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. Users will not be able to access the Virtual Visit by logging into the AveraChart Portal via a browser.
  - Please reference the below steps to install and login 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 & 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.

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**.

![Image of search dropdown and AveraChart](image1.png)

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

![Image of login screen](image2.png)

5. You will now be able to utilize the AveraChart Portal on your mobile device.

![Image of AveraChart app](image3.png)
Accessing the Virtual Visits from the MEDITECH MHealth App:

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

2. **Please Note** – this section will only be available 15 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.

**Close Other Apps**
We discourage using other apps (i.e., Instagram, Facebook) while in the virtual waiting room because this causes the audio/visual of the MHealth App to disable.

3. You might need to complete a five-step registration 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. **If you don’t need to complete the registration, you can proceed with selecting Start Visit.**
4. Once in the virtual session, you may see an option to Allow Audio on your mobile device. Select Allow Audio if this displays.

5. Your webcam will display and a message will show stating “[Provider] will join you shortly.” You will have the ability to switch the camera, mute the call, or end the virtual session.

6. 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]”.
7. 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 put the call on hold, message would display stating “You are muted.”

8. Once the virtual session has been completed and the provider leaves the session, you will see a message stating “[Provider] has left.” Only your webcam will be displaying at this time.
9. Select the **End Call** button to end your virtual session.

10. 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.
- Virtual Visit functionality only works when using Google Chrome or Safari. Please be sure to use one of these browsers to access the AveraChart Portal.
- You must have a scheduled appointment. You will not be able to request a Virtual Visit via the AveraChart portal at this time.

1. Access the AveraChart from your chrome browser: https://www.avera.org/averachart/

2. In the **AveraChart Login** section, select **Returning User**.

3. On the **AveraChart** login screen, enter the appropriate Logon ID and Password. Select **Log On**.

AveraChart Help Desk
If you are having problems accessing your virtual visit, please call the help desk at 1-855-667-9704.
4. Once 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 15 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 might need to complete a five-step registration 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. **If you don’t need to complete the registration, you can proceed with selecting Start Visit.**
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. Simply select **Retry** and the virtual visit session will begin.

![Retry Screen](image)

8. Once in the virtual session, your webcam will display and a message will show stating “[Provider] will join you shortly.” You will have the ability to switch the camera, mute the call, or end the virtual session.

![Virtual Session Screen](image)
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. When the virtual session has ended and the provider has left the virtual session, you will see the below message that “[Provider] has left.”

12. Select the **End Call** button to end your virtual session.

13. 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.