Virtual Visits

Virtual Visits uses live videoconference technology to connect you to your clinician. After your virtual visit has been scheduled, be sure to complete the following steps before your appointment.

Note: You must have a MyChart account in order to complete a Virtual Visit. If you do not have one, please contact your practice.

Prepare for your visit

1. Download the MyChart and Zoom apps

On your mobile device, navigate to the Apple or Google Play stores to download these two applications to your device. Alternatively, use your device's camera to scan the relevant QR code to download each app on your device.

Apple iOS **Android OS**

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Logging into the MyChart App

- Patients **under 13** years old should have their Proxy login using their MyChart account.

- Patients **over 13** should log in using their own MyChart account

If this is your first time logging into the app and are asked to select an Organization please search for:
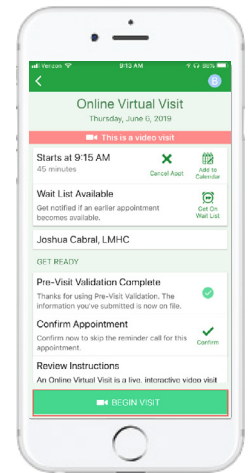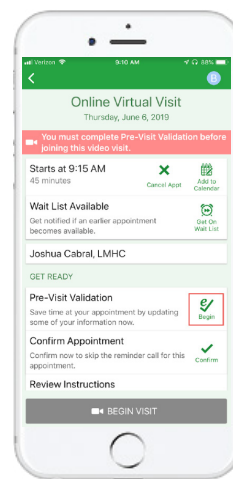 **"PPOC"**

On the day of your visit

1. Sign into the MyChart App and complete your Pre-Visit Validation 15 minutes prior to your Appointment
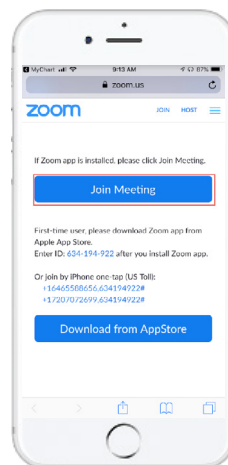
2. After Pre-Visit Validation is complete, you will have the option to complete your co-pay
If you choose not to pay, your practice will send you a bill.
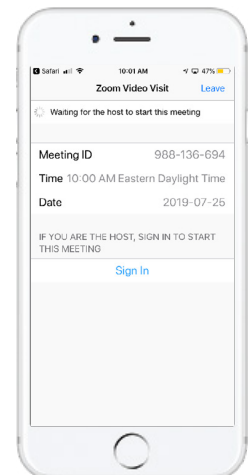
3. Click the Begin Visit button

4. You will be directed to the Zoom website
Click "Join Meeting" to open the meeting using your Zoom app

5. Zoom will open to the "Waiting" screen while provider joins
You will not need to sign in as the host. Your provider will complete this task.

Need Help? Please contact your practice directly.