

Frequently Asked Questions for Video/Virtual Visits at InterCommunity

1. What is a video visit?

A video/virtual visit is an appointment using video conference and technology like your smartphone or tablet for a follow up visit with your provider.

2. What kind of visits can be video/virtual visits?

All sorts of visits can be done virtually. If you are interested in trying it, the best way to find out is by calling or texting us at **860-569-5900** and letting us know you are interested in scheduling a Video/Virtual Visit. We will ask you a few questions to confirm whether it might be right for your situation.

3. How and when can I schedule a video visit?

If your care team agrees and feels like a video visit is appropriate, contact a staff member at **860-569-5900**.

4. I have symptoms associated with COVID-19 (fever, dry cough, shortness of breath), would it be appropriate to schedule a Virtual Visit?

Yes! A Virtual Visit is a great way for us to see you and assess the right next steps. You'll also be doing our community a service by helping to reduce the chances of spreading whatever illness you have with others.

5. I already have an appointment, but I am scared to come into the clinic in case someone there is sick. Could a Virtual Visit be an option?

Our clinic has taken steps to ensure that patients who meet screening criteria for potential exposure are isolated and safely evaluated. We also are using cleaning agents designed to kill COVID-19 within all our clinics.

6. I really want to keep my appointment, but I am having transportation problems or running late, can I switch to a Video/Virtual Visit?

Give us a call or text at **860-569-5900**. If you need help arranging transportation, many insurance companies assist qualifying patients. If you think you think you will be late or miss your appointment, we can check with your provider to see if your visit could be switched to a Video/Virtual Visit.

7. Who will provide my care during a video visit?

Video visits are like an office visit. They will last about the same amount of time and go over the same information. Medical assistants may help gather information, just like an office visit, before you meet with your provider.

8. Are prescriptions provided during a video visit?

If you require a prescription, your provider will send your prescription to your preferred pharmacy. Narcotics and other controlled substances will not be prescribed at video visits.

9. What if I prefer to access MyChart on my laptop/computer or don't have a smart phone?

If you have a laptop or other computer you can access MyChart using the Login and Password you just created at <https://mychart.ochin.org/mychart/>. If you have a laptop or computer with a camera and microphone you can also use it for a Video/Virtual Visit.

10. Is the Login and Password the same for the MyChart mobile app and web site?

Yes, the same Login and Password can be used on your mobile app or the web site.

11. Once I schedule a Video/Virtual Visit, how do I start the visit?

You will receive a text message with a link to start before your visit. Simply click the link and enter your MyChart login and password. If you don't receive the text message or have trouble getting connected, call us at **860-569-5900**.

12. Are Virtual Visits covered by insurance? What will I be charged?

Virtual Visits are covered by most major insurances and billed like any other office visit, so your normal benefits should apply. If you have a Virtual Visit and discover your insurance provider denied it, please call us at **860-569-5900**, and we will work with you to resolve any issues that we can.

13. What do I need for my video visit?

See our Video/Virtual Visit complete [instructions](#)

To get a good connection with your provider you will need:

- Smartphone, tablet or a desktop that is used for teleconferencing

- Active MyChart account. If you have trouble with your existing account or need help to create new one, you can call our Onboarding Department at **860-569-5900**.
- MyChart Mobile and Zoom applications (apps)
- Insurance information for eCheck-In
- A fully charged device on day of appointment
- Log in to your visit up to 15 minutes before start time

14. How will my visit be billed?

We will bill your insurance company for the visit using our standard prices. Deductibles and copayments may be applied as determined by your insurance plan.

15. What if I am running late to my video visit?

If you are unable to start your visit at your scheduled time, we may not be able to see you.

16. What if my video does not work for my appointment?

If your video will not work for the visit, your provider will be in touch to reschedule.

17. Can my teenager have a video visit?

Patients under the age of 18 must have an adult present during their video visit.