

Video Visits With Your Provider

What is a video visit?

Video visits allow patients age 2 and older to meet with a provider face to face through a secure online video connection. Visits are covered by most insurance, similar to an office visit. Self-pay options are available.

To be eligible for a video visit, 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 video visit for you. Follow the instructions below to prepare for the appointment.

Video visits 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 video visit

First, be sure to create a MyNortonChart account at **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 video visit:

Computer

- Make sure you have a webcam set up. It can be a webcam that's part of a laptop or a separate USB webcam.
- Make sure you're connecting with Internet Explorer 11.
- Make sure you've installed 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 video visit appointment to test your connection and complete eCheck-in.

Connect to the video visit

You can connect to the video visit ten minutes before your appointment start time. Select **Appointments**, then select your upcoming video visit 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 video visit

During the video visit, 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 doctor cannot hear or see what you're doing.

For additional support

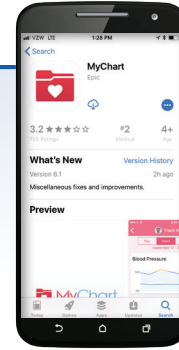
If you are having issues and are unable to connect at the appointed time, you will receive a phone call from your provider. Additional information and troubleshooting are available at **NortonHealthcare.com/VideoVisits**.



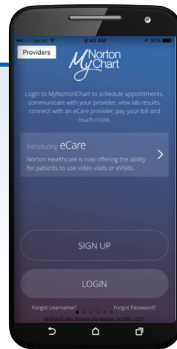
How to prepare for a video visit on a mobile device

1

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



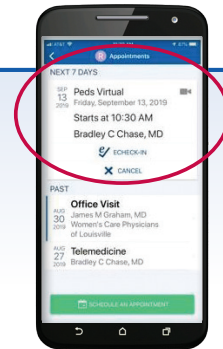
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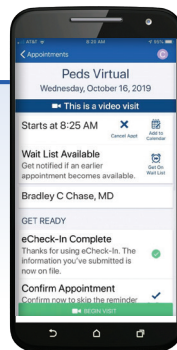
Log in to the app using your MyNortonChart username and password.

3

Select **Appointments**, then select your upcoming video visit 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.

