

YOUR VIRTUAL VISIT: What you need to know

Thank you for scheduling a virtual appointment. For the best experience, we recommend activating your **My Baptist Chart** account before launching your video visit. You can find easy instructions on how to activate your account on baptistjax.com/mychart.

To start, you'll need the following:



One of the following devices:

a PC or a Mac; an iPhone; an iPad; an Android phone; a Surface Pro 2 or 3; or a BlackBerry



A device with built-in speakers and microphones:

smartphones will have these, but older PCs and Macs may not



An internet connection: broadband or wireless



A webcam or HD webcam: webcams are built into most laptops and smartphones, but a device with externally attached speakers, microphone and/or webcam will work, too

Once you've confirmed you have the right equipment, follow these instructions to launch your visit:

- 1 If you have a **My Baptist Chart** account, log in and locate your upcoming appointment in the **Visits** section. You should see your appointment date and time with a video icon in the right-hand corner. If you do not have a **My Baptist Chart**, access your appointment via the link in the text message sent prior to your visit.
 - 2 Before you can begin your visit, **you must complete eCheck-In**, and you can do this up to 7 days in advance of your appointment. Click the eCheck-In icon and answer a few questions about your health, like current medications, allergies and any current symptoms. Once you're finished, click **Submit**.
 - 3 The video icon will turn green once you're able to launch the visit. Simply click the icon and your session will begin. Please note, you can launch your session up to 15 minutes before and after your scheduled appointment time, but you'll be placed in a virtual waiting room until the provider is able to join.
 - 4 After the visit, you'll be sent after-visit summary notes you can review in your **My Baptist Chart** account.
- Note:** Your visit may be subject to a co-payment, and we will obtain your consent authorizing that you have agreed to participate before or during your virtual visit.

Here are some helpful tips to get the most out of your virtual visit:

- Test your camera, speakers and network connectivity beforehand.
 - Set the camera, whether built-in or external, at eye level.
 - Choose a well-lit room free of noise and distraction. Do not sit with a window behind you, as this significantly decreases visibility.
 - Have any medications and/or vital signs on hand or nearby in case your doctor asks.
 - Take some time before the visit to jot down any questions or concerns you may have.
- If you have any questions or run into any technical difficulties, please call your office directly.