

Express Video Visits Computer (Patient)

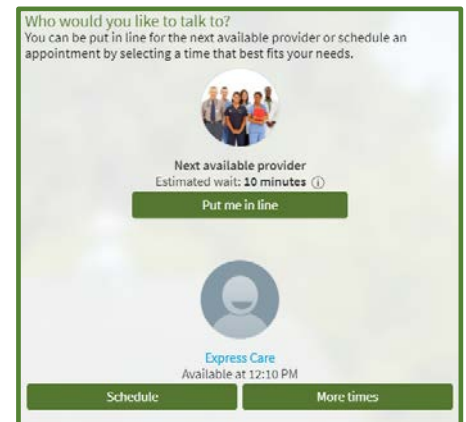
Express video visits let patients either join a virtual waiting room to see the next available provider or quickly schedule an appointment with selected providers.

- The cost for an Express Video Visit is dependent on the patient's insurance and the length of time spent with the patient.
- Express Video visits are available 7 days a week including holidays, Sunday thru Saturday 7:00 a.m. to 10:00 p.m.
- Patient must be physically located in Minnesota or North Dakota to be eligible for an Express Video Visit.

Join the Next Available Video Visit (Virtual Waiting Room)

1. **Log into MyChart**, select **Your Menu > Express Video Visit**.
2. You will be presented with information regarding Express Video Visits. Please select the state you are physically located in and click **"CONFIRM"** (You must be physically located in ND or MN at the time of the visit).
3. Click **"Express Video Visit"**, the type of visit you are going to have with the provider.
4. Ensure **"My computer"** is highlighted for what you would like to use for your visit.
5. Click **"Okay"**.
6. Choose **"Put me in line"** to get in line to see the next available provider.
 - The estimated wait time will display, if you are unavailable at that time, **Schedule** a designated time that will work with your schedule (go to the Join a Scheduled Express Video Visit section below).
7. **Enter the reason for your visit** and click **"Schedule"**.
8. An Appointment Details page will display.
9. Click the **"Visit Pre-Check"** button.
10. Complete the steps of **eCheck-In** and click **"Submit"**.
 - When you complete eCheck-In, please verify that you have a mobile phone number and/or email address on file so the provider can contact you when they are ready for the visit.
11. You are now prepared for your video visit when the provider is ready.
12. You will be notified by text or email when your provider is ready, and you should join the visit.
13. Once you receive the notification, log into MyChart and tap on the **"Begin Visit"** button.
14. Click on the **"Begin video visit"** button on the Appointment Details page.
15. If prompted, **allow access** to the microphone and camera.
16. You may need to place a checkmark next to "Agree to the Vidyo User Terms & Conditions & Privacy Policy on the VidyoConnect page.
17. Click **"Join"**.
18. You will be placed in a virtual waiting room until the provider connects.

Important: When the visit is complete, tap the red **"end call"** button and close the app.



Join a Scheduled Express Video Visit

1. If you completed steps 1-6 above and opted to **Schedule** an Express Video Visit, log into your **MyChart** account at least 15 minutes prior to your appointment time.
2. Click the **“Begin Visit”** button and click **“Visit Pre-Check”**. You need to go through the eCheck-In steps and Submit.

Please Note: If you log in prior to 30 minutes within your appointment you will need to look for your visit and tap **“eCheck-In”** instead of **“Begin Visit”**.

3. If you are within 30 minutes of your appointment time, you can click **“Begin video visit”**.
4. If prompted, **allow access** to the microphone and camera.
5. You may need to place a checkmark next to **“Agree to the Vidyo User Terms & Conditions & Privacy Policy** on the VidyoConnect page.
6. Click **“Join”**.
7. You will be placed in a virtual waiting room until the provider connects.
Important: When the visit is complete, tap the red **“end call”** button and close the app.

