

Telehealth Appointments With Your Provider

What is a telehealth appointment?

Telehealth appointments allow patients to meet with a provider face-to-face through a secure online video connection. Telehealth appointments are covered by most insurance, similar to an office visit. Self-pay options are available.

To be eligible for a telehealth appointment, you must:

- Have a MyNortonChart account
- Have a mobile device with the MyChart app downloaded
- Be in Kentucky or Indiana at the time of the visit

A Norton Healthcare staff person will schedule the appointment for you. Follow the instructions below to prepare for the appointment.

Telehealth appointments are not for complex, urgent or emergency medical issues. If you have an urgent medical need, call your provider's office or 911, or go to the nearest emergency room.

Prepare for your telehealth appointment

First, be sure to create a MyNortonChart account at [NortonHealthcare.com/MyNortonChart](https://www.nortonhealthcare.com/MyNortonChart), or download the MyChart app on your mobile device.

To ensure a smooth connection, complete the following tasks well in advance of your appointment:

Computer

Your computer will need to be equipped with:

- A built-in webcam or one attached by USB, with microphone and audio turned on.
- Internet Explorer 11, Firefox or Chrome. Telehealth appointments will not function in Safari for Mac.
- Adobe Flash Player with the most recent updates.

Mobile device (smartphone or tablet)

See the back of this flyer for visual instructions.

- Download the **MyChart App** from the iTunes App Store or Android Market. Select **Norton Healthcare/Norton Children's** from the list of providers. You must be within the MyChart app on a smartphone or tablet, not on your web browser.
- Make sure your mobile device settings allow the **MyChart App** to access the speaker and camera for sound and video.
- Close out most of your other applications to help with the connection.

After you've done these things, you should test that everything is working. Complete this test at least 10 minutes before your appointment start time.

1. Log in to the app on your mobile device, or your account on your computer, using your MyNortonChart username and password.
2. Select **Appointments**, then select your upcoming telehealth appointment to test your connection and complete eCheck-in.

Connect to the telehealth appointment

You can connect to the appointment ten minutes before your appointment start time. Select **Appointments**, then select your upcoming telehealth appointment. Select **Begin Visit** to connect with your provider. The provider will join the visit after you begin. Do not be alarmed if you wait a few moments for your provider to connect.

Control the telehealth appointment

During the appointment, you can resize the window and move it around your screen if needed without worrying about disconnecting. You also can pause the visit by clicking the pause icon. Pausing the visit pauses both the video and audio so that your provider cannot hear or see what you're doing.

For additional support

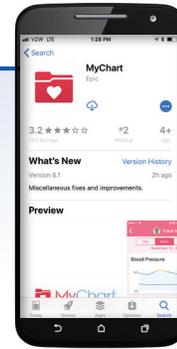
If you are having issues and are unable to connect at the appointed time, you will receive a phone call from your provider. Additional information and troubleshooting are available at [NortonHealthcare.com/TeleHealth](https://www.nortonhealthcare.com/TeleHealth).



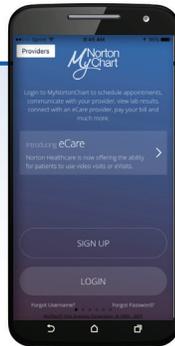
How to prepare for a telehealth appointment on a mobile device

1

Download the **MyChart App** from the iTunes App Store or Android Market. Select **Norton Healthcare/Norton Children's** from the list of providers.



2



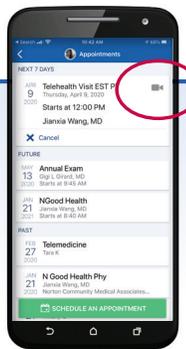
Log in to the app using your MyNortonChart username and password.

3

Select **Appointments**, then select your upcoming telehealth appointment and complete eCheck-in.



4



Ten minutes before your appointment time, go to **Appointments** and select your upcoming appointment to test your mobile device.

5

Select **Begin Visit** to connect with your provider. The provider will join the visit after you begin.

