

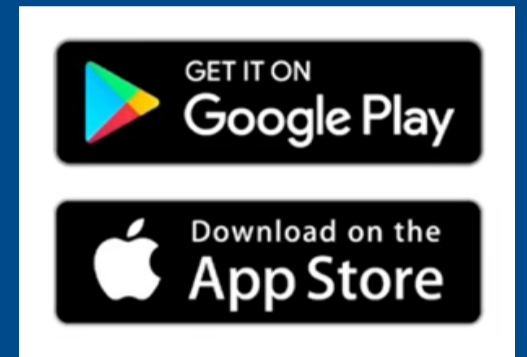
# How-To Guide for Video Visits on Your Mobile Device

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

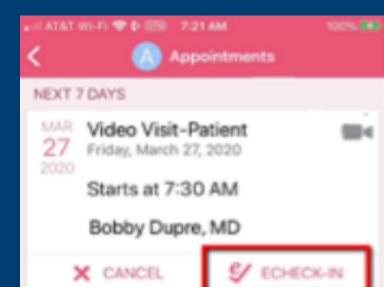
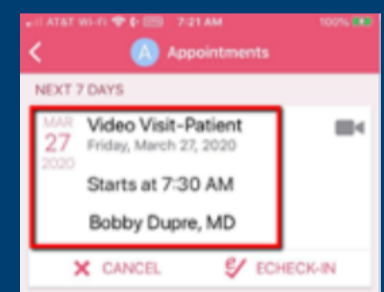
1. Download the MyChart Mobile application from the Apple App Store or Google Play store (iPhone, iPad, or Android).
2. Log in to the MyChart app on your mobile device.
3. You can confirm your location (state) or enter your organization
  - Our Lady of the Lake Physician Group
  - Lourdes Physician Group
  - St. Francis Medical Group
4. Select an organization.



NOTE: Your device may request access to locations.

## STEP 2 Schedule an Appointment

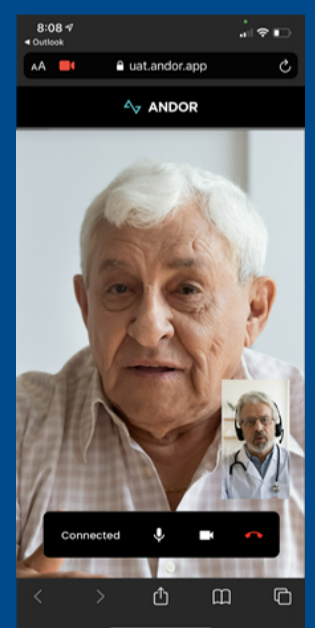
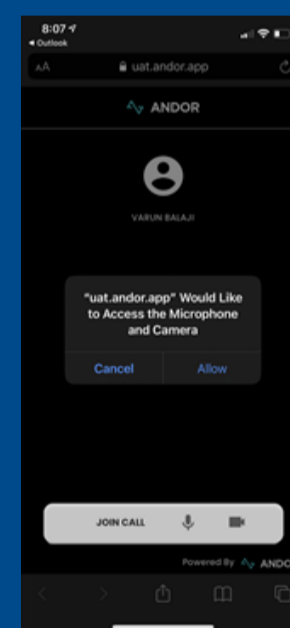
1. Select Appointments.
2. Select Schedule an Appointment. Select Video Visit from the list.
3. After your MyChart video visit has been scheduled, your video visit will appear in the Appointments tab of your MyChart patient portal.
4. Click **Test Video** to make sure that your camera and microphone are working. **NOTE** that this button no longer appears when the option to connect to the video visit becomes available, typically 10 minutes prior to the visit.
5. At least 10 minutes prior to your video visit appointment, log in to the MyChart app on your mobile device.
6. Locate the video visit in the Appointments tab. Find your upcoming appointment and tap to open the details. Locate the video visit and select eCheck-In.
7. eCheck-In process: Tap eCheck-In to complete the necessary steps prior to beginning your visit. You can also edit or confirm your personal information (demographics, insurance information, medical issues, medications), pay your co-pay and e-sign any expired documents.



## STEP 3 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 4 Control the Video Visit

- Make sure microphone is not muted.
- Leave the video session.
- Make sure your Bluetooth is turned off.

### Helpful Tips:

- Compatibility of device:
  - iPhone or iPad (make sure your phone has the most up to date version)
  - Android (make sure your phone has the most up to date version)
- Make sure you are in a well-lit and private area.
- Make sure your phone is fully charged.
- If possible, please weigh yourself, take your temperature, and/or blood pressure for 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

