

# Frequently Asked Questions

# Virtual Visits

## What is a Virtual Visit?

A Virtual Visit is a secure and confidential live videoconference between you and your provider.

## How does a Virtual Visit differ from a regular visit?

A Virtual Visit is like a regular office visit. You will be able to interact in real time and communicate just as you normally would in the office.

## If I am 13 or older, will I need my own MyChart account to have a Virtual Visit?

Children who are 13 years old and older will need to create their own MyChart account to manage their Virtual Visit. Parents and guardians will not be able to access your Virtual Visit through their parental proxy MyChart accounts.

## How do I initiate a Virtual Visit?

As soon as we schedule your appointment, you will be able to login into MyChart to Confirm it and to complete the Pre-Visit Validation. The day of the appointment, a link BEGIN VISIT will become visible in MyChart's calendar. Pre-Visit Validation needs to be completed to enable the BEGIN VISIT link.

## How long in advance do I need to login?

The BEGIN VISIT link will be enabled 15 minutes in advance of your visit. During this period, you will be able to enter the "waiting screen" room. Your physician will be notified and will connect with you via Zoom.

## What happens if I get disconnected?

If your connection drops out of the session, you can rejoin as long as the provider is still in the session.

## How do I schedule a Virtual Visit?

In the same way you schedule office visits, call us to schedule your Virtual Visit appointment.

## Why should I schedule a Virtual Visit?

Virtual Visit allows you to access care from the comfort of your home, or any other location, using a mobile device. This helps you save time and travel costs

## What technology do I need to join a Virtual Visit?

You can use any mobile smartphone or tablet such as iPhone, Android or iPad. You need to download and install two apps: MyChart to access your medical records, and Zoom, a videoconferencing tool. The apps are available for download in the Apple Store and Google Play.

## What if I do not have a smartphone?

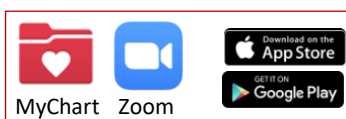
If you do not have a smartphone, you can use any computer PC or MAC with a webcam. To login to MyChart and launch Zoom, instead of apps, you will use an internet browser such as Chrome, Safari, Firefox. Note: smartphones need to have MyChart and Zoom installed.

## What happens if I join the video visit before the provider?

If you join the video visit before the provider, you will see a message "waiting for the host to start this meeting." You will be placed in the video session when the provider joins the session.

## What if I have questions?

If you have any questions, call us at (413) 536-2393.



You must have a MyChart account in order to complete a Virtual Visit.  
If you do not have one, please contact us (413) 536-2393.

