

# YOUR VIRTUAL VISIT: What you need to know

Thank you for scheduling a virtual appointment using **My Baptist Chart**, which offers a reliable and secure solution to power virtual visits with your doctor.

For the best experience, we recommend activating your **My Baptist Chart** account before launching your video visit. You can find easy instructions on how to activate your account on [baptistjax.com/mychart](http://baptistjax.com/mychart).

## To start, you'll need the following:



### One of the following devices:

a PC or a Mac; an iPhone; an iPad; an Android phone; a Surface Pro 2 or 3; or a BlackBerry



**An internet connection:** broadband or wireless



### A device with built-in speakers

**and microphones:** smartphones will have these, but older PCs and Macs may not



**A webcam or HD webcam:** webcams are built into most laptops and smartphones, but a device with externally attached speakers, microphone and/or webcam will work, too

## Once you've confirmed you have the right equipment, follow these instructions to launch your visit through My Baptist Chart.

- 1 Log in to your **My Baptist Chart** account on a desktop, mobile or tablet.
- 2 Locate your upcoming appointment in the **Visits** section. You should see your appointment date and time with a video icon in the right-hand corner. This indicates that your appointment is set up as a video visit.
- 3 Before you can begin your visit, **you must complete eCheck-In**, and you can do this up to 7 days in advance of your appointment. Click the eCheck-In icon and answer a few questions about your health, like current medications, allergies and any current symptoms. Once you're finished, click **Submit**.
- 4 The video icon will turn green once you're able to launch the visit. Simply click the icon and your session will begin. Please note, you can launch your session up to 15 minutes before and after your scheduled appointment time, but you'll be placed in a virtual waiting room until the provider is able to join.
- 5 After the visit, you'll be sent after-visit summary notes you can review in your **My Baptist Chart** account.

If you do not have a **My Baptist Chart** account, your office can send you a direct link to access the video via email or text message. The office will send this at the time of scheduling, but you can also call your office to have them resend the link.

**Note:** Your visit may be subject to a co-payment, and we will obtain your consent authorizing that you have agreed to participate before or during your virtual visit.

### Here are some helpful tips to get the most out of your virtual visit:

- Test your camera, speakers and network connectivity beforehand.
- Set the camera, whether built-in or external, at eye level.
- Choose a well-lit room free of noise and distraction. Do not sit with a window behind you, as this significantly decreases visibility.

- Have any medications and/or vital signs on hand or nearby in case your doctor asks.
- Take some time before the visit to jot down any questions or concerns you may have.

**Additional questions?** For technology-related questions, please call **1.844.622.0622**. For scheduling questions, please call your doctor's office. We look forward to seeing you during your virtual visit!