

# Scheduled Video Visits

Your safety is Windom Area Health's highest priority. In an effort to protect the health of our patients and limit possible exposure to any community illness at this time, your provider has recommended a scheduled virtual/online appointment for you, called a video visit.

Appointment Information: \_\_\_\_\_

Provider: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

## Set-up your My Chart account and download the Sanford Health App

- All video visits require a My Sanford Chart account.
- If you do not already have an account, please ask us for assistance or visit MySanfordChart.org.
  - All Windom Area Health and Sanford Health patients are able to sign up for a MyChart account. To sign up, go to MySanfordChart.org and follow prompts under 'Get Access Here.'
- If you have a My Sanford Chart account but have forgotten your username and/or password, you can reset these at MySanfordChart.org.
- Please follow the steps below to prepare for and join your video visit. Please note: video visits should be joined on a mobile device with the Sanford Health app to provide the best experience.

## Fifteen minutes before your scheduled video visit appointment

- Complete online check-in.
  - This can be done by opening the Sanford Health app, clicking on "My Sanford Chart" and signing into your account. Then, click on "Appointments" and select your scheduled video visit appointment and click on the link to complete "online check in."
- Test your hardware to make sure your video and audio will work for your visit.
  - This can be done by opening the Sanford Health app, clicking on "My Sanford Chart" and signing into your account. Then, click on "Appointments" and select your scheduled video visit appointment and click on the link to "Test Video."
  - If you have not already been asked permission to use your device's microphone and camera, it will ask now. Click "Allow."

## At the time of your scheduled video visit appointment

- When it is time to join your video visit, open the Sanford Health app, click on "My Sanford Chart" and sign into your account. Then, click on "Appointments" and select your scheduled video visit appointment.
- If you have completed online check-in as noted above, and it's within 10 minutes of your appointment time, you should see a button on the bottom of the appointment page that says, "Begin Visit." Click on that to connect to the video visit.
- If your provider has not yet joined the video visit, you will see a message that says it is waiting for the provider to join. Stay on this screen and wait for the therapist to join the video visit.
- When the video visit is done, touch the screen and a red button with a phone receiver and an arrow pointing down will appear at the bottom. Click on this to end from the video visit.

**If you are having issues connecting to the video visit, or have questions, please call the My Sanford Chart technical support line at 866-808-5274.**