

North Memorial Health Video Visits

Customer Guide

As your health family, North Memorial Health is committed to helping you and your family get and stay healthy. To ensure that you get the care you need when you need it, we offer video visits. Below is a quick guide to help you get connected.

To participate in a video visit, you will need the following:

- Access to the internet from a private/secured source
- A home computer or mobile device
- Camera and microphone on your device (computer, tablet, smartphone)

Connect with Your Provider

You can connect one of two ways— through **MyChart** or if you do not have MyChart, North Memorial Health will email you a **meeting link** during check in.

MyChart customers:

Access to your eCheck in and a video visit link will be available on the homepage and in the visit details section of your North Memorial Health MyChart account. You can complete your **eCheck-in** 7 days prior to your Virtual Video Visit.

Customers not using MyChart:

On the day of your Virtual Video Visit, a North Memorial Health team member will contact you to complete your check in. At that time, you will receive an email with your video visit link.

1. Click the link in the email.
2. After the Hardware Test completes, click on **Join Call**.
3. If the provider is not already connected to the call, you will remain in a virtual waiting room until the provider connects.

Good To Know:

- You may join the video visit up to 30 minutes before your scheduled appointment time.
- We ask that you are signed in and situated **10 minutes prior** to your appointment time to ensure you receive the most from your visit.
- Make sure to unmute your microphone, turn on your camera and test the audio capability on your computer/device while you are in the virtual waiting room.

