



# Connect with your doctor through a virtual visit

Appointment Date: \_\_\_\_\_

Appointment Time: \_\_\_\_\_

## What is a virtual visit?

A virtual visit is a secure video appointment with your provider via your smartphone, tablet, laptop and/or desktop computer. This allows you to conduct a traditional office visit with your provider electronically through the MyOchsner app without leaving home or work.

## How much is a virtual visit?

Your insurance will be billed for the virtual visit. Contact your insurance provider for covered benefits.

## What are the technical requirements for a virtual visit?

- You must have a smartphone, mobile tablet, laptop and/or desktop computer
- Microphone and webcam capabilities on your device
- If using a mobile phone or tablet, you will need:
  - iOS or Android operating system
  - The MyOchsner app installed
  - You can find the MyOchsner app in the App Store (iPhone) and Google Play Store (Android)

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## MyOchsner application download instructions

### Available on iOS and Android Devices

Search for the 'MyOchsner' application, which is compatible with Android, iPhone, iPod Touch and iPad devices.

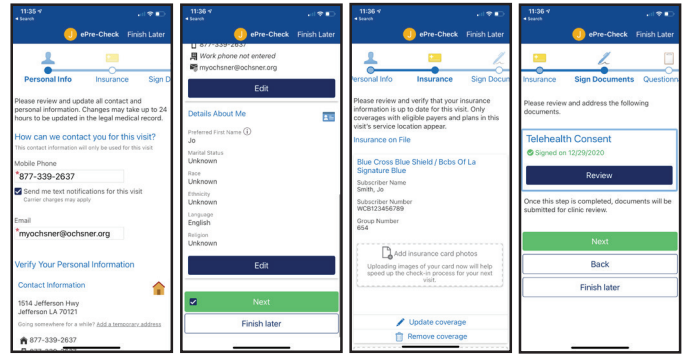
Questions? Contact the MyOchsner  
Support Team at **877-339-2637**



## ePre-Check

- Once your virtual visit is scheduled, you will need to complete ePre-Check in the MyOchsner app before your visit
- During ePre-Check, you will verify your insurance, demographics and sign the Telehealth Consent form

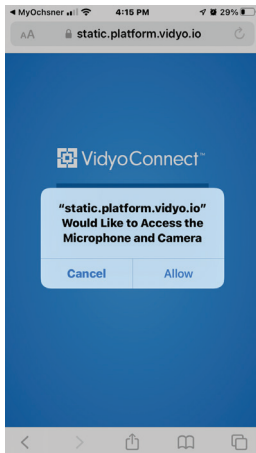
If you are still having trouble or are unable to log into MyOchsner on your mobile device, contact the MyOchsner Support Team at **877-339-2637** for assistance.



## How to start your virtual visit

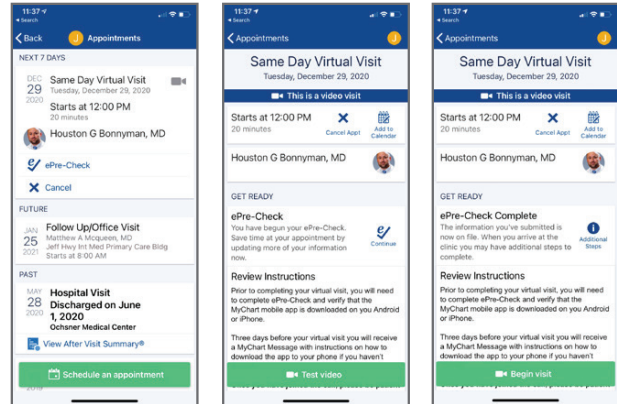
Once your ePre-Check is complete, you will need to allow access to your camera and microphone prior to your scheduled appointment.

- Click on the virtual visit appointment to view the appointment details
- Select 'Allow' when asked for permission to your camera and microphone



## During your appointment

- Select 'Appointments' and select the appointment date
- Select the green button that says 'Test Video' to test your microphone, camera and hardware prior to your visit
- Fifteen minutes before the scheduled time of your visit, the green button will say 'Begin Visit'
- Select 'Begin Visit' to enter a virtual visit waiting room until your provider arrives
- Please stay on this screen while you wait for your provider to join



## If you receive an error, try the following:

- Find MyOchsner in your phone's app store and make sure you have the latest version installed
- Verify the version of your phone's operating system is up to date
  - Windows® version 10 and later
  - macOS® version 10.14 and later
  - iOS/iPad OS version 13.7 and later
  - Android™ version 8 and later
  - Google Chrome™ 83 and later
  - Safari® 13.1.1 and later
  - Microsoft Edge® (Chromium)

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 **Ochsner Health**