

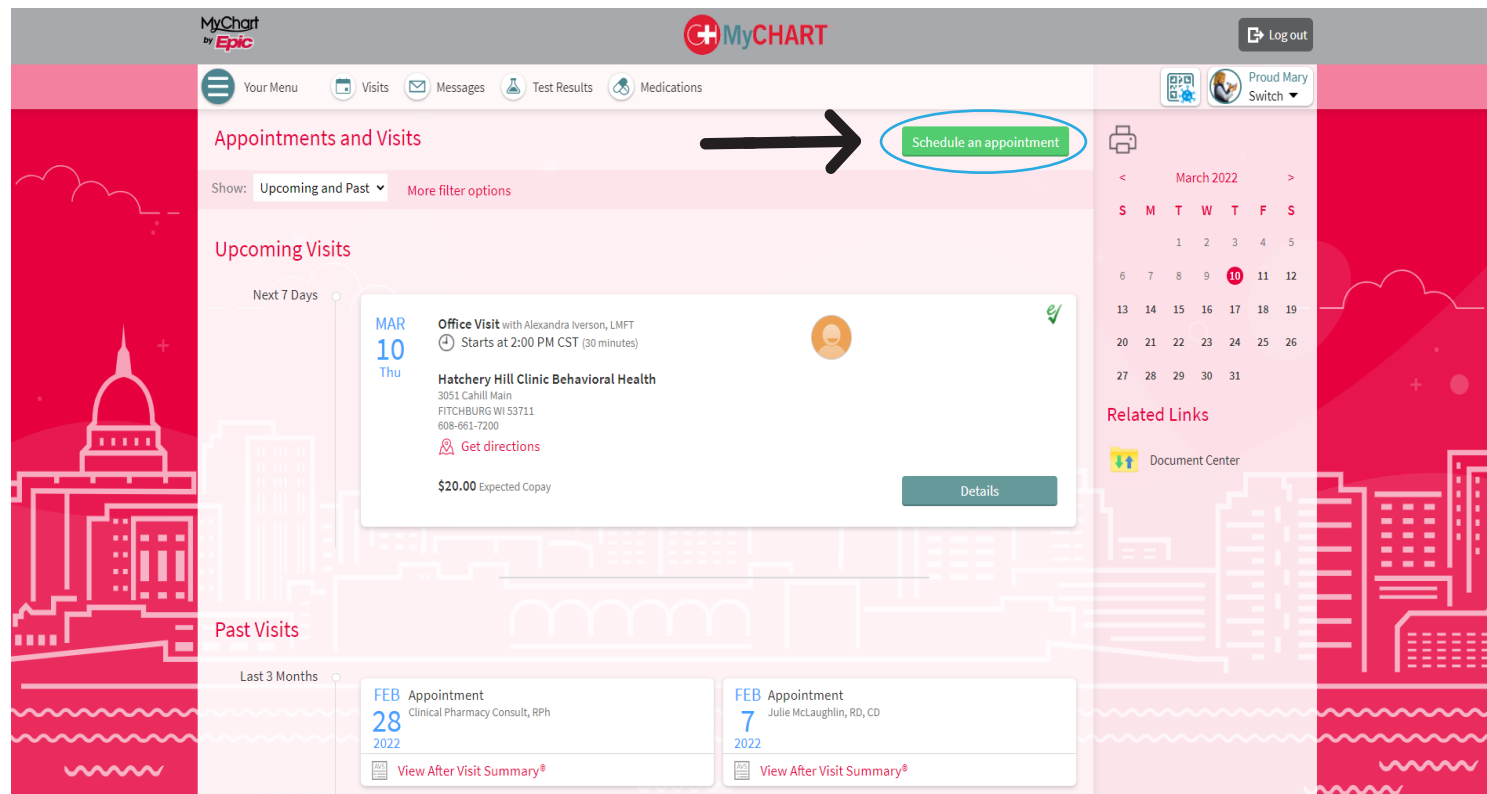
VIDEO VISIT INSTRUCTIONS

INSTRUCTIONS FOR DESKTOP AND LAPTOP COMPUTERS

Video visits can also be done from a smartphone or tablet

HOW TO SCHEDULE A VIDEO VISIT

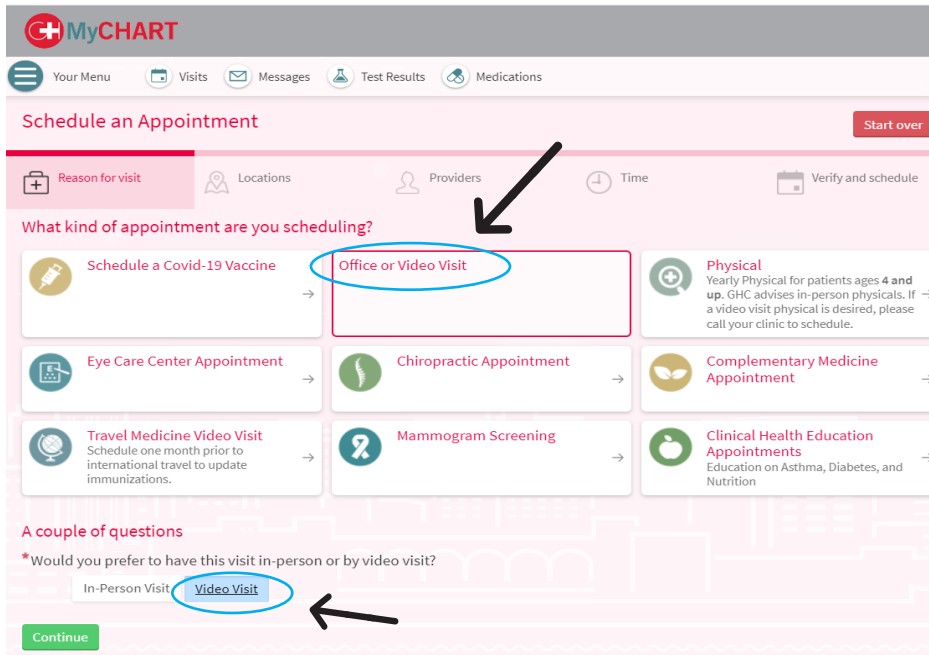
1. Log into MyChart and click **“Visits.”**
2. Click on the **“Schedule an Appointment”** button.



VIDEO VISIT INSTRUCTIONS

HOW TO SCHEDULE A VIDEO VISIT (CONTINUED)

3. Select **“Office or Video Visit”** box.
4. Under the **“Would you prefer to have this visit in-person or by video visit?”** question, select **“Video Visit.”**
5. Click **“Continue”** and answer prompted questions.
6. Select if you would like to see a **“Specific Provider”** or **“Any Provider”** and click **“Continue.”**




MyChart


Your Menu Visits Messages Test Results Medications


Schedule an Appointment Start over


Reason for visit Locations Providers Time Verify and schedule


What kind of appointment are you scheduling?


 Schedule a Covid-19 Vaccine →


 Eye Care Center Appointment →


 Travel Medicine Video Visit
Schedule one month prior to international travel to update immunizations. →

 Physical
Yearly Physical for patients ages 4 and up. GHC advises in-person physicals. If a video visit physical is desired, please call your clinic to schedule. →

 Chiropractic Appointment →

 Mammogram Screening →

 Complementary Medicine Appointment →

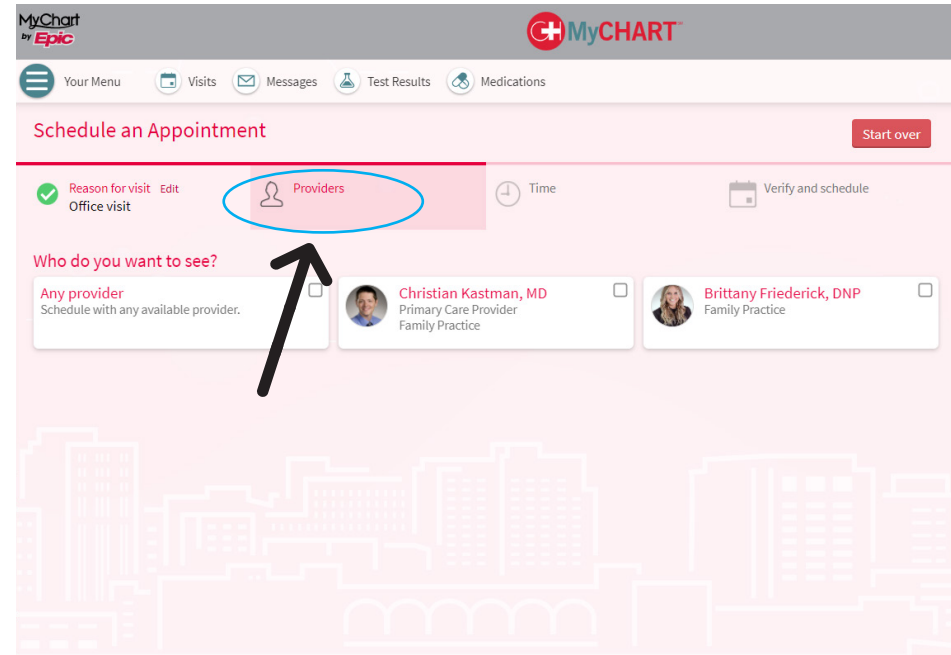
 Clinical Health Education Appointments
Education on Asthma, Diabetes, and Nutrition →

A couple of questions

*Would you prefer to have this visit in-person or by video visit?

In-Person Visit **Video Visit**

Continue



MyChart


Your Menu Visits Messages Test Results Medications


Schedule an Appointment Start over

Reason for visit Edit Office visit Providers Time Verify and schedule

Who do you want to see?

Any provider
Schedule with any available provider. ☒

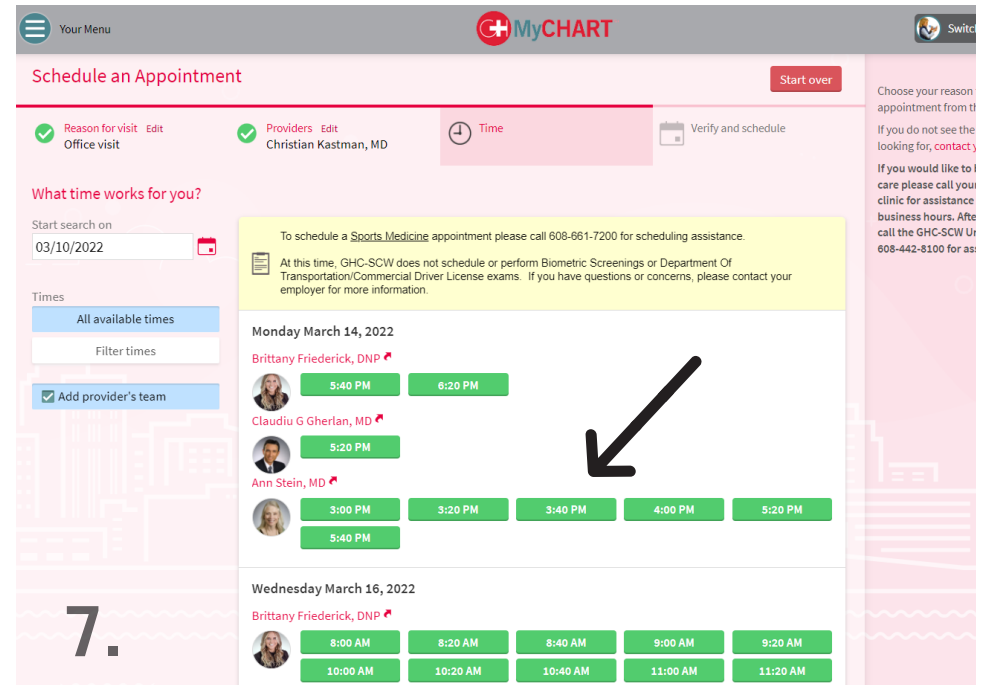
 **Christian Kastman, MD**
Primary Care Provider
Family Practice ☐

 **Brittany Friederick, DNP**
Family Practice ☐

VIDEO VISIT INSTRUCTIONS

HOW TO SCHEDULE A VIDEO VISIT (CONTINUED)

7. Select one of the proposed time slots.
8. Specify any particular concerns or questions you want to address in this visit and select **“Schedule.”**
9. Your appointment is now scheduled and you should see a confirmation page.



Schedule an Appointment

Reason for visit: Office visit | Providers: Christian Kastman, MD | Time: [Select] | Verify and schedule

What time works for you?

Start search on: 03/10/2022

Times: All available times | Filter times | Add provider's team

To schedule a Sports Medicine appointment please call 608-661-7200 for scheduling assistance.

At this time, GHC-SCW does not schedule or perform Biometric Screenings or Department Of Transportation/Commercial Driver License exams. If you have questions or concerns, please contact your employer for more information.

Monday March 14, 2022

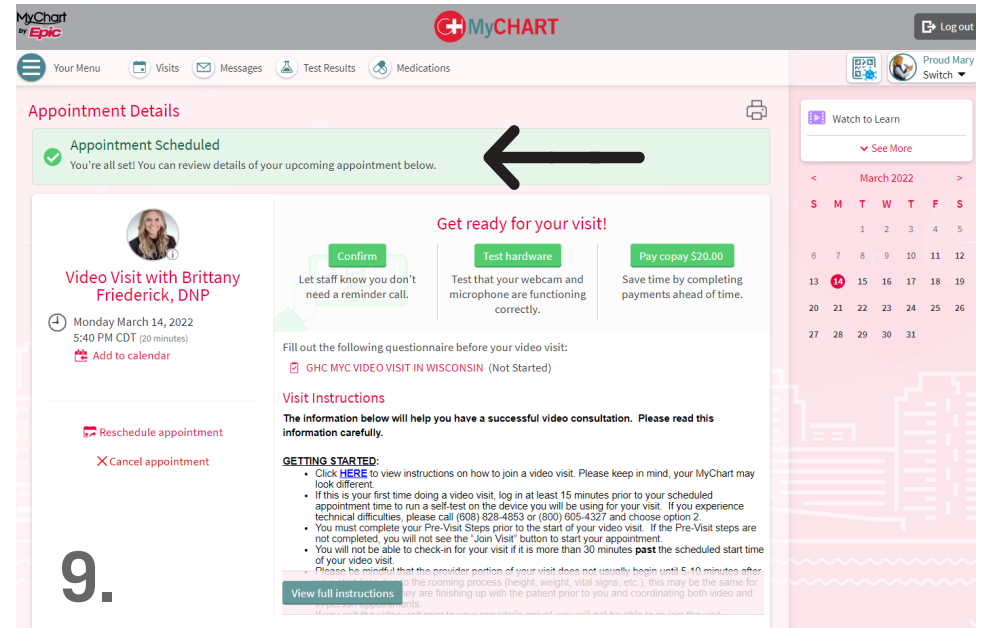
Brittany Frederick, DNP: 5:40 PM, 6:20 PM

Claudiu G Gherlan, MD: 5:20 PM

Ann Stein, MD: 3:00 PM, 3:20 PM, 3:40 PM, 4:00 PM, 5:20 PM

Wednesday March 16, 2022

Brittany Frederick, DNP: 8:00 AM, 8:20 AM, 8:40 AM, 9:00 AM, 9:20 AM, 10:00 AM, 10:20 AM, 10:40 AM, 11:00 AM, 11:20 AM



Appointment Details

Appointment Scheduled: You're all set! You can review details of your upcoming appointment below.

Video Visit with Brittany Frederick, DNP

Monday March 14, 2022 5:40 PM CDT (20 minutes)

Confirm: Let staff know you don't need a reminder call.

Test hardware: Test that your webcam and microphone are functioning correctly.

Pay copay \$20.00: Save time by completing payments ahead of time.

Fill out the following questionnaire before your video visit: ☒ GHC MYC VIDEO VISIT IN WISCONSIN (Not Started)

Visit Instructions

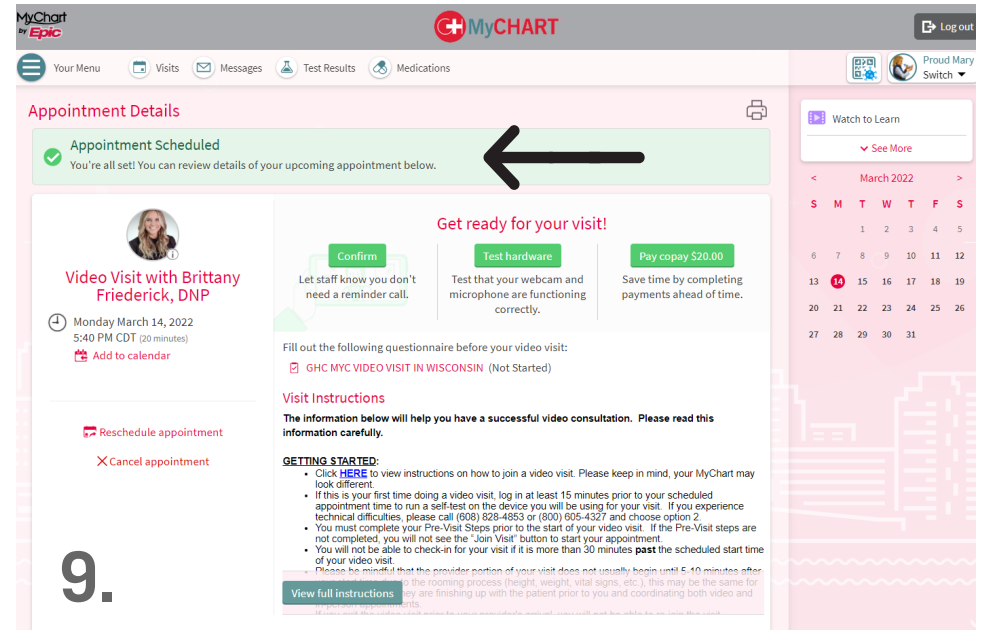
The information below will help you have a successful video consultation. Please read this information carefully.

GETTING STARTED:

- Click [HERE](#) to view instructions on how to join a video visit. Please keep in mind, your MyChart may look different.
- If this is your first time doing a video visit, log in at least 15 minutes prior to your scheduled appointment time to run a self-test on the device you will be using for your visit. If you experience technical difficulties, please call (608) 828-4853 or (800) 605-4327 and choose option 2.
- You must complete your Pre-Visit Steps prior to the start of your video visit. If the Pre-Visit steps are not completed, you will not see the "Join Visit" button to start your appointment.
- You will not be able to check-in for your visit if it is more than 30 minutes past the scheduled start time of your video visit.

Please be mindful that the provider portion of your visit does not usually begin until 5-10 minutes after the rooming process (height, weight, vital signs, etc.). This may be the same for both video and in-person visits.

[View full instructions](#)



Office visit with Brittany Frederick, DNP

Tuesday March 22, 2022 8:40 AM (20 minutes)

Video Visit: This is a video visit - once your appointment is scheduled, please make sure your webcam is working.

Your expected copay is \$20.00

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

Visit Instructions

The information below will help you have a successful video consultation. Please read this information carefully.

GETTING STARTED:

- Click [HERE](#) to view instructions on how to join a video visit. Please keep in mind, your MyChart may look different.
- If this is your first time doing a video visit, log in at least 15 minutes prior to your scheduled appointment time to run a self-test on the device you will be using for your visit. If you experience technical difficulties, please call (608) 828-4853 or (800) 605-4327 and choose option 2.
- You must complete your Pre-Visit Steps prior to the start of your video visit. If the Pre-Visit steps are not completed, you will not see the "Join Visit" button to start your appointment.
- You will not be able to check-in for your visit if it is more than 30 minutes past the scheduled start time of your video visit.

Please be mindful that the provider portion of your visit does not usually begin until 5-10 minutes after the rooming process (height, weight, vital signs, etc.). This may be the same for both video and in-person visits.

[View full instructions](#)

Before scheduling...

☐ Favorite this appointment to easily schedule again later

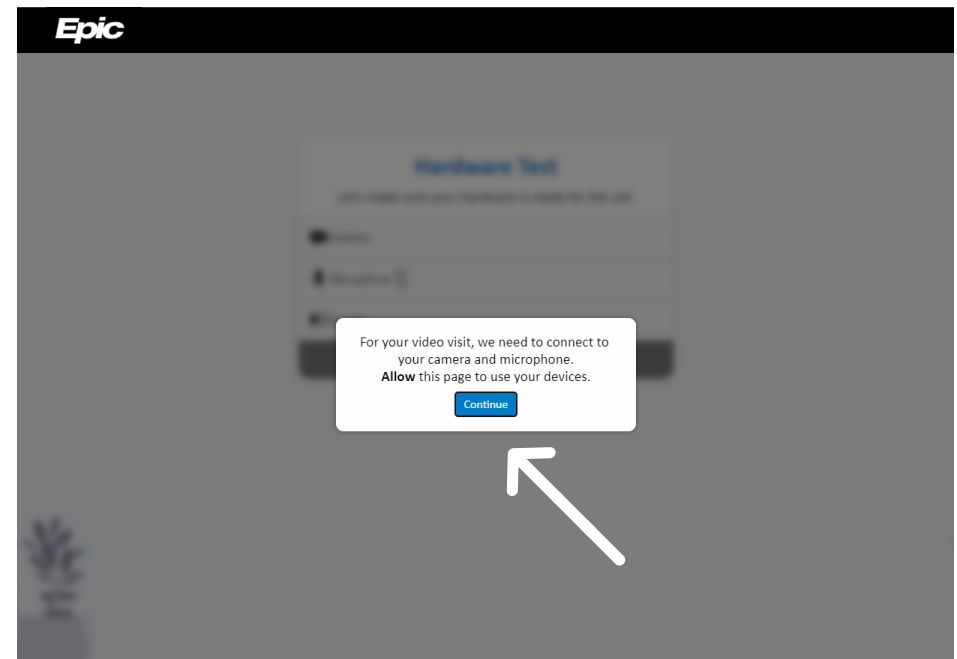
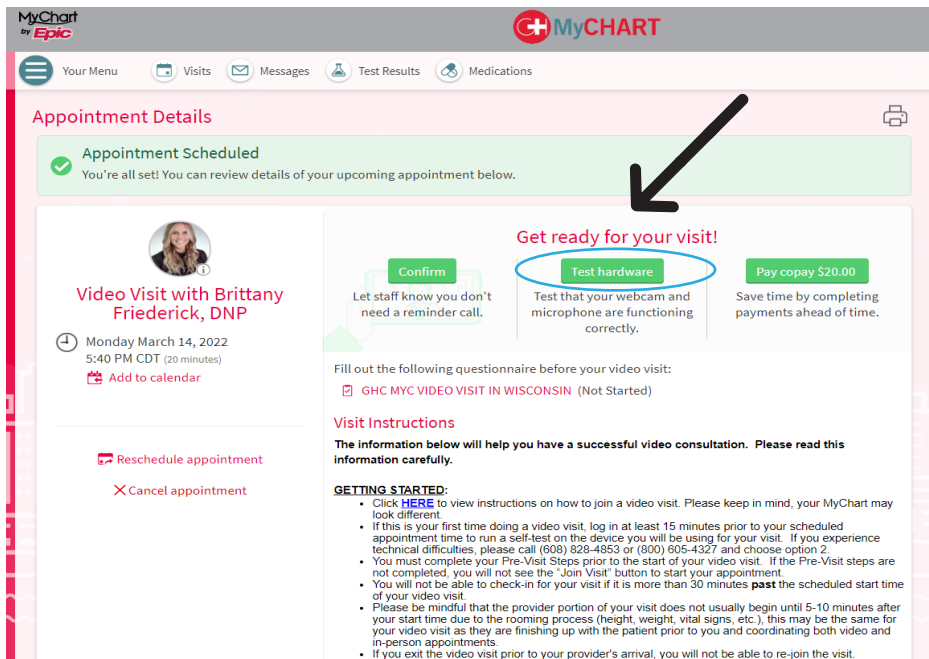
Schedule

VIDEO VISIT INSTRUCTIONS

TESTING HARDWARE

If this is your first time doing a video visit, log in at least 15 minutes prior to your scheduled appointment time to run a self-test on the device you will be using for your visit.

1. Under **“Get ready for your visit”** select **“Test hardware.”**
2. Click **“Continue”** to allow the page to use your devices.

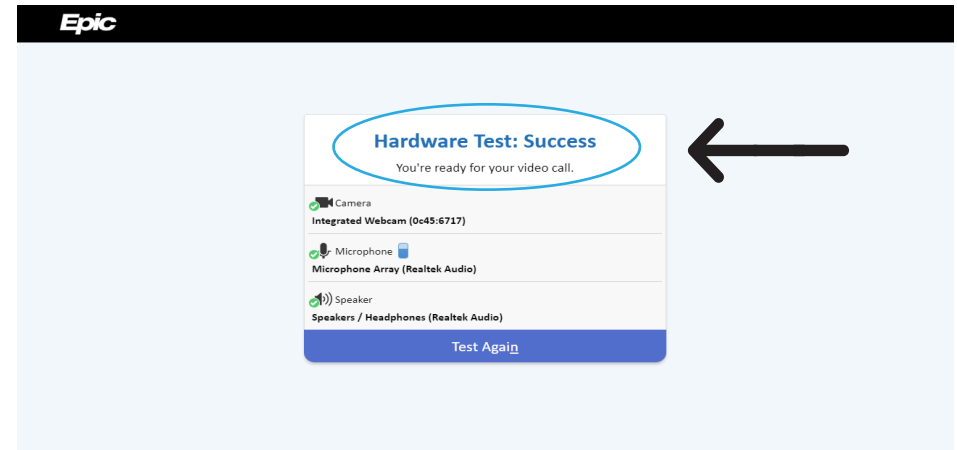
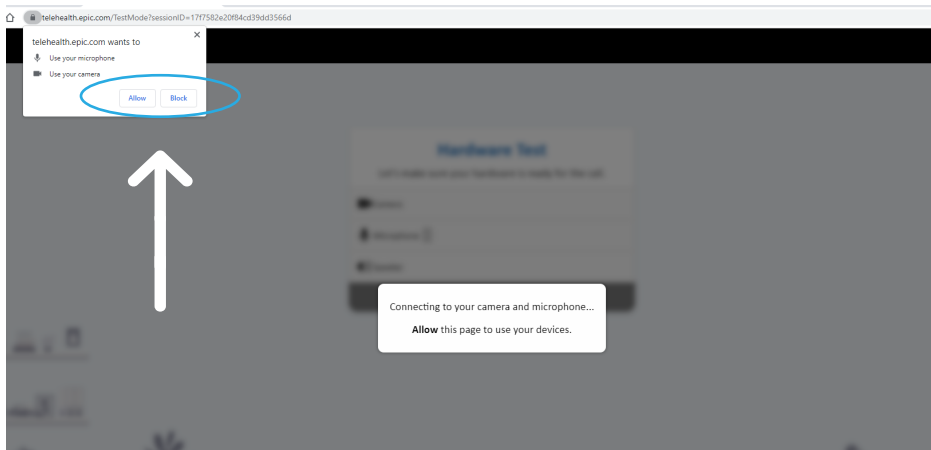


VIDEO VISIT INSTRUCTIONS

TESTING HARDWARE (CONTINUED)

3. If a **telehealth.epic.com** pop-up box opens, select **“Allow.”**
4. EPIC will now test the camera, microphone and speaker. If everything is functioning correctly, you will see **“Hardware Test: Success.”**

If you experience technical difficulties, please call **(608) 828-4853** or **(800) 605-4327** and **choose option 2.**

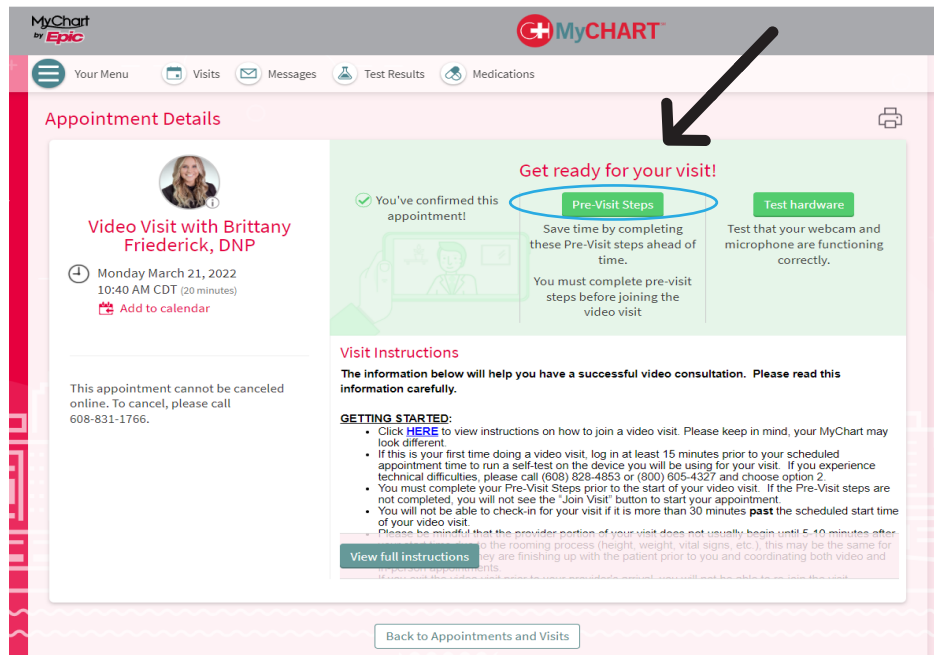


VIDEO VISIT INSTRUCTIONS

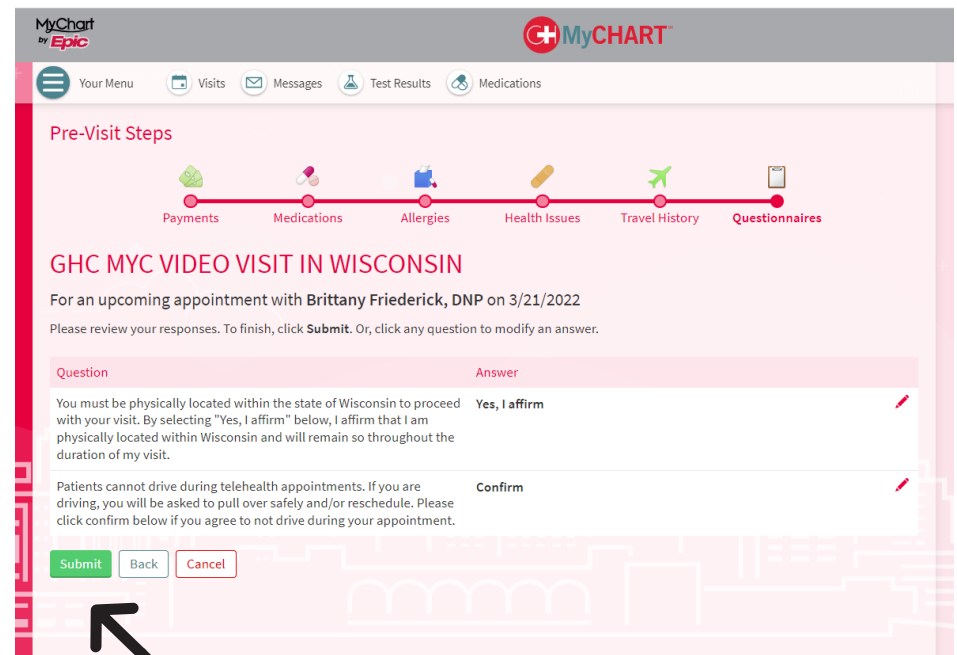
COMPLETING YOUR PRE-VISIT STEPS

You must complete your Pre-Visit Steps prior to the start of your video visit. If the Pre-Visit Steps are not completed, you will not see the **“Join Visit”** button to start your appointment.

1. Under the **“Appointment Details,”** select **“Pre-Visit Steps.”**
2. Complete all steps, including Payments, Medications, Allergies, Health Issues, Travel History and Questionnaire.



The screenshot shows the 'Appointment Details' page in MyChart. A black arrow points to the 'Pre-Visit Steps' button in the 'Get ready for your visit!' section. The page includes appointment information for Brittany Friederick, DNP, on Monday, March 21, 2022, at 10:40 AM CDT. It also contains 'Visit Instructions' and a 'GETTING STARTED' section with links to view full instructions.



The screenshot shows the 'Pre-Visit Steps' page in MyChart. A black arrow points to the 'Submit' button at the bottom. The page displays a progress bar with steps: Payments, Medications, Allergies, Health Issues, Travel History, and Questionnaires. Below the progress bar, there are two questions with 'Yes, I affirm' and 'Confirm' options, and a 'Submit' button.

VIDEO VISIT INSTRUCTIONS

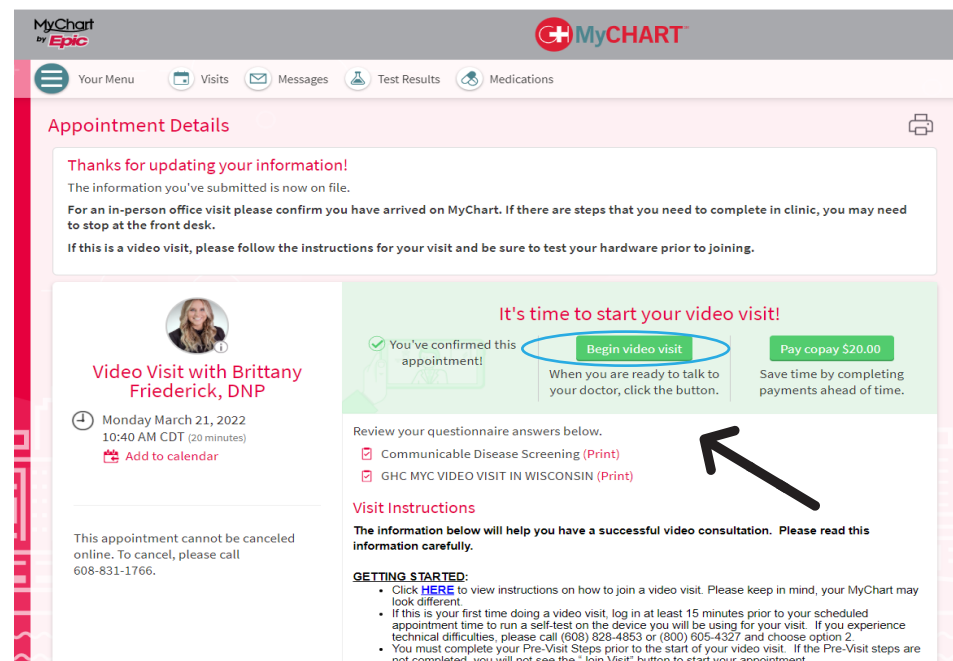
JOINING YOUR VIDEO VISIT

Note: Members who check in more than 10 minutes past their video visit appointment may need to reschedule. You will not be able to check in for your visit if it is more than 30 minutes past the scheduled start time of your video visit.

1. Select **“Begin Video Visit”** on your MyChart homepage.

Note: If this video visit is for a child or adolescent, a parent or guardian must be present for the entirety of the initial video visit.

- After the initial visit, a parent or guardian must be available at the start and during the visit if needed.
- A proxy or proxies can join the same video visit if they are also MyChart active. They can access the same video visit link by signing into MyChart and going to the patient’s appointment. This will work even if you are not in the same location. Please let the clinic know if you, or your proxy, need a direct join link sent. You will need to be listed as a proxy and complete the pre-visit steps before anyone can join the visit. The link will be there starting 30 minutes prior to the appointment.
- If a parent or guardian needs to participate in the visit from a different location, and they are not MyChart active or listed as a proxy, please call the clinic.



VIDEO VISIT INSTRUCTIONS

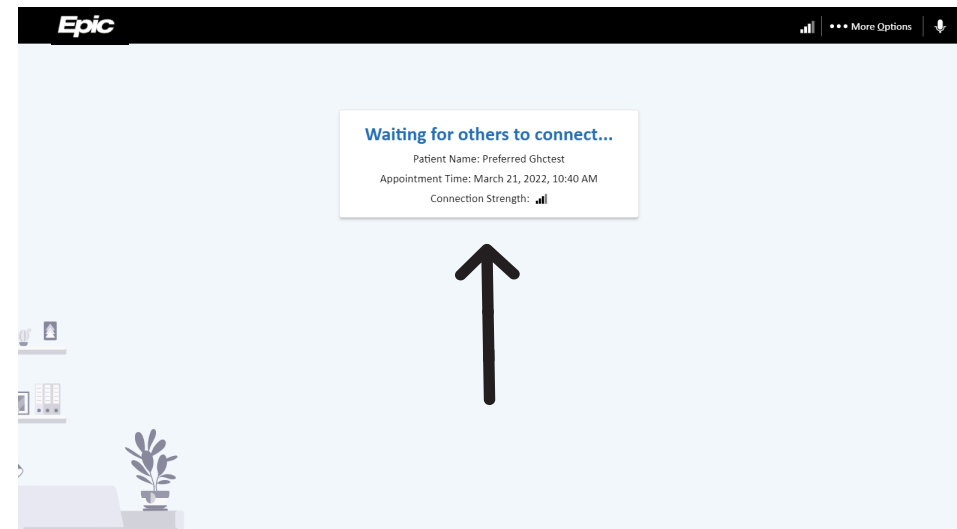
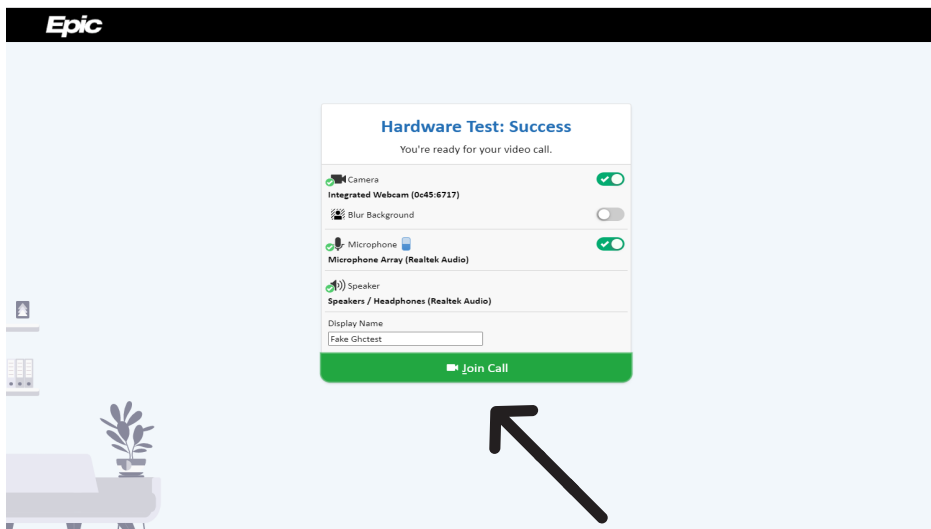
JOINING YOUR VIDEO VISIT (CONTINUED)

2. Confirm all hardware is working and select **“Join Call.”**

If you experience technical difficulties, please call **(608) 828-4853** or **(800) 605-4327** and **choose option 2.**

3. You are now ready for your video visit. The provider will join shortly.

Please be mindful that the provider may be running 5-10 minutes late for your video visit as they are finishing up with the patient prior to you and coordinating both video and in-person appointments. If you exit the video visit prior to your provider’s arrival, you will not be able to re-join the visit.



HELPFUL TIPS

GENERAL:

- Change your settings to allow pop ups for MyChart Video Visits.
- **Do not** use Internet Explorer as your browser – it will not work for your video visit.
- If you will be accessing your video visit via Zoom, ensure that you are not running Zoom elsewhere on the device. Close all windows or apps that are running Zoom prior to your visit.
- Your Wi-Fi connection needs to be at least 2Mbps for a successful video visit.
- **Do not** join a video visit from a corporate network.
- If possible, use headphones to avoid audio feedback or sound issues.

MOBILE DEVICES/TABLETS:

- We suggest using a mobile device such as a smartphone or tablet for your video visit.
- If using a mobile device, please use the MyChart app, which can be downloaded for free from the Apple App Store or Google Play Store.
- If you are accessing the video visit on an Apple device, please ensure that it is updated to Apple iOS or iPadOS version 15.0 or higher.
- **Do not** answer a text message or phone call during your video visit – it will disrupt your visit.

LAPTOP/DESKTOP:

- If using a PC (Windows) laptop or desktop computer, use the Google Chrome or Microsoft Edge browser.
- If using an Apple laptop or desktop computer, use the Safari browser.
- Please note that the video visit will open in your default browser so you may need to switch to one of the above mentioned browsers prior to your visit.

If you have any questions regarding your video visit appointment, please call your clinic.

- **Capitol Clinic:** (608) 257-9700
- **DeForest Clinic:** (608)-846-4787
- **East Clinic:** (608) 257-9700
- **Hatchery Hill Clinic:** (608) 257-9700
- **Madison College Community Clinic:** (608)-441-3220
- **Sauk Trails Clinic:** (608) 257-9700
- **Behavioral Health (any clinic):** (608) 257-9700
- **PT/OT (any clinic):** (608) 257-9700