

MYCHART VIDEO VISIT

HOW TO CONNECT VIA PHONE OR TABLET

(RECOMMENDED)

MyChart Video Visits - FAQ

What is a video visit?

Video visits allow you to have a face-to-face appointment over streaming video with your Houston Methodist provider using your computer or mobile device at a location convenient to you.

Why video visits?

Video visits are a convenient option to see your Houston Methodist provider for non-emergent symptoms and follow-up care. You can save travel time and receive treatment from your provider in a location convenient to you.

Who is eligible for a video visit?

Both new and establish patients are eligible for a video visit. You must be in the state of Texas at the time of the video visit.

What are the technical requirements for a video visit?

Video visits are offered through computer, mobile device, or tablet connected with high-speed internet access. **We recommend** that you connect with your **Mobile** device via the **Mychart App**. You can use your Android or IOS phone or tablet for video visits. Visits using a laptop or desktop computer are performed through your Houston Methodist MyChart patient portal. You must have a webcam or built-in camera with audio capability. Only Chrome and Safari browsers are supported.

Does my doctor offer video visits? How do I schedule a video visit?

Discuss video visit with your provider's office to determine if they are participating at this time. Your provider's office can schedule a video visit for you. You can schedule yourself through your MyChart account. In addition, you can also schedule your video visit on our website via <https://www.houstonmethodist.org/find-a-doctor/>

What conditions are treated? (How do I know if video visits are right for me?)

We recommend you confirm with your doctor to ensure that a video visits is right for you. Some examples of what our providers can treat with a video visit includes:

- Post-Op
- Consults
- Constipation
- Cough
- Diarrhea
- Minor joint injuries
- Follow-up
- Rashes
- Sore throat
- Urinary Tract Infection
- Vaginal Yeast Infection
- Other conditions deemed appropriate

Does my doctor have access to my health information?

Yes. Your Houston Methodist provider will have access to your medical chart while performing a video visit.

Can I get a prescription?

Your provider will recommend the best treatment for your condition. Please ensure your pharmacy is up to date.

How long does a visit last?

Video visits typically last around 10 minutes. There is a 15-minute limit on visit lengths for most visits to allow providers to remain on schedule. New patient and specialty visits may last longer than 15 minutes.

What is the cost of a video visit?

All video visits will be billed to insurance after the visit, unless they are in the global period. Standard patient cost sharing (copay, coinsurance and deductibles) may apply depending on your insurance. Self-pay will be billed \$20 for Primary Care and \$50 for Specialty Care.

Is it secure?

Houston Methodist video visits use secure, encrypted technologies that comply with all HIPAA regulations to keep your patient information secure.