

MyChart Virtual Urgent Care



Need care but can't get to a doctor's office?

We offer virtual urgent care with trusted clinicians. It's fast, convenient and can be conducted from the comfort of your home. Virtual Urgent Care allows you to conduct a video call with a trusted CentraCare Urgent Care clinician to assist you with the following types of common conditions:

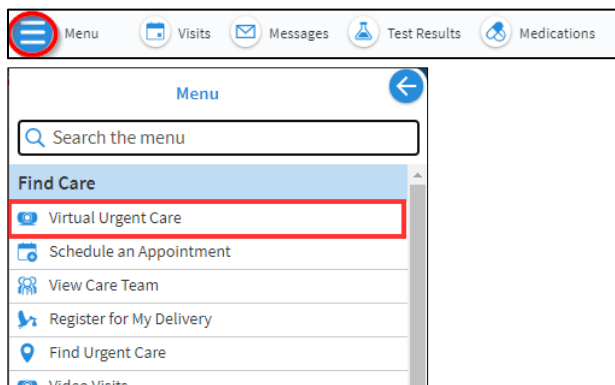
- Cold
- Sinus infection
- Influenza/flu
- Hay fever/allergies
- Common female infections
- Pink eye/conjunctivitis
- Diaper rash
- Eczema
- Diarrhea
- Heartburn
- Malaria and motion sickness prevention

Same-day Virtual Urgent Care appointments are available Monday through Friday from 8 a.m. to 5 p.m. You will need a device with a camera, speakers, microphone and access to the internet as well as an active MyChart account. If you do not have a MyChart account, it is easy and only takes a few minutes to sign up for one.

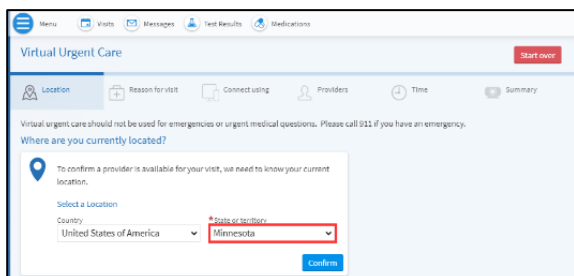
How do I schedule a Virtual Urgent Care visit?

If you would like to set up a Virtual Urgent Care visit, complete the following steps.

1. Begin by signing into your MyChart account.
2. Tap the **Menu** button. Locate and select the **Virtual Urgent Care** option.

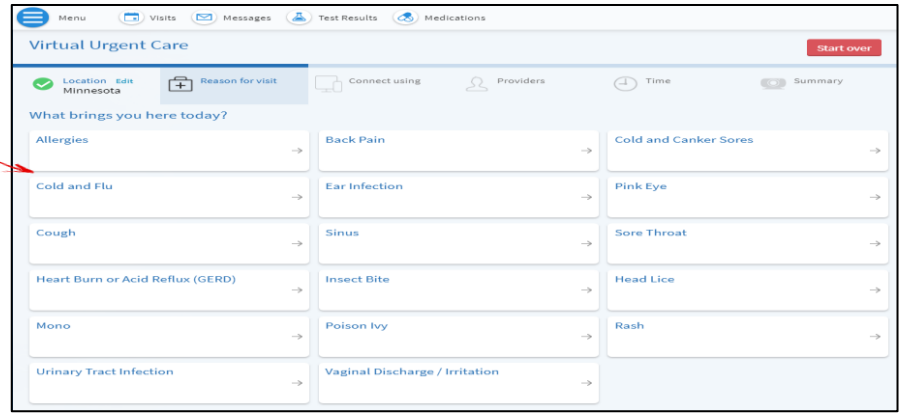


3. Confirm your current location.



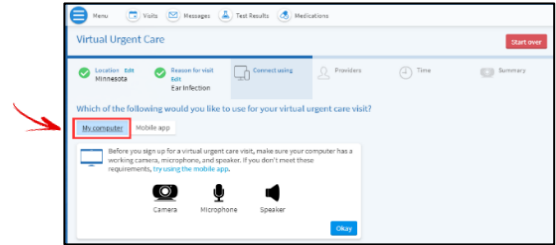
Please note that Virtual Urgent Care should not be used for emergencies or urgent medical questions. Please call 911 if you have an emergency.

4. Select the reason for your visit.



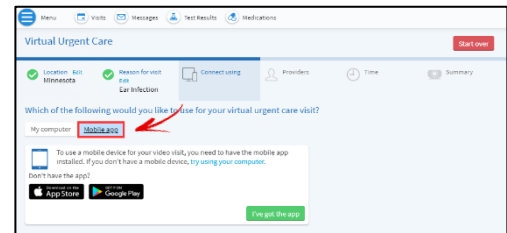
5. Next, let us know if you will be using your computer or a mobile device to participate in the Virtual Urgent Care visit.

a) Tap here if you will be using your **computer**.

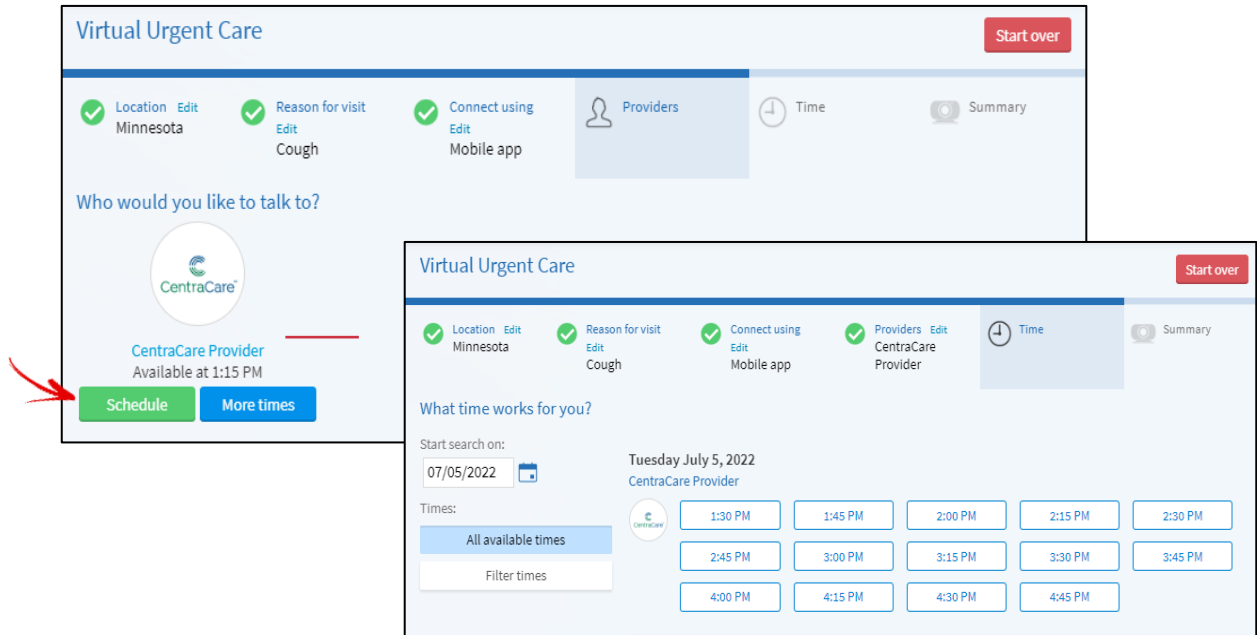


b) Tap here if you will be using a **mobile device**.

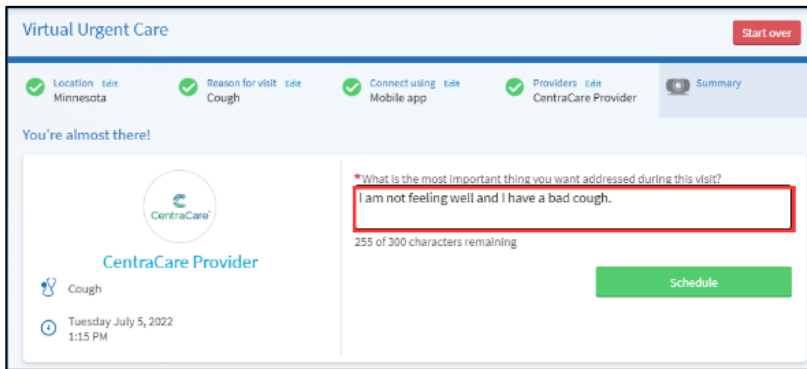
If using a mobile device, be sure that you have the MyChart Mobile app installed on your device.



6. The first available time slot will display for you. If this time works for you, simply click on the **Schedule** button. If this time does not work for you, tap the **More Times** button and chose a time that does work for you.



7. In the space provided, please tell the Provider what you would like addressed in your visit.

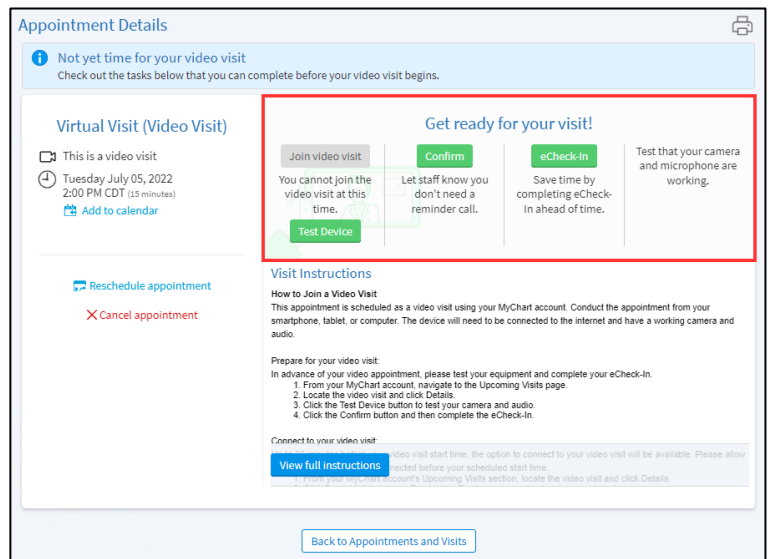


8. Click the **Schedule** button.

Is there anything I need to do to get ready for my Virtual Urgent Care Visit?

Yes, after scheduling your Virtual Urgent Care visit, you will want to test your device, confirm your appointment and complete the required eCheck-In process.

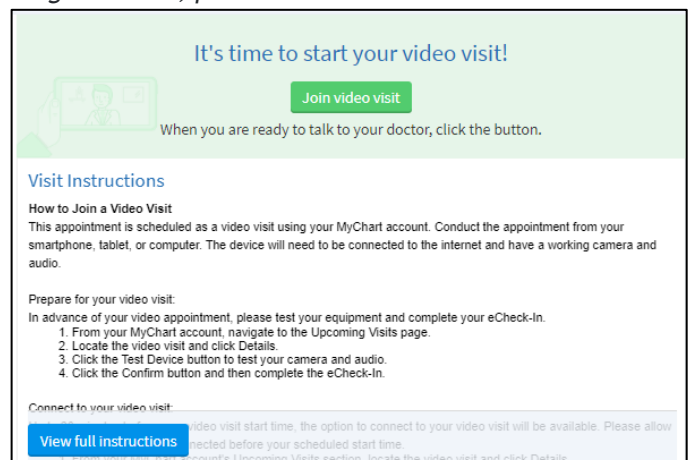
1. From the Appointment Details screen, click the **Test Device** button to test your equipment.
2. Click the **CONFIRM** button.
3. Click on the **eCHECK-IN** button and complete the required echeck-in steps.
4. You are all set for your upcoming Video Visit.



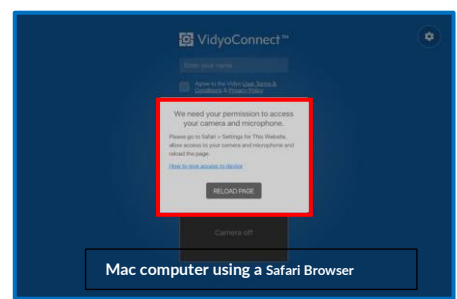
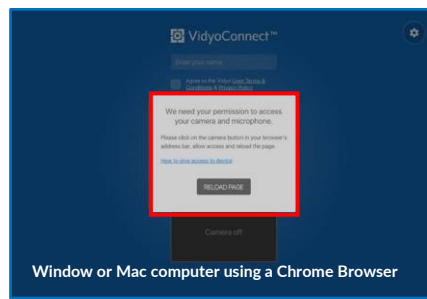
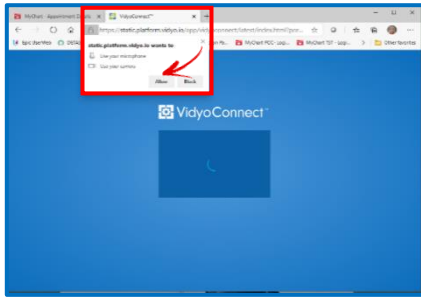
How do I connect to my Virtual Urgent Care Visit?

Up to **thirty (30) minutes** before your video visit start time, the option to connect to your video visit will be available. Please allow yourself ample time to get connected before your scheduled start time.

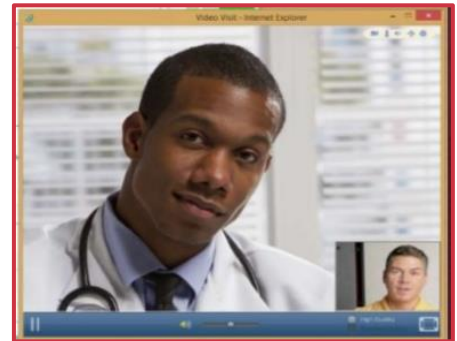
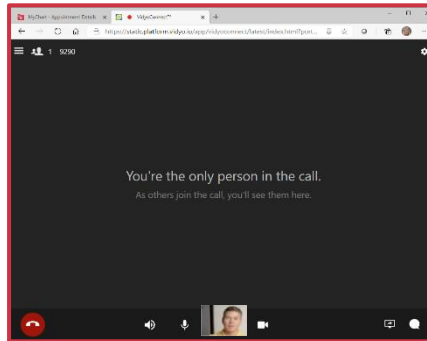
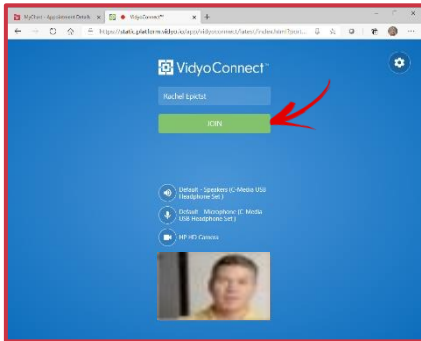
1. Open a web browser. (If using a Windows machine, use Google Chrome 83 or higher. If using a Mac machine, please use Safari 13.1.1 or later. If you need help downloading browsers, please see additional download instruction posted on our MyChart website.)
2. Log in to your MyChart account.
3. From the Menu or shortcut buttons, locate and click on Visits.
4. Locate the video visit and click **Details**.
5. Click **Join Video Visit**.
6. A VidyoConnect window will open in your web browser.



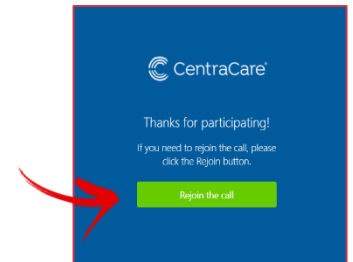
- Participating in an online Video Visit with your provider requires the use of your computer's microphone and web camera. If this is your first video visit on this computer, you will be asked permission to use these devices. Click the **ALLOW** button or follow any other instructions provided by your browser and when complete, click the **RELOAD PAGE** button.







- At the VidyoConnect screen, click the **JOIN** button.



- After you connect to the video visit, you might need to wait for your doctor to connect. When connected, your clinician's picture will appear on the screen.
- If there is a delay in your clinician's arrival, you may be prompted to **REJOIN THE CALL** to return to the video visit session.



TIPS to help control your video visit

At the bottom of the window is a toolbar. If the toolbar is not displayed, click the screen to view it. Pause and resume the visit by clicking the video  icon. Pausing the visit pauses the video so that your clinician cannot see what you are doing. To pause just audio, tap the  volume button. Tap the ellipsis  button to display additional options including the option to toggle your camera view. When finished, click on the phone  icon to end the video visit.

Telephone and eClinic Visits

If an Urgent Virtual Visit appointment is not available for today, you can also try a telephone or eClinic appointment. Instructions for eClinic and telephone visits can be found at our [CentraCare.com](https://www.centracare.com) website.

If you have trouble connecting to your video visit, please contact your clinic.
For help with equipment or technical issues call the Support Hotline from 8am - 5pm
at 320-240-7897.