**Tips for a successful MyChart video visit with your Student Health provider**

**Technology**

* Student Health uses MyChart for video (Telehealth) visits.
* You must have an active MyChart account. You will be sent an activation code if needed at the time of scheduling.
* Download the MyChart app on your smartphone.
* Use a high-quality webcam. Ensure that your device, audio, and video are working properly.
* Have your device plugged in or fully charged.
* A wired internet connection is best. If you use Wi-Fi, ensure your Wi-Fi will support a MyChart Telehealth visit.

**Be Prepared**

* Complete any requested forms or questionnaires before the TeleHealth visit.
* Plan for your visit. Write down any symptoms, concerns, or questions.
* Be prepared to answer questions about your medical history, medications, and allergies.

**Virtual “Exam Room”**

* Select a quiet, private location with good lighting. Avoid sitting with your back to a window.
* Decrease distractions. Turn off televisions, music, devices, and notifications. Place your pet in another room if they will be a distraction.
* Close unnecessary programs or apps. Having too many other applications running on your computer or device can strain its memory and reduce the quality of your TeleHealth visit.
* Be sure your webcam is at eye level.
* Dress as you would for a normal office visit. We like to be comfortable at home too, but please wear appropriate clothing!

**Arrive Early**

* Log into your MyChart 15 minutes prior to your scheduled time. This provides you time to troubleshoot if necessary.
* You will do a “E-check-in” for your MyChart video visit.
* The provider’s medical assistant will greet you approximately 15 minutes before your scheduled visit time to get some information in preparation for your conversation with the provider.

**Intake**

* Be ready to list your medications, the dosages, and how often you take them. This list should also include vitamins and supplements and any over-the-counter medications you may be taking.
* If possible, know your vital signs. Vital signs you can record are your weight, temperature taken with a thermometer, pulse – taken manually or with a smart device, and blood pressure if you have a home blood pressure machine.
* Know what local pharmacy you’d like to use if needed. Consider using a pharmacy with a drive-thru window or a delivery option.

**Provider visit**

* Stay engaged, speak clearly, and stay on topic. Time for TeleHealth visits is limited and providers do their best to stay on time.
* Look into the camera and stay close to your device so your provider can hear you.
* Listen closely; have a pen and paper handy to take notes.
* Ask questions and ensure you understand the plan, treatment, and follow up before disconnecting.