

Everything you need to know about

# VIDEO VISITS



## What is it?

Video visits are a personal visit between your primary care provider and you, along with anyone else in your family that you may want present for the visit.

## What do I need to have a Video Visit?

Your My Chart portal will help you connect with your provider when a video visit is scheduled. You may use your smartphone or a personal computer device such as a desktop PC with a monitor, a laptop or a tablet.

## How do I schedule one?

Visits can be scheduled in the same way that a face-to-face visit is scheduled by calling the clinic phone number below. Once you have seen a provider at the clinic, appointments may be scheduled online via your SSM Health My Chart account.



## What type of appointment can be scheduled as a Video Visit vs. having to come into the Clinic in person?

Appointments that do not require the provider to perform hand's-on assessments are eligible for video visits. These may include:

- Routine Physical/Wellness visit
- Mental Health visits
- Acute visits for sinus infection, urinary issues or other acute symptoms
- Follow up for high blood pressure, high cholesterol or Diabetes
- Sleep Disorders
- Follow up or initial screening for worker

**For information on how a video visit is delivered and how to prepare for one, visit these website links:**

### Desk top computer:

<https://youtu.be/3UrGU6lQo3k>

### Mobile devices:

<https://youtu.be/7iMVNE8RfLA>