

Virtual Visit: MyChart

Congratulations! You have an appointment scheduled through our Virtual Visit platform. To help you get the most out of your appointment and prevent connection issues, please read through the information provided below.

What Will You Need?



SmartPhone (Apple®, Samsung®, etc.) or Tablet or Laptop or PC with a Camera



Email Address or Cell Phone Number or MyChart Account

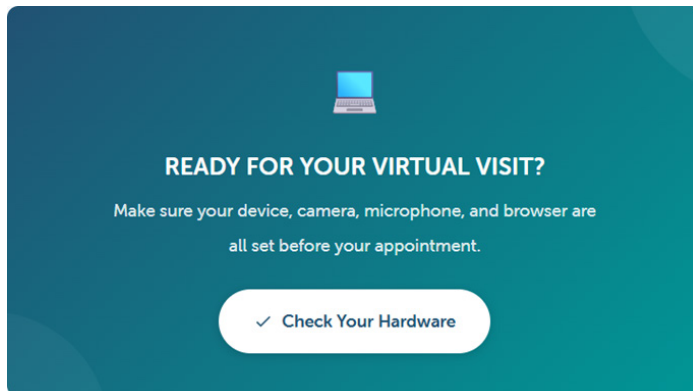


Internet Access

Checking Your Device

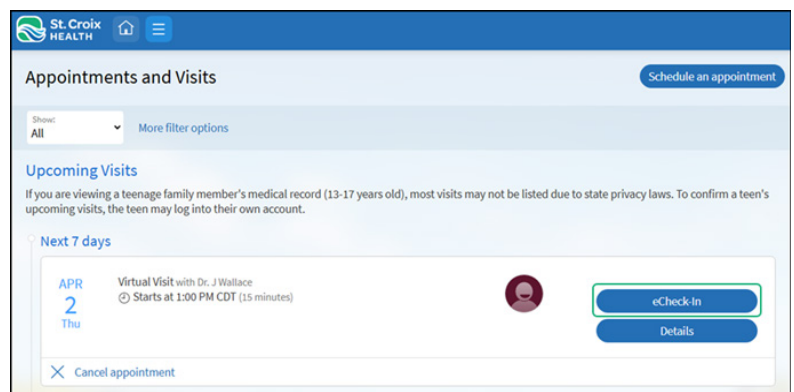
1. On the email you will receive regarding your appointment, you can click **Test Device**
or

On the Virtual Visit page of our website (SaintCroixHealth.org/services/virtual-visit), you can click on the **Check your Hardware** link in the box:



Join Your Appointment

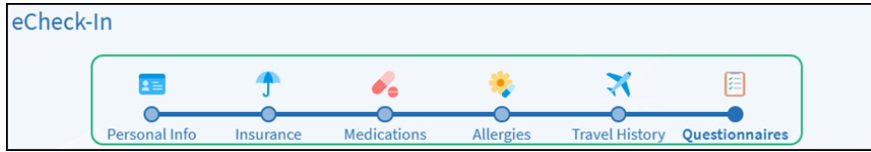
1. Log into your MyChart account or your MyChart app.
2. Click on **Appointments and Visits**.
3. Find your current appointment and click **eCheck-In**.



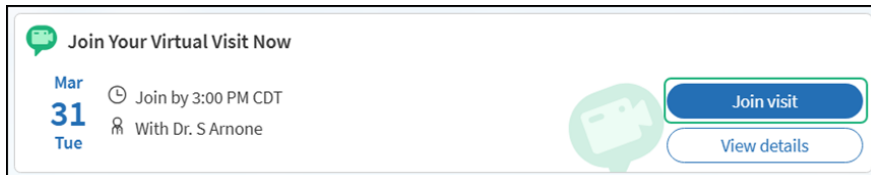
Information Continued on Other Side

Join Your Appointment (cont.)

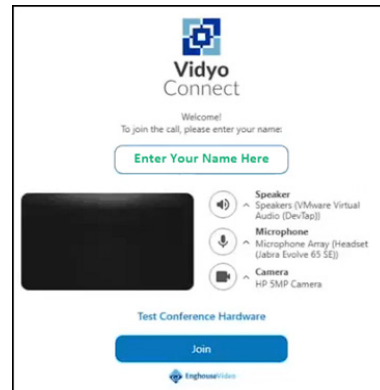
4. If you have not already done so, complete the eCheck-In steps.



5. On the Appointments and Visits screen, click **Join visit**.



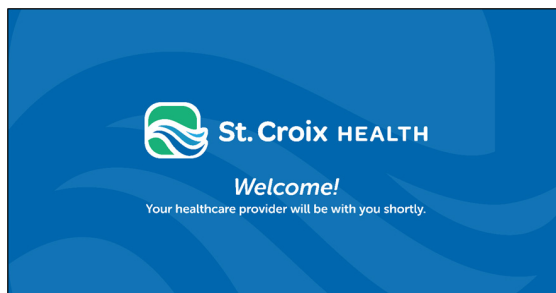
6. The preview screen will provide you an opportunity to verify your settings and make any adjustments. Click **Join** when ready.



7. If prompted, allow your browser to use your webcam and microphone.



8. Once you have completed the steps, you will enter the virtual waiting room.



9. Your provider will join you to begin your appointment.

MyChart Support Phone Number: 1.855.551.6555