

Virtual Office Visits

How to connect



COVENANT
VirtualCare

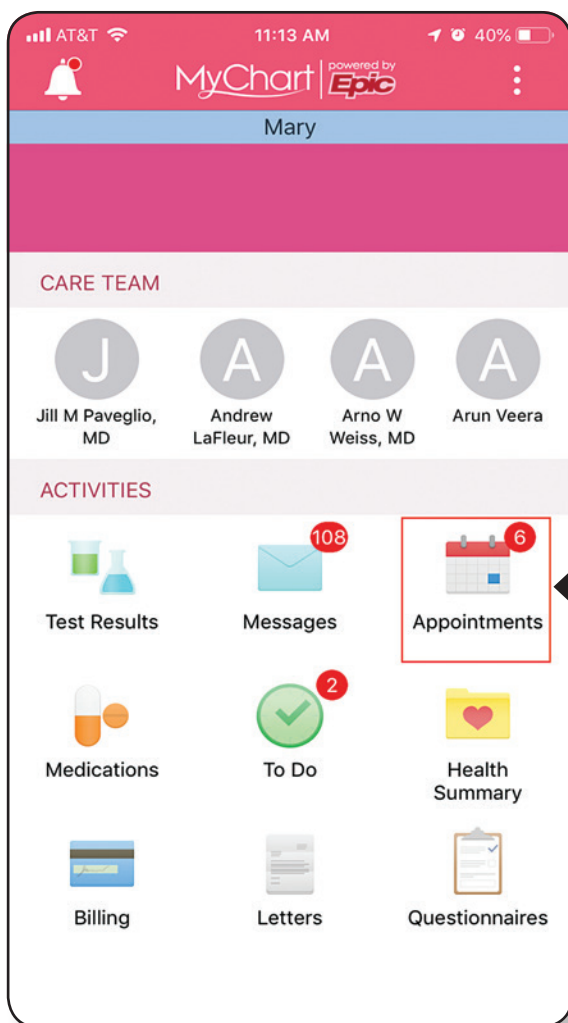
How to Schedule Your Virtual Office Visit


- Call your healthcare provider's office and tell them you would like to schedule a virtual office visit.
- Once your appointment is scheduled, download the MyChart app in preparation of your visit.
- Do this at least one day before your scheduled visit and log in to your account to make sure you have access.
- If you have any difficulties, please call your provider's office.

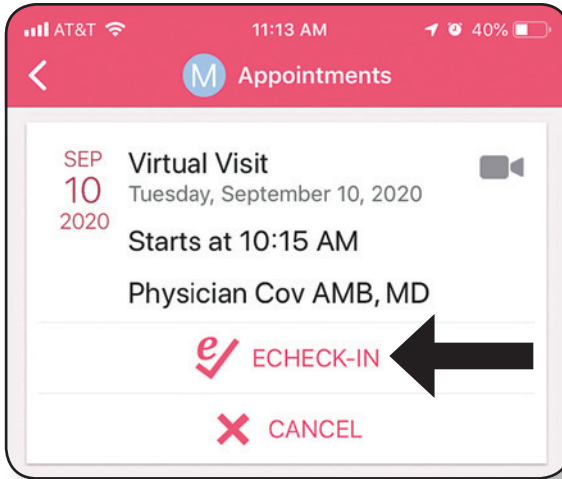



How to Access VirtualCare from Your Mobile App

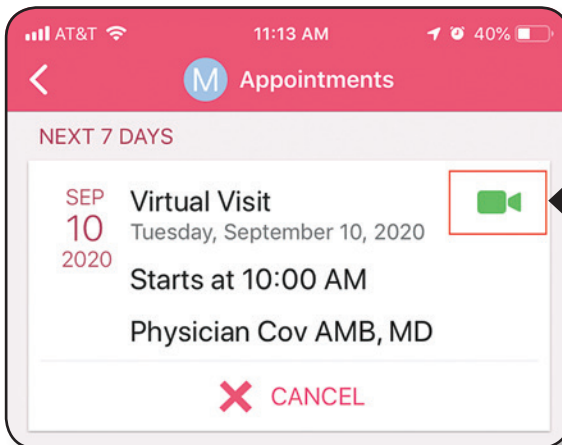
- Open your MyChart mobile app.
- Log into your MyChart account 15 minutes before your scheduled appointment.
- Click *appointments* to start the electronic check-in process for your virtual visit.





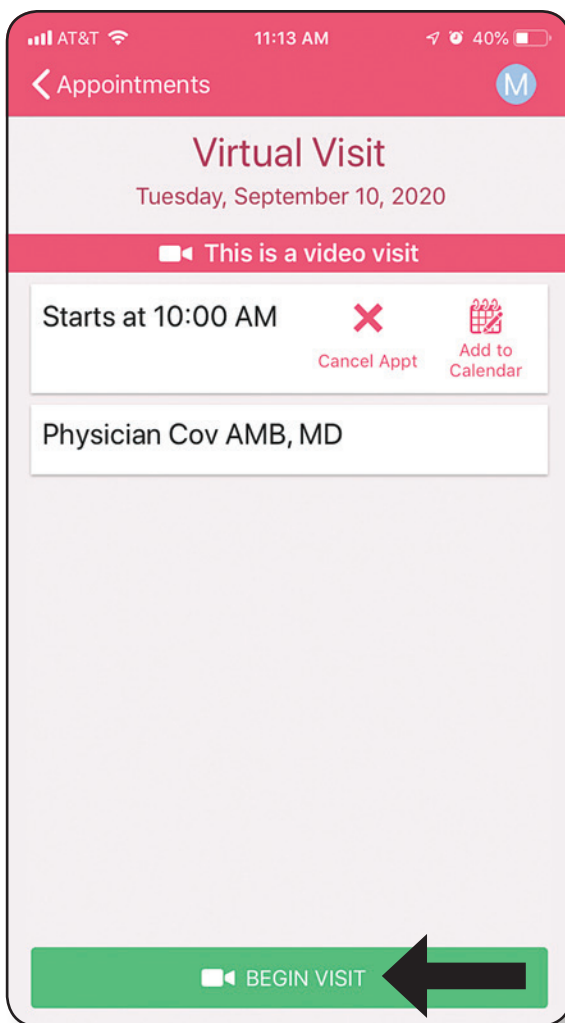
- After you click *appointments*, you will be prompted to check-in.
- Check-in by clicking  **ECHECK-IN**.



- When check-in is complete, the video icon on your screen will turn green. This lets your provider know that you have checked in and are ready for your appointment.
- Click the green video icon  to continue.




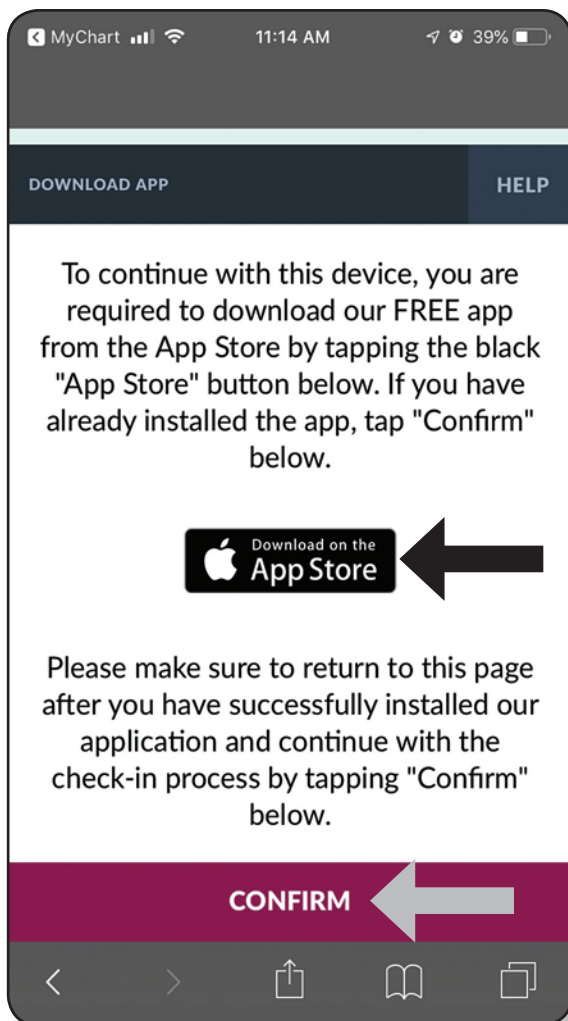
- Then click the green  BEGIN VISIT bar at the bottom of your screen.
- *Please note: If check-in is not complete, the  BEGIN VISIT bar will be gray.*



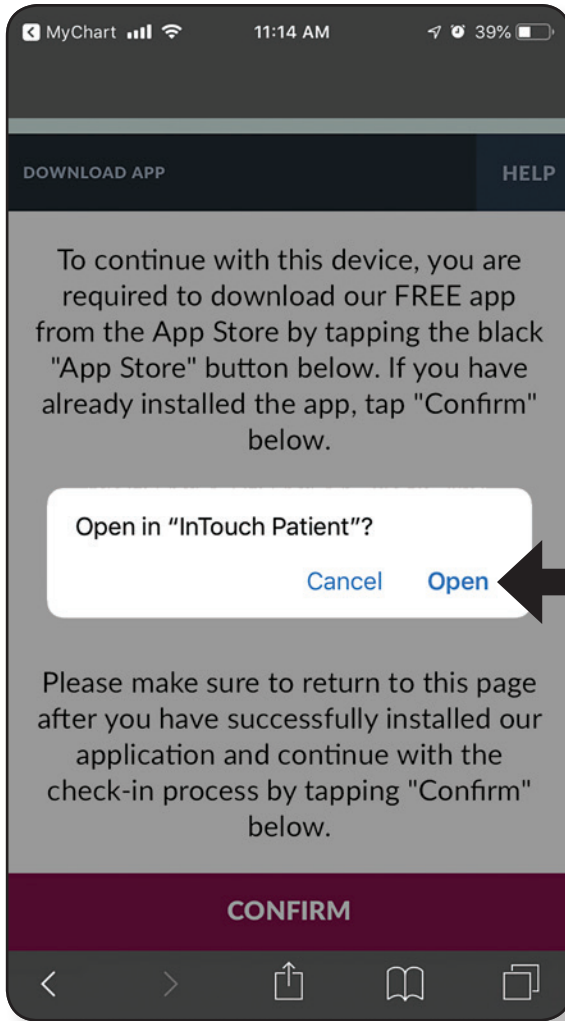
- An iOS user's first virtual visit will be prompted for a **one-time** download of the InTouch Patient app.



- Click the black *App Store* download/install the app.  button and
- Once the download is complete, please return to this screen and click **CONFIRM**.
- *Please note: You will not need to complete this step If you have an Android device.*



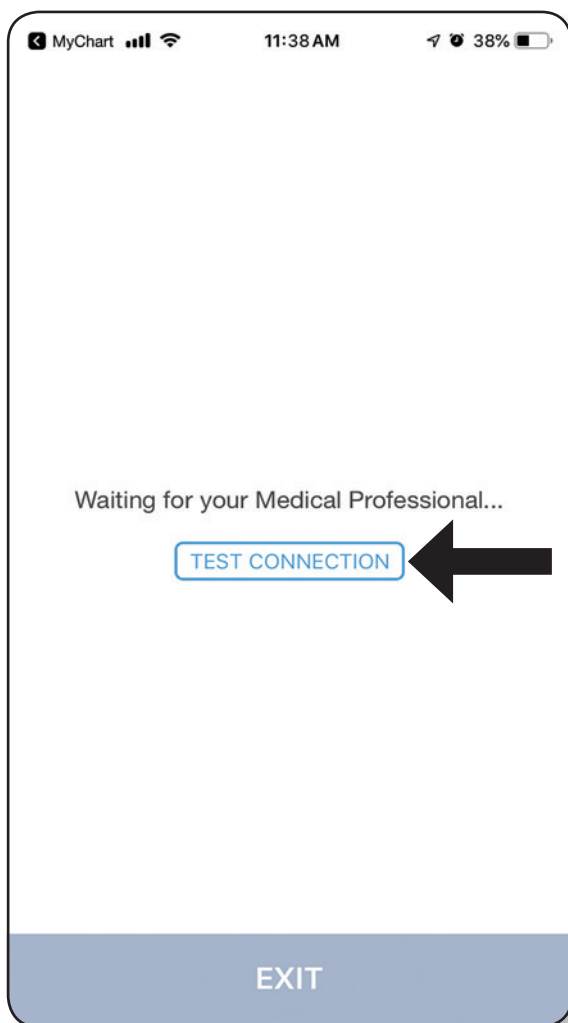
- You will be asked if you'd like to open *InTouch Patient*.
- Click **Open** to launch the visit.



- The InTouch Patient app will open.
- Click **CHECK-IN** at the bottom of your screen and you will enter the virtual waiting room.



- You will wait for your provider to join the visit in the virtual waiting room.
- You can [TEST CONNECTION](#) while you wait.



- Your provider will be notified that you are in the waiting room and will review your information before joining your visit.
- Your provider will appear on your screen and you can proceed with your one-on-one visit.



If you are having issues logging in or completing any of the check-in process, please call your provider's officer for further instruction.



Thank you for your visit. It is our goal for you to have a positive and productive virtual visit experience.





Extraordinary care for every generation.

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