AveraChart Virtual Visits

You can access your virtual visit from the MEDITECH MHealth app or a browser, but we recommend you use the MEDITECH MHealth App as we can better support that platform.

VIRTUAL VISITS VIA THE MEDITECH MHEALTH APP

In order to utilize the Virtual Visit functionality for an appointment from the MEDITECH MHealth app, please review the below guidelines.

• You must have access to a mobile device with a webcam and microphone.
  • Use this link to test your mobile device’s webcam and microphone.
• You must have access to Wi-Fi or a data plan.
• You must have an AveraChart portal account.
  • If you wish to enroll in the portal, please access the AveraChart website to enroll.
• You must have the MEDITECH MHealth app downloaded on your mobile device. You will not be able to access the Virtual Visit by logging into the AveraChart portal via a browser.
  Please be sure to have the most up-to-date version of the MEDITECH MHealth app installed.
  • Please reference the below steps to install and log in to the MEDITECH MHealth app.
• You must have a scheduled appointment. You will not be able to request a Virtual Visit via the AveraChart portal at this time.

Installing and Logging into the MEDITECH MHealth App:
1. Access the Google Play Store or the App Store on your mobile device and search for MEDITECH MHealth.
2. Launch the app from your mobile device. Users will open to the “Choose a Portal” screen. Select Avera: AveraChart located in the Near Me tab.

AveraChart Help Desk
If you are having problems accessing your virtual visit, please call the help desk at 1-855-667-9704.
3. If Avera is unavailable in the **Near Me** tab, select the dropdown to search for the portal by **US States**. Choose the appropriate state and select **Avera: AveraChart**.

4. Once the appropriate portal has been selected, you will be prompted to log in. Enter the appropriate Logon ID and Password and select **Log On**.

5. You will now be able to utilize the AveraChart portal on their mobile device.
Accessing the Virtual Visits from the MEDITECH MHealth App:

1. Access the MEDITECH MHealth App. Select **Virtual Visit Check-In** to begin check in.

   ** Please Note: This section will only be available 20 minutes prior to the scheduled appointment until 10 minutes after the scheduled appointment. If that window is missed, the appointment will need to be rescheduled.

2. You will need to complete a five-step check-in process before entering the virtual session. This will include confirming demographics, medications, allergies, HIPAA acknowledgment and electronically signing a registration form. Simply select **Next** through each page and then select **Start Visit** to enter the virtual session.
3. Once in the virtual session, you may see a request to allow audio and microphone use. Please select Yes on these popups. Please wait for the provider to join the session. You have the ability to switch the camera, mute the call or end the virtual session.

4. Once the provider joins the virtual session, your webcam will display in the bottom right-hand corner and the provider’s webcam will display front and center. A message will also display stating “You are connected with [Provider].”
5. If the provider would place the virtual session on hold, you will see the below message that “You have been placed on Hold. [Provider] cannot hear or see you.” If you mute the call, a message will display stating, “You are muted.”

6. Once the virtual session has been completed and the provider leaves the session, you will return to the “Virtual Waiting Room” and will only see your webcam. Select the End Call button to end the virtual session.

7. A warning will present to confirm you want to exit the session. Select Yes if appropriate.
VIRTUAL VISITS VIA THE WEB

In order to utilize the Virtual Visit functionality for an appointment from the Web, please review the below guidelines:

- You must have access to a computer with a webcam and microphone.
- You must have access to Wi-Fi.
- You must have an AveraChart Portal account.
  - If you wish to enroll in the portal, please access the AveraChart website to enroll.
- If you are doing the virtual visit from a computer, Internet Explorer does not work. Please be sure to use another web browser, such as Google Chrome, Microsoft Edge, Safari, etc.
- You must have a scheduled appointment. You will not be able to request a Virtual Visit via the AveraChart portal at this time.

Testing Your Audio and Video Connection Prior to Your Virtual Visit

At any time prior to your AveraChart Virtual Visit, you can log in and test your audio and video connection. Checking this information prior to your visit will help to ensure a successful visit with your care team.

1. Log in to your AveraChart account and navigate to the Appointments section.

2. Select the upcoming Virtual Visit appointment.

AveraChart Help Desk

If you are having problems accessing your virtual visit, please call the help desk at 1-855-667-9704.
3. Select the Test Connection button.

AveraChart Help Desk
If you are having problems accessing your virtual visit, please call the help desk at 1-855-667-9704.

4. Follow the prompts to test your audio and video connection.
VIRTUAL VISITS VIA THE WEB

Starting Your Virtual Visit
1. Access the AveraChart from your Chrome browser: https://www.avera.org/averachart/
2. In the AveraChart Login section, select Returning User.

AveraChart Help Desk
If you are having problems accessing your virtual visit, please call the help desk at 1-855-667-9704.

3. On the AveraChart login screen, enter the appropriate Logon ID and Password. Select Log On.
4. Once the AveraChart is accessed, you will see a **Check In** option to start the Virtual Visit. Select **Check In** to complete the check-in process before entering the virtual session.

** Please Note: This section will only be available 20 minutes prior to the scheduled appointment until 10 minutes after the scheduled appointment. If that window is missed, the appointment will need to be rescheduled.

5. You will need to complete a five-step check-in process before entering the virtual session. This will include confirming demographics, medications, allergies, HIPAA acknowledgment and electronically signing a registration form. Simply select **Next** through each page and then select **Start Visit** to enter the virtual session.

---

**AveraChart Help Desk**

If you are having problems accessing your virtual visit, please call the help desk at 1-855-667-9704.
6. At this point, you may receive a prompt to allow for access to use your device’s microphone and camera. Please select Allow.

7. You may see the below screen after selecting Allow. Select Retry and the virtual visit session will begin.

8. Once in the virtual session, your webcam will display. Please wait for the provider to join the session. You will have the ability to switch the camera, mute the call or end the virtual session.
9. Once the provider joins the virtual session, your webcam will display in the bottom right-hand corner and the provider's webcam will display front and center. A message will also display stating "You are connected with [Provider]."

10. If the provider would place the virtual session on hold, you will see the below message that “You have been placed on Hold. [Provider] cannot hear or see you.”
11. Once the virtual session has been completed and the provider leaves the session, you will return to the “Virtual Waiting Room” and will only see your webcam. Select the **End Call** button to end the virtual session.

12. A warning will present to confirm you want to exit the session. Select **Yes** if appropriate.

** Please Note: You will be able to re-access the virtual session until the AveraChart portal has been refreshed. If the provider has stated that the call is finished, please do not try to re-access the session as the provider will not be able to join again.