

AveraChart Virtual Visit Guide

Requirements for Virtual Visits

- Scheduled appointments
- Access to a mobile device with a webcam and microphone, or access to a laptop or desktop with a webcam and microphone
- Access to Wi-Fi or a data plan
- An AveraChart portal account (enroll at AveraChart.org)

Virtual Visits Via the MEDITECH MHealth App

1. Download the free MEDITECH MHealth app from the App Store or Google Play store and log in using your AveraChart Login ID and Password.
2. On the app, select Virtual Visit Check-In.
3. Fill out a short questionnaire about demographics, medications, allergies and more.
4. Once in the virtual session, select Allow Audio. Your provider will join you momentarily.
5. If needed, you or your provider can put the virtual session on hold.
6. When complete, select End Call and confirm with Yes.

Virtual Visits Via the AveraChart Website

1. Access AveraChart from AveraChart.org and enter your Login ID and Password.
2. Select the Check-In option and complete the check-in process including a short questionnaire.
3. Allow the website to access your microphone and camera. Your provider will join you shortly.
4. If needed, you or your provider can put the virtual session on hold.
5. When complete, select End Call and confirm with Yes.

MEDITECH MHealth Virtual Visit Guide

Switching to a Virtual Visit

If a previously scheduled appointment is being switched to a virtual visit, the clinic will call you and allow you to accept or decline a virtual visit.

The new appointment will be the same appointment time, but could be rescheduled depending on the provider's schedule.

Virtual visits will run through insurance like a normal clinic visit.

If you have questions regarding your appointment and/or plan of care, contact the clinic.

If you're having trouble with the portal functionality, contact the Portal Help Desk at 1-855-667-9704.

**For more detailed instructions,
Avera.org/virtual-visits**

