

# Scheduling a Virtual Visit Appointment

## What is a virtual visit?

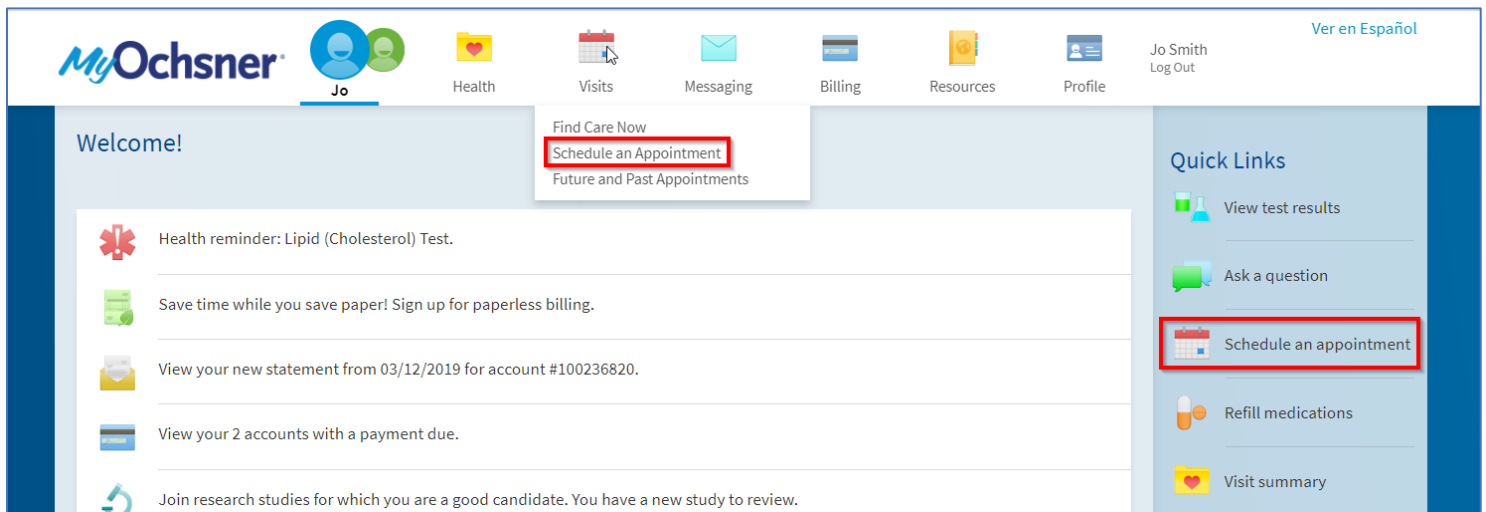
A virtual visit is a secure video appointment with your provider via your smartphone or tablet. This allows patients to conduct a traditional office visit with their provider electronically through their MyChart app without leaving home or work. It can be done for [New Provider](#) visits or with an [Established Provider](#).

## What are the technical requirements for a virtual visit?

- You must have a mobile phone or tablet with the Apple iOs or Android operating system
- A front facing camera
- The **MyChart** app installed and the correct organization selected
  - You can find the MyChart app in the [Apple App Store](#) (iPhone or iPad) or in the [Google Play Store](#) (Android)

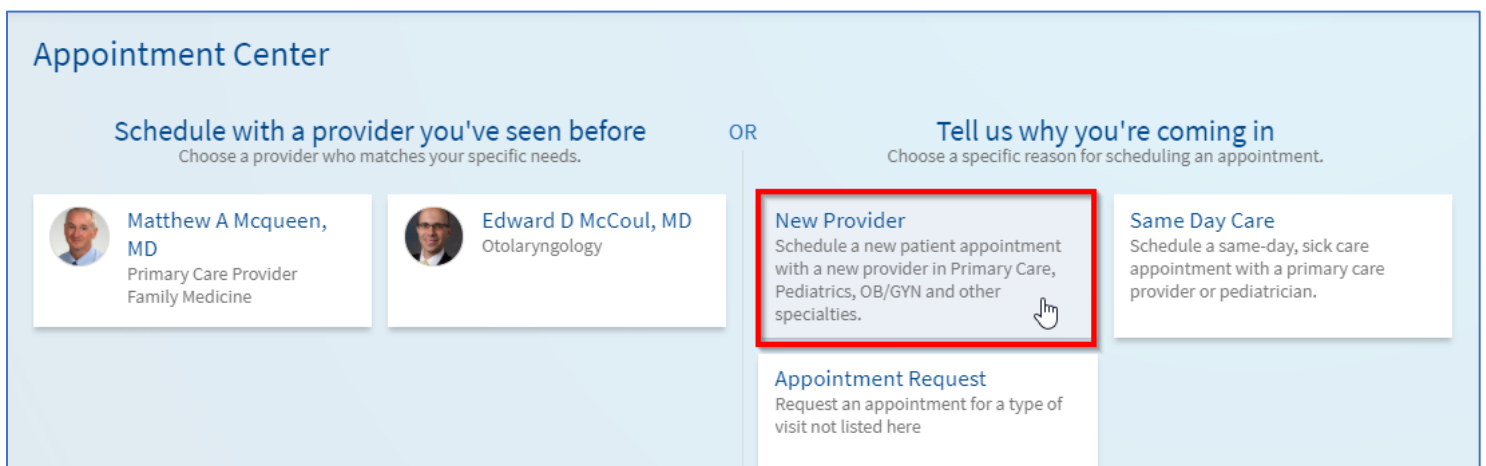
## Here's how to do it for a New Provider:

1. Select **Schedule An Appointment** under the Visits menu or use the quick link on the right side of the home page.



The screenshot shows the MyOchsner patient portal interface. At the top, there are navigation icons for Health, Visits, Messaging, Billing, Resources, and Profile. The 'Visits' icon is highlighted, and a dropdown menu is open, showing 'Find Care Now', 'Schedule an Appointment' (highlighted with a red box), and 'Future and Past Appointments'. On the right side, there is a 'Quick Links' section with several options: 'View test results', 'Ask a question', 'Schedule an appointment' (highlighted with a red box), 'Refill medications', and 'Visit summary'. The user's name 'Jo Smith' and a 'Log Out' link are visible in the top right corner.

2. Select **New Provider** to establish care with a provider you've never seen before



The screenshot shows the 'Appointment Center' page. It is divided into two main sections: 'Schedule with a provider you've seen before' and 'Tell us why you're coming in'. The 'Tell us why you're coming in' section has three options: 'New Provider' (highlighted with a red box), 'Appointment Request', and 'Same Day Care'. The 'New Provider' option includes the text: 'Schedule a new patient appointment with a new provider in Primary Care, Pediatrics, OB/GYN and other specialties.' and a hand cursor icon. The 'Appointment Request' option includes the text: 'Request an appointment for a type of visit not listed here'. The 'Same Day Care' option includes the text: 'Schedule a same-day, sick care appointment with a primary care provider or pediatrician.'

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3. Select the desired specialty from the drop-down list.

Answer the following questions

Please choose a specialty below. If you do not see your desired specialty below, go to the Message Center to send an appointment request message.

Primary Care

CONTINUE

4. The specialty and reason for visit you select may qualify for a virtual visit. Select **Yes** when asked if you would like to schedule a virtual visit

Reason for visit Locations Providers Time Verify and schedule

What kind of appointment are you scheduling?

**New Provider**  
Schedule a new patient appointment with a new provider in Primary Care, Pediatrics, OB/GYN and other specialties.

**Same Day Care**  
Schedule a same-day, sick care appointment with a primary care provider or pediatrician.

**Appointment Request**  
Request an appointment for a type of visit not listed here

Answer the following questions

Would you like to schedule a virtual visit?

Yes No

CONTINUE

5. If applicable, choose a provider. If you are looking for the first available appointment, you can use the **Any Provider** option to see all available appointment times.

Reason for visit Edit New Provider Providers Time Verify and schedule

Who do you want to see?

Any provider  
Schedule with any available provider.

Gabrielle F Deschamp, NP  
Family Medicine

Leslie A. Blake, MD  
Internal Medicine

Vineeth Sankoorikal, MD  
Family Medicine

Anne B Colwart, NP  
Family Medicine

Glenn A Butt, MD  
Family Medicine

Makenzie S Lewis, PA-C  
Family Medicine

Christopher G Garnett, MD  
Internal Medicine

Jennifer F Barrow, MD  
Family Medicine

Muhammad A Jadoon, MD  
Internal Medicine

Colin G Bailey, MD  
Family Medicine

John R Passman III, PA-C  
General Practice

Ryan Lee, MD  
Internal Medicine

# Scheduling a Virtual Visit Appointment

## 6. Select the appointment time that works for you.

Reason for visit [Edit](#)  
New Provider

Providers [Edit](#)  
Any provider

Time

Verify and schedule

What time works for you?

Start search on  
5/26/2020

Times

All available times

Filter times

**Tuesday May 26, 2020**

Christopher G Garnett, MD

1:00 PM	1:20 PM	1:40 PM	2:00 PM	2:20 PM
2:40 PM	3:00 PM	3:20 PM	3:40 PM	

Gabrielle F Deschamp, NP

11:45 AM	12:00 PM	12:15 PM	12:30 PM	12:45 PM
1:00 PM	1:15 PM	1:30 PM	1:45 PM	2:00 PM
2:15 PM	2:30 PM	2:45 PM	3:00 PM	3:15 PM
3:30 PM	3:45 PM	4:00 PM	4:15 PM	4:30 PM
4:45 PM	5:00 PM	5:15 PM	5:30 PM	

## 7. Verify everything looks correct and then add details about your visit and select **Schedule**.


Reason for visit [Edit](#)  
New Provider

Providers [Edit](#)  
Any provider

Time [Edit](#)  
Wednesday May 27, 2020  
8:30 AM

Verify and schedule

Is everything correct?



**New Provider with John R Passman III, PA-C**

Wednesday May 27, 2020  
Starts at 8:30 AM (20 minutes)

Virtual Visit  
This is a virtual visit - once your appointment is scheduled, please complete ePre-Check.

Additional details:

What is the most important thing you want addressed during this visit?

**This is required**

**Appointment Instructions**  
If you are experiencing technical issues, please call [1-877-339-2637](tel:1-877-339-2637).  
**Once you have joined the call, please be patient and wait for the provider to connect. This may take a few minutes.**

Dear Jo,

Prior to completing your virtual visit, you will need to complete ePre-Check and verify that the MyChart mobile app is downloaded on a compatible device.  
**Please note, the MyChart mobile app is required to complete your virtual visit.**

To download the mobile app from the Apple App Store, click [here](#). Click [here](#) from the Google Play Store. For additional information about the MyChart mobile app, click [here](#).

[VIEW FULL INSTRUCTIONS](#)

Before scheduling...

Save this appointment to easily schedule again later!

**SCHEDULE**

# Scheduling a Virtual Visit Appointment

## Here's how to do it for Established Providers:

1. Select **Schedule An Appointment** under the Visits menu or use the quick link on the right side of the home page.

The screenshot shows the MyOchsner patient portal interface. At the top, there is a navigation bar with the MyOchsner logo, a user profile for 'Jo', and several menu items: Health, Visits, Messaging, Billing, Resources, and Profile. The 'Visits' menu is highlighted, and a dropdown menu is open, showing 'Find Care Now', 'Schedule an Appointment' (which is highlighted with a red box), and 'Future and Past Appointments'. On the right side of the page, there is a 'Quick Links' section with several options: 'View test results', 'Ask a question', 'Schedule an appointment' (highlighted with a red box), 'Refill medications', and 'Visit summary'. The main content area on the left displays a 'Welcome!' message and several notification cards, including a health reminder for a lipid test, a sign-up for paperless billing, a statement view, and research study opportunities.

2. Schedule with a provider you've seen before by selecting the box with their name

The screenshot shows the 'Appointment Center' interface. It is divided into two main sections: 'Schedule with a provider you've seen before' and 'Tell us why you're coming in'. The 'Schedule with a provider you've seen before' section is active, and it contains two provider cards. The first card is for 'Matthew A McQueen, MD', a Primary Care Provider in Family Medicine. The second card is for 'Edward D McCoul, MD', an Otolaryngology provider, and this card is highlighted with a red box. A mouse cursor is pointing at the bottom right corner of this card. The 'Tell us why you're coming in' section contains three options: 'New Provider', 'Same Day Care', and 'Appointment Request'. The 'New Provider' option is selected, and it provides instructions for scheduling a new patient appointment with a new provider in Primary Care, Pediatrics, OB/GYN and other specialties.

# Scheduling a Virtual Visit Appointment

- If the provider can see you virtually, you will see a box that says Virtual Visit. Select this box and answer any further questions for your reason for visit and then answer the virtual visit questions to continue to pick a time for the appointment.

Providers [Edit](#)  
Edward D McCoul, MD

Reason for visit

Locations

Time

Verify and schedule

What kind of appointment are you scheduling?

- Office Visit  
Schedule an in-person office visit with a provider you've seen.
- Virtual Visit**  
Schedule a virtual visit with a provider you've seen.
- Appointment Request  
Request an appointment for a type of visit not listed here

- Select the appointment time that works for you.

Providers [Edit](#)  
Edward D McCoul, MD

Reason for visit [Edit](#)  
Virtual Visit

Time

Verify and schedule

What time works for you?

Start search on  
5/26/2020

Times

All available times

Filter times

Wednesday May 27, 2020

- 1:30 PM
- 1:45 PM
- 2:30 PM**
- 2:45 PM
- 3:30 PM
- 3:45 PM

Thursday May 28, 2020

- 8:30 AM
- 8:45 AM
- 9:30 AM
- 9:45 AM
- 1:30 PM
- 1:45 PM
- 2:30 PM
- 2:45 PM

# Scheduling a Virtual Visit Appointment

5. Verify everything looks correct and then add details about your visit and select **Schedule**.


✓ Providers [Edit](#)  
Edward D McCoul, MD

✓ Reason for visit [Edit](#)  
Virtual Visit

✓ Time [Edit](#)  
Tuesday May 19, 2020 2:45 PM

[Verify and schedule](#)

Is everything correct?



**Virtual Visit with Edward D McCoul, MD**

Tuesday May 19, 2020  
Starts at 2:45 PM (10 minutes)

**Virtual Visit**  
This is a virtual visit - once your appointment is scheduled, please complete ePre-Check.

Additional details:

What is the most important thing you want addressed during this visit?

**This is required**

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**SCHEDULE**

To learn more about virtual visits go to:

<https://www.ochsner.org/my-ochsner>