

VIDEO VISITS

AT THE OHIO STATE UNIVERSITY WEXNER MEDICAL CENTER

Telemedicine appointments, or video visits, with your Ohio State Wexner Medical Center provider are now available for certain follow-up healthcare visits. This option makes it easier than ever to access quality medical advice and individualized care from Ohio State's experts.

You and your provider will be able to see and hear each other. While you use your mobile device's camera and screen, they will talk with you from a private setting at Ohio State.



Download Ohio State MyHealth in your app store or by visiting go.osu.edu/VideoVisitTips to get started today!



**THE OHIO STATE
UNIVERSITY**
WEXNER MEDICAL CENTER

HOW TO PREPARE FOR YOUR VISIT

In advance of your video visit

Download the Ohio State MyHealth app in the Apple App Store (iPhone), Google Play Store (Android) or by visiting go.osu.edu/VideoVisitTips.

You can complete "ECHECK-IN" and "TEST HARDWARE" to test your device's video visit capabilities as soon as the telemedicine appointment displays in your MyChart account. Please complete both "ECHECK-IN" and "TEST HARDWARE" before beginning your video visit.

Can't find the appointment? Contact your provider's office to confirm that your video visit has been scheduled.

Plan where you'll be at the appointment time



You can have a video visit just about anywhere. But make sure...

- You're in a relatively quiet, private, well-lit location
- You can access a strong Wi-Fi signal
- Your mobile device has plenty of battery charge

How to start your video visit

You can join your video visit 20 minutes prior to the start of the appointment. Open [Ohio State MyHealth](https://go.osu.edu/VideoVisitTips), log in to MyChart and find your appointment in the appointments list.

Tap the telemedicine appointment and choose "ECHECK-IN." You will be asked to confirm a few pre-appointment details before you can start your visit.

Beginning 20 minutes before your appointment time, a green "BEGIN VISIT" button will appear at the bottom of your video visit appointment page. *You will see this button only after completing "ECHECK-IN."* Click the button when you're ready to chat with your healthcare provider. It's recommended that you join at least five minutes ahead of your appointment time.

For technical difficulties, please contact MyChart Technical Support (614-366-6975, MyChartTechSupport@osumc.edu) Monday through Friday from 9 a.m. to 6 p.m. Eastern.