

MYCHART SCHEDULING AND LAUNCHING A VIRTUAL VISIT

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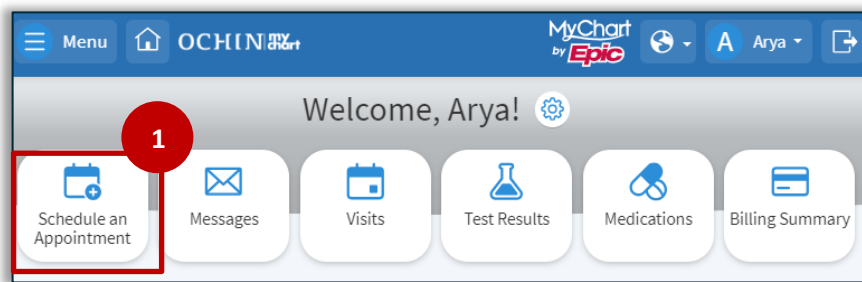
A MyChart virtual visit provides the opportunity for providers to host a video conferencing appointment with patients. Patients can request a Virtual Visit appointment via their MyChart account. OCHIN uses the web-based Zoom application to host MyChart Virtual Visits. Zoom offers a HIPAA complaint, multi-layer security and never has access to PHI nor does Zoom store any information that is transmitted.



Messages sent to patients for Zoom Telehealth visits are delivered in the same languages available in MyChart. Patients with demographics set to one of the supported languages receive a text and email message in that language. The supported languages include Spanish, Arabic, Simplified Chinese, Brazilian Portuguese, Nepali, Somali, Haitian Creole, Vietnamese, Russian, Cape Verdean Creole, and European Portuguese.

Scheduling a MyChart Virtual Visit

1. From the Home page, request an appointment by selecting **Schedule an Appointment**.



2. Select **Virtual Visit**.



If selecting a provider that does not provide Virtual visits, the Virtual visit type will not be available.

Schedule with a specific provider

OR

Tell us why you're coming in

Provider Ochín
Primary Care Provider

Cathleen DeLibero, LPC
Counselor Professional

Office Visit
Other Office visit

Other

Phillip Ajlouny, DO
Family Practice Physician

Suhrei Acevedo-Daniels, MD
Family Practice Physician

Virtual Visit
Online video visit

Flu Shot

3. Enter the following information:

- **Preferred dates** to schedule the appointment within.
- **Preferred times.** All available times are the default, but the time can be made more specific. Select **Filter times** for more scheduling option requests.
- **Comments** about reason for requesting a visit.

4. Click **Send request**.

Schedule an Appointment

Start over

Reason for visit Edit
Virtual Visit

Send appointment request

Confirm the request details you are about to send:

Virtual Visit with Provider Ochín

Date and time to be determined
A scheduler will reach out to you about a specific time

OCHIN MEDICAL OFFICE
1881 SW NAITO PARKWAY
PORTLAND OR 97201
608-839-7128

Preferred dates:
MM/DD/YYYY to MM/DD/YYYY

Preferred times:
All available times Filter times

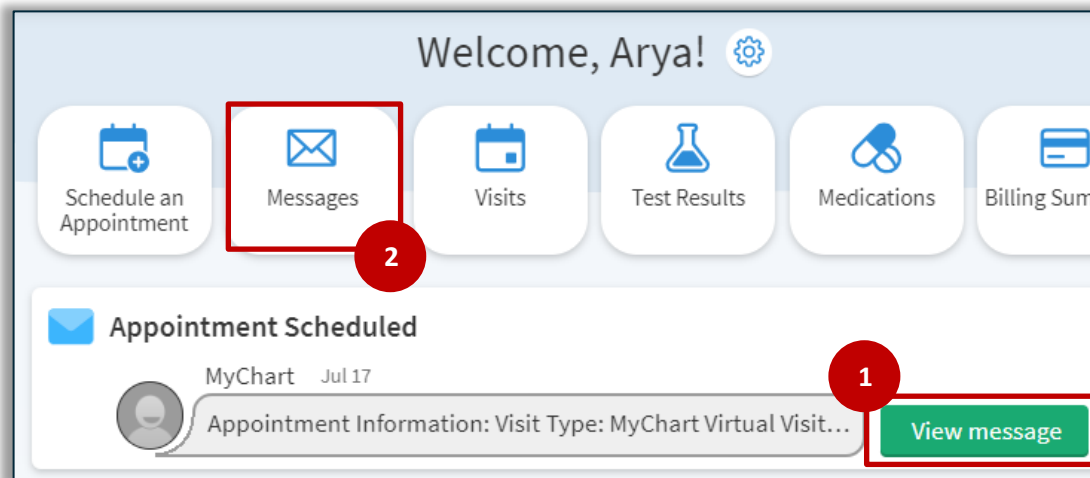
*What is the most important thing you want addressed during this visit?

Send request

Appointment Confirmation

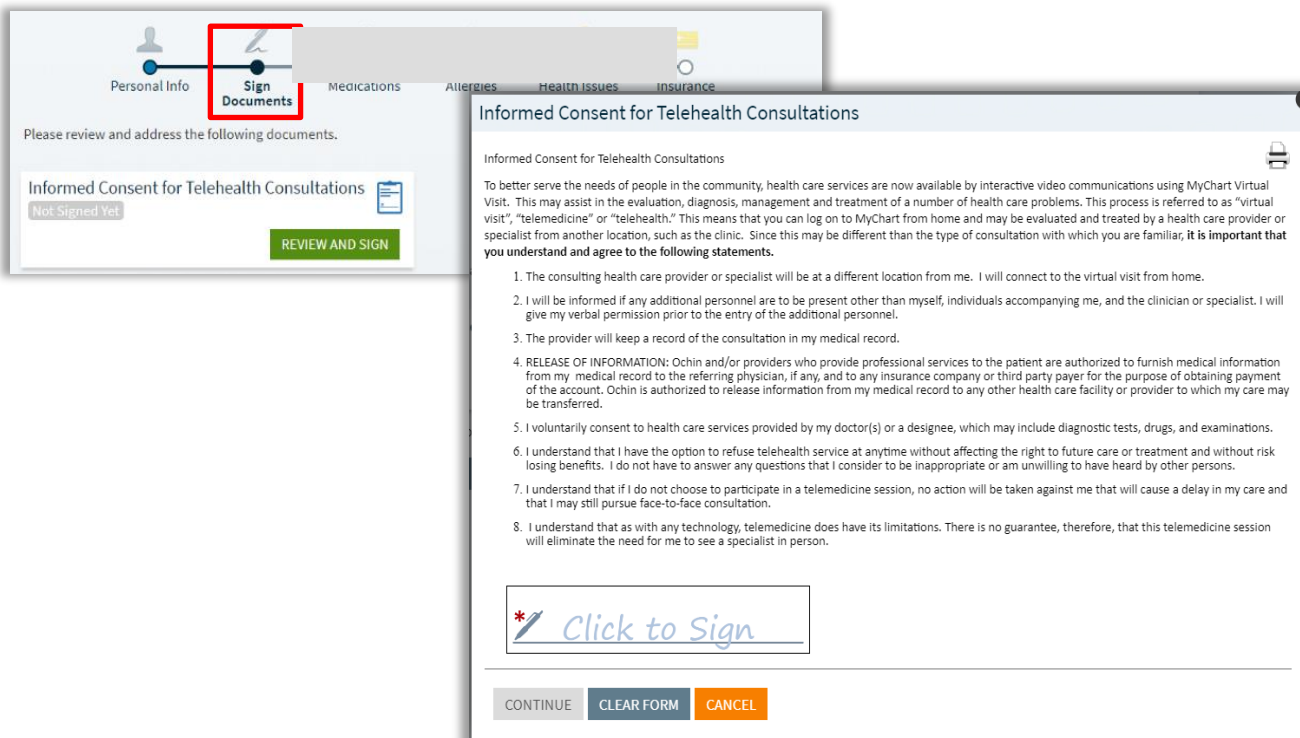
When requested virtual appointments are scheduled, a notification populates on the Home page that a message was sent, and the appointment is viewable in Visits.

1. Select the message to view appointment details and instructions.
2. This message remains in the Message Center until moved to trash.



Consent Form for Patients

OCHIN has added a consent form to sign prior to attending your first MyChart Virtual Visit during MyChart eCheck-in. This consent is only needed once per patient.



PreCheck-In for Appointment

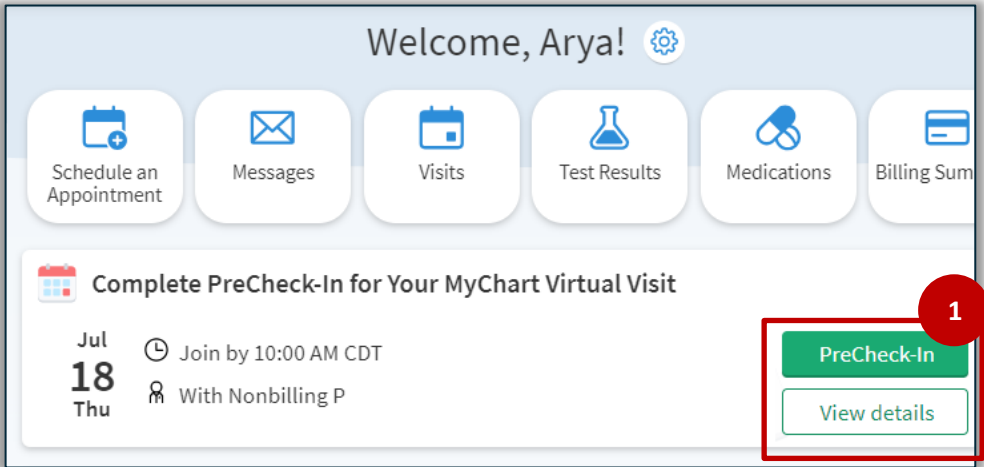
The **PreCheck-In** and **View Details** buttons are available 3 days prior to the day of appointment. The PreCheck-in appointment link displays in the Upcoming Visit section and patient-entered questionnaires associated with the visit are available to be completed up to 30 minutes after the appointment time.



When a qualifying video visit appointment is within five minutes of the start time you can skip PreCheck-in questions about medications, allergies, health issues, insurance, questionnaires, and payment collection to avoid being late for your scheduled video visit. The MyChart system displays a message: "It's time to join your video visit. Your provider will cover any incomplete topics during your visit."

Note: The PreCheck-in appointment link displays in the Upcoming Visit section and patient-entered questionnaires associated with the visit are available to be completed up to 30 minutes after the appointment time.

1. Select **PreCheck-In** to begin completing information prior to the visit.



MyChart PreCheck-in prompts you to verify your Personal Information, Contacts, Allergies, and any Questionnaires prior to joining the appointment.

2. Click **Edit** to update any information on the screen.
3. Click **Next**.

PreCheck-In

Personal Info Contacts Allergies

How can we contact you for this visit?
This contact information will only be used for this visit

Mobile Phone Email

☐ Send me text notifications for this visit
Carrier charges may apply

Verify Your Personal Information

Contact Information

Winterfell

 Edit

Details About Me

Legal Sex  Female Gender Identity Choose not to disclose

Sex Assigned at Birth Female Sexual Orientation Straight

Race Unknown Ethnicity Unknown

Language English

 Edit

3 **Next** Finish later

4. On the day of the appointment click the **View Details** button from the Home page.

Welcome, Arya! 

Schedule an Appointment Messages Visits Test Results Medications Billing Summary

 **MyChart Virtual Visit**

Jul 18 Thu Join by 10:00 AM CDT With Nonbilling P

4 **View details**

5. MyChart allows guests to be invited to a video visit by selecting **View and invite participants** link in the 'Manage who will participate in this video visit' section.

- Click the **Join video visit** button. **Note:** The option to start the video portion of the visit is 30 min before appointment time.



Email notifications are not sent regarding upcoming video visits or notify you when the provider is running late.

OCHIN

Appointment Details

✓ Ready to begin video visit
We're ready for you! Begin the video visit, and your provider will be with you shortly.

MyChart Virtual Visit
with Parkm Zzztestuser

This is a video visit

Thursday June 05, 2025
8:00 AM PDT (30 minutes)

Add to calendar

Manage who will participate in this video visit
View and invite participants

It's time to start your video visit!

Join video visit

When you are ready to talk to your doctor, click the button.

Want an earlier time? Get on the Wait List

Visit Instructions

There are a couple of tasks to complete before your first video visit appointment to make sure your experience is a good one.

Watch our How-To guide: <https://youtu.be/oxXUUCkRg-U>

Or read through these instructions:

Please complete these steps before your appointment.

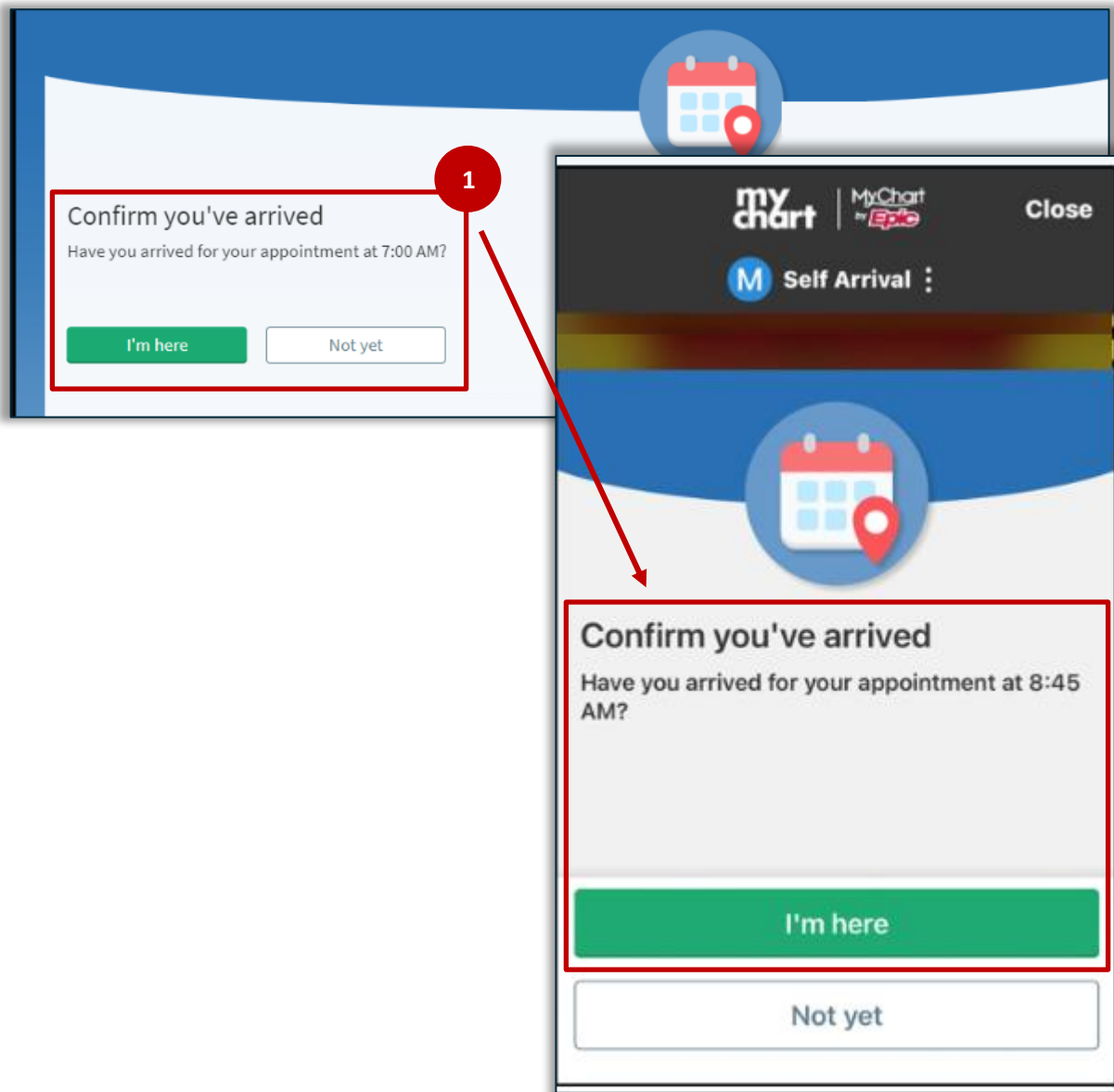
Arriving for an Appointment

Hello Patient, MyChart's appointment arrival activity, is mobile-optimized, giving you a consistent experience whether arriving using the MyChart mobile app or by accessing the MyChart website on a mobile or desktop browser.

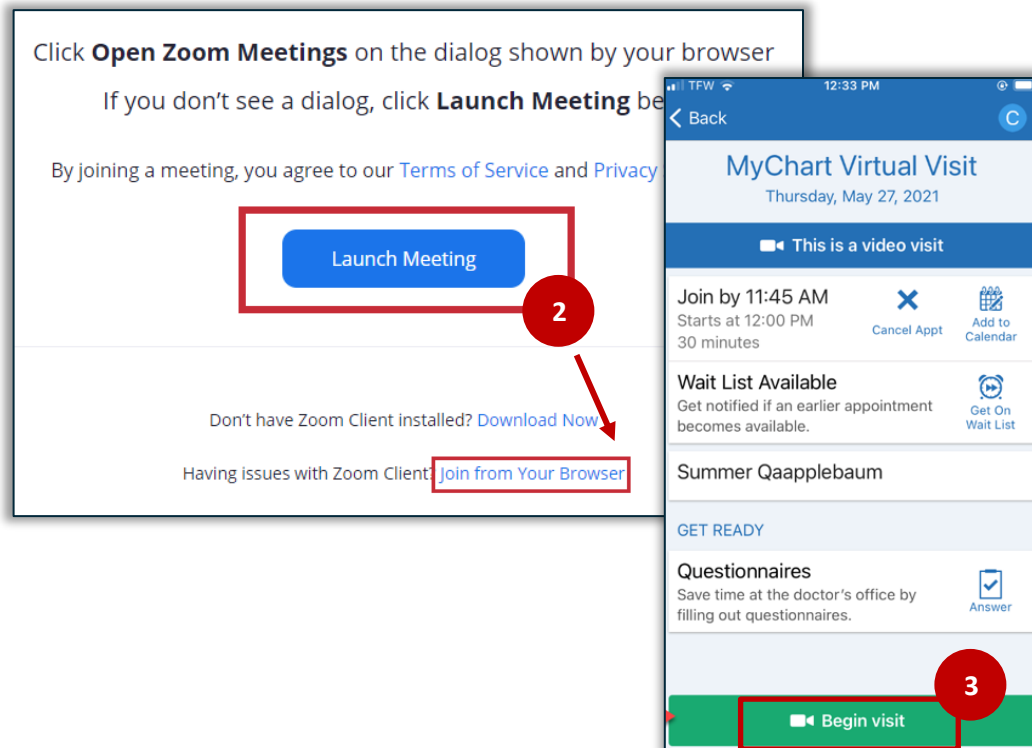


Note: For the MyChart mobile app, you must update the app to version 10.8 or higher.

- Click the **I'm here** button.



2. Zoom will open in a web browser. You have the option to launch the visit through the Zoom app, or from your web browser.
3. For the mobile app, click **Begin Visit**. If you receive any requests to allow camera or microphone, select **Allow**.



- Once the meeting launches, if the provider has not started their Zoom video session there will be a message stating **Please wait for the host to start this meeting**. From the mobile app you will see the message **Someone will let you in soon**.

