

How-To Guide for Video Visits on Your Desktop Computer

You can schedule a video visit to have a face-to-face interaction with your doctor from the convenience of home. Video visits are available for MOST types of visits with your doctor. For more information, follow the link or call the number for your local health system:

Our Lady of the Lake: <https://lolrhc.com/mychart/> Phone (225) 765-5500
Our Lady of Lourdes: <https://lourdesrhc.com/mychart/> Phone (337) 470-GoMD (4663)
St. Francis Medical Center: <https://stfran.com/mychart/> Call your doctor's clinic

STEP 1 Prepare for Your Video Visit

To ensure a smooth connection, complete the following tasks in advance of your video visit:

- At least 10 minutes prior to your video visit start time, begin preparation.
- Make sure you have a webcam set up. This can be a webcam that's part of a laptop or a separate USB webcam. If you do not have a webcam you will need to use a mobile device. See MyChart Video Visit Mobile reference.
- You should use supported internet browsers such as Microsoft Edge and Chrome. **Safari is NOT supported for this type of visit and cannot be used.**

SUPPORTED INTERNET BROWSERS



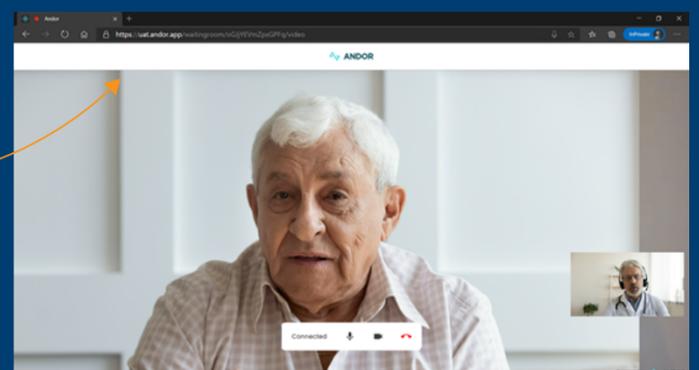
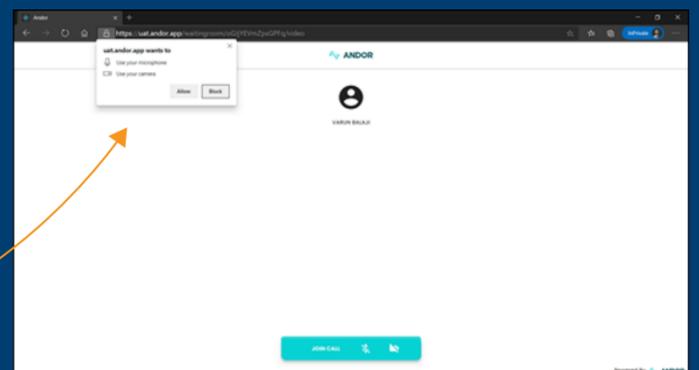
NOT SUPPORTED INTERNET BROWSER



STEP 2 Connect to the Video Visit

About 10 minutes prior to your video visit you would complete the following steps:

1. Log into MyChart from your desktop
2. Go to **Visits>Appointments** and Visits.
3. Locate the scheduled appointment for that day and double click.
4. Complete the e-check in process and then **“Join Call”**.
5. You will be asked to **“Allow”** your Microphone and Camera. You would click **“Allow”** and then **“Join Call”**. *(You will only be prompted to do this step on devices that you are doing a video visit for the first time)*
6. After you connect to the video visit, you might need to wait for your doctor to connect.
7. Once the doctor joins the video visit, they will appear in the top box, while you appear in the lower box.



STEP 3 Control the Video Visit

You can “Mute” the audio and video by clicking the picture of the microphone and video camera on the bottom of the video screen. By clicking these buttons you are muting the audio and the video so that our doctor cannot hear or see what you are doing.

Helpful Tips:

- Make sure you are in a well-lit and private area.
- If possible, please weigh yourself, take your temperature, and/or blood pressure before the visit. If these devices (scale, thermometer, blood pressure machine) are not available, you may still continue with the video visit.
- If at any time you are unable to connect to your video visit, please contact your provider's office.

