If you and your care team agree, you may be invited to have a scheduled visit via video. You will be able to talk directly with the care team through live, secure, interactive video.

**Scheduling a video visit**
Your care team will work with you to schedule a video visit.

**Video visit prerequisites**
If you and your care team agree to a video visit, there are a few things you will need to do first:

- **Sign up for MyChart account access**
  You must have active MyChart accounts for you and your child. If you do not have a MyChart account, set one up now at [chw.org/MyChart](http://chw.org/MyChart).

- **Have access to a suggested mobile device**
  Use a mobile device like Android or iOS to get a good connection to the video visit. You may be able to use a desktop computer, but more problems may happen.

**What to expect before your visit**
Here’s what you can expect before your scheduled video visit if you enrolled in MyChart:

- **At least 24 hours in advance of your visit**, sign in to MyChart to complete eCheck-in, update your demographics, review your medications and verify your insurance.

**How to prepare for your visit**
- You must have MyChart and Zoom downloaded onto your phone to connect to the visit.
- Please visit [chw.org/videovisits](http://chw.org/videovisits) for instructions on how to prepare.
- Plan to connect up to 15 minutes before your appointment.
- It is best to use your mobile iPhone/iPad/Android device for the video visit.
- If you are unable to start your visit at your scheduled time, we may not be able to see you.

**Cost and insurance**
We will bill your insurance company for the visit using our standard prices. Deductibles and copayments may be applied as determined by your insurance plan.
What is a video visit?
A video visit is an appointment using video conference and technology like your smartphone or tablet for a follow up visit with your provider.

What do I need for my video visit?
To get a good connection with your provider you will need:
• Smartphone, tablet or a desktop that is used for teleconferencing
• Active MyChart account. If you have trouble with your existing account or need help to create new one, you can call our Health Information Management department at (414) 266-2640, Monday – Friday between the hours of 8 a.m. – 4:30 p.m.
• MyChart Mobile and Zoom applications (apps)
• Insurance information for eCheck-In
• A fully charged device on day of appointment
• Log in to your visit up to 15 minutes before start time

How and when can I schedule a video visit?
If your provider feels like a video visit is appropriate, a staff member will contact you.

Who will provide my care during a video visit?
Video visits are similar to an office visit. They will last about the same amount of time and go over the same information. Medical assistants may help gather information, just like an office visit, before you meet with your provider.

Are prescriptions provided during a video visit?
If you require a prescription, your provider will send your prescription to your preferred pharmacy. Narcotics will not be prescribed at video visits.

How will my visit be billed?
We will bill your insurance company for the visit using our standard prices. Deductibles and copayments may be applied as determined by your insurance plan.

What if I am running late to my video visit?
If you are unable to start your visit at your scheduled time, we may not be able to see you.

What if my video does not work for my appointment?
If your video will not work for the visit, your provider will be in touch to reschedule.

Can my teenager have a video visit?
Patients under the age of 18 must have an adult present during their video visit.