan to use them.
- Computer operating system of Microsoft Windows 7 or higher or Apple MacOS 10.11 and higher.
- Chrome, Firefox, Edge or Safari web browser with pop-up blockers turned off. Internet Explorer will not work.
- MyChart mobile app version 10.3 or higher.

#### Proxy access for patients under 18 years of age

**A child or patient legally under your care must have their own MyChart account to participate in video visits.**

Parents or legal guardians must have proxy access to the patient's account to sign consent 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](https://mychart.prohealthcare.org)
2. Request proxy access to the patient's account 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 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>

## Step 2: Schedule an appointment

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If this is your first video visit, allow at least 30 minutes to set up your device and complete electronic check-in (eCheck-in) before your appointment.

### 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/](http://prohealthcare.org/find-a-provider/)

### Virtual visits with an urgent care provider

During virtual urgent care business hours, visits are available quickly by entering the online waiting room or you may schedule a virtual visit.

#### Get care now

- Sign in to your ProHealth MyChart account: [mychart.prohealthcare.org](http://mychart.prohealthcare.org)
- Click **Menu** then **Get Care Now**

#### Schedule a virtual urgent care visit

- Sign in to your ProHealth MyChart account: [mychart.prohealthcare.org](http://mychart.prohealthcare.org)
- Click **Menu** then **Schedule an Appointment**
- Choose **Virtual urgent care visit**

### 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.

## Step 3: Check in

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Complete electronic check-in (eCheck-in) to answer health questions and verify information before your virtual visit. eCheck-in is available 7 days before your scheduled appointment and takes an average of **15 minutes** to complete.

1. If not already in MyChart, **sign in** to your ProHealth MyChart account from the mobile app or the internet: [mychart.prohealthcare.org](http://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, 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 complete eCheck-in.

## Step 4: Start the visit

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You may start the virtual visit immediately if you are in the “Get Care Now” queue or it is within 30 minutes of your scheduled visit.

If you completed eCheck-in early, **log in** to MyChart 10 minutes before your visit and click **Menu**. Scroll down to click **Visits** and then click on the virtual appointment.

1. Click **ENTER THE VIRTUAL WAITING ROOM** or **BEGIN VISIT**.
2. Adjust your speaker, microphone and camera settings. Click **Join**.
3. A care team member is notified of your arrival and will appear on the screen when they are ready.

### Reminders:

- You must be located in Wisconsin during the visit.
- Be in a safe, quiet and bright space without distractions.

## Frequently asked questions

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

Virtual visits for urgent and primary care are limited to ages 4 and older. Age limits for specialty care may vary. Check with your provider.

### Why do I need a ProHealth MyChart account?

ProHealth MyChart allows a provider to document notes on 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 or patient legally under your care 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?

- 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.
- 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?

- Make sure the camera is on and nothing is covering the lens. 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".
- 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.