Schedule a Video Visit With *Your* Parkview Provider

PARKVIEW

My**Chart**

Parkview MyChart connects you with your Parkview primary care or specialty provider from your smartphone, tablet or computer. Rather than going to your physician's office, you can be treated for non-emergency medical conditions from the comfort of home with a scheduled video visit.

This service is only available if you have a Parkview primary care or specialty provider. Insurance is now accepted for MyChart virtual visits.

VIDEO VISIT ETIQUETTE

For your safety and a positive visit experience, we ask that you:

- Not be driving during your virtual visit.
- Ensure you are in a quiet location without distractions.
- Are physically located in the state where your provider's office or clinic is located.

CALL YOUR PROVIDER'S OFFICE TO ASK ABOUT SCHEDULING A VIDEO VISIT.

DOWNLOAD THE FREE MYCHART APP FOR ENHANCED, EASY-TO-USE FEATURES INCLUDING VIDEO VISITS.

MyChart Support is available at 260-266-8700, toll-free at 1-855-853-0001 or mychart@parkview.com.
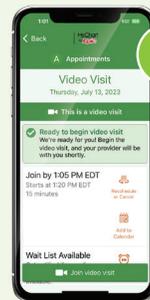
How to begin a video visit

1 In the MyChart app, go to *Visits*.

2 Select your upcoming *Video Visit* appointment. Next, complete the eCheck-In process and click *Submit*. eCheck-in must be completed before the video visit can begin and can be done up to five days before an appointment.

3 Tap the *Join video visit* button when it appears.

4 After tapping *Join video visit*, a new browser window will launch a *HARDWARE CHECK* and telehealth.epic.com will ask to allow access to Microphone and Camera. Click *Allow*.

5 Once hardware test is complete and successful, tap the *Join Call* button.