Getting Ready for Your Virtual Visit

To make your visit easy, follow these steps:

- Get your technology ready.
- Pick a private space.
- Log in on time.
- Follow the after-visit instructions.



Technology

- Make sure your internet connection is strong and stays on.
- Update your device software before the visit.
- Update your internet browser to the newest version.
- Test your camera, microphone, and speakers during check-in. Do not skip this step.



Location

- Stay in one place for your whole virtual visit.
- Do not drive during your visit. If you are driving, your provider will stop the visit and you will need to reschedule.
- Pick a quiet, private spot with good lighting and no distractions.



Log-in & time

- Log in 15 minutes before your virtual visit.
- You do not need a MyChart account to join.
- If you opt in (sign up), a link will be sent to your phone or email.
- If the link does not work, call 512.978.8130.
- Have your health information ready. Tell your provider about any new changes during your visit.



After your visit

- Be ready to schedule a follow-up visit if needed.
- Review your after-visit summary.
- To keep using virtual care, follow your providers' care instructions.
- Tell your provider if your health changes.



If you have any questions about the steps in this document, call 512.978.8130.