




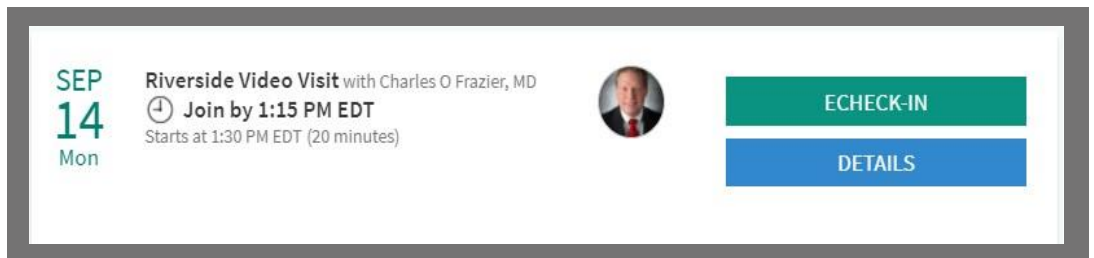
Learn how to see your doctor from the comfort of your home using your laptop or computer

Riverside now offers **Video Visits in MyChart** – a convenient way to see your provider, *without a trip to the doctor's office*. You'll meet one-on-one with your Riverside physician or advance practice provider in a private, secure video visit. And like our in-office sessions, you will receive the care you need for your continued good health or for treatment of your medical conditions.

What you'll need

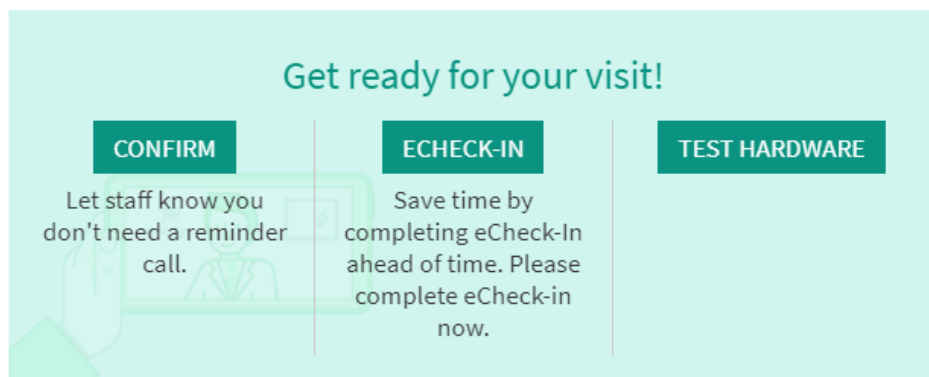
- Laptop or computer with a webcam 
- Internet access 
- Riverside MyChart account 

Your appointment for your Video Visit will show in your Riverside MyChart. Simply navigate to the **Visits** button.



What to do before your visit

You should complete these steps at least a day before, but no more than 7 days prior to your Video Visit.



Step 1: Review appointment details and **Confirm** your appointment. Log into Riverside MyChart. Navigate to the Visits button in the top menu.

Continued on next page...

What to do before your visit *(continued)*

Locate your Upcoming Visit and click Details.
Click **Confirm**.

Step 2: Complete **eCheck-in** - Click the eCheck-In button and complete all the steps. Once you have submitted the last step, your appointment is ready for Video Visit Day!

NOTE: The **Begin Video Visit** button will not be available to select until 15 minutes prior to the scheduled appointment time. Also, eCheck-In is required before the **Begin Video Visit** button will be available.



What to do on the day of your video visit

Your Video Visit appointment will take about the same amount of time as if you were in the office..

Step 1: Find a quiet, private place to have your appointment.

Step 2: Be sure your laptop or computer is fully charged or plugged in.

Step 3: Log in to MyChart about 15 minutes prior to your appointment. Click the calendar icon at the top of the page for **Visits**

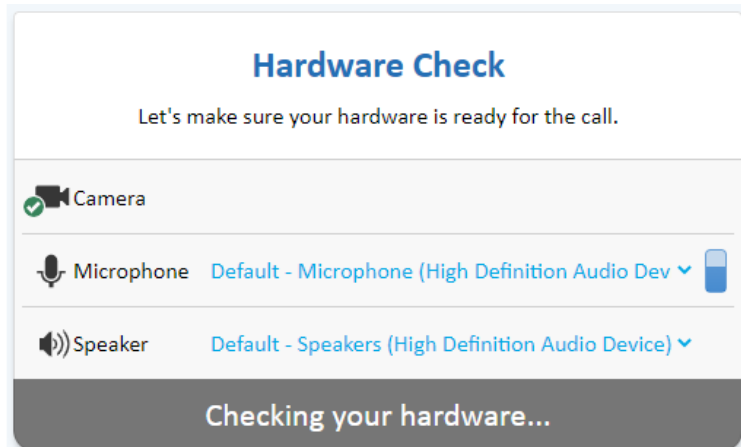


Step 4: When the time arrives for your appointment, and eCheck-In is complete, click the **Begin Video Visit** button. This will launch the video visit

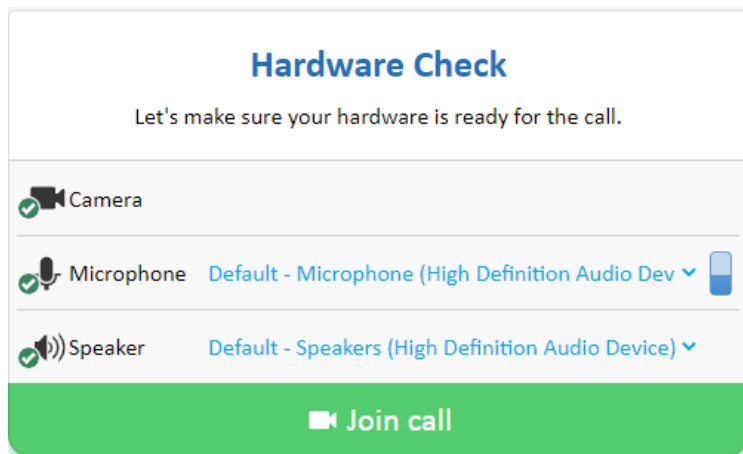


You will be placed in our virtual waiting room until your doctor or advance practice provider arrives.

The computer hardware will be checked.



You will also be prompted to **Join call**.



Questions

Thank you for taking part in our Video Visit option for seeing your provider.

If you have any questions, concerns, or issues connecting to your video visit, please call your doctor's office.

If you have issues logging in to Riverside MyChart, contact the Support line:
757-534-9440, Monday – Friday from 8 a.m. to 5 p.m.

For technical issues connecting please call 757-534-9500.



If you are using a mobile device, your screens will look slightly different.