

Name: Leonard Clinton Williams III | DOB: 11/1/1980 | MRN: 73503481 | PCP: Jacobus P Bliek, PA

RE: Non-Urgent Medical Question

Lindsay L

All messages have been loaded.

Lindsay L 03/26/2021, 9:33 AM

A virtual visit will be just fine. I have already changed the appointment.

Video visit instructions:

Important notes:

- Video chat should not be used for emergencies or urgent medical questions. Please call 911 if you have an emergency.
- You must have an active MyChart account to participate in a video visit. If you do not have a MyChart account, please sign up for one by visiting MyNovant.org and requesting an activation code.
- Video visits require an Internet connection. Mobile video visits require a connection to either the Internet or a 3G/4G network.

-If you are using your mobile device, you will need to download the MyChart App to your hand-held device before your appointment. You may need to contact your Doctor's office for an activation code to activate your account if you haven't already.

- Download the MyChart App from the App Store or Google Play.
- Open the MyChart App and click Accept to accept the license agreement.
- Enter Novant in the search field at the top of the screen.
- Login in with your MyChart username and password.

-If you are joining via your smart phone or tablet, you will also need to download the Zoom App from your App Store and create an account if you don't have one already. Zoom allows face-to-face video conferencing.

-When you first use your MyChart account for a video visit, you will be asked if you want to allow the MyChart program to use the camera and the microphone—you must click YES or ALLOW for the video visit service to work.

By iPhone or iPad device

-At least one hour before video visit: Go to your Device Settings --> Safari --> TURN OFF "Block Pop-ups"

-Open MyChart mobile app and complete e-check in

-15 min before your appointment time, open the MyChart mobile app.

- Enter your MyChart username and password.
- Click Sign in.
- Click Appointments.
- Select your video visit appointment from the upcoming Appointments screen.
- Click Begin Visit.
- You will be asked if you want to allow the MyChart program to use the camera and the microphone. Click YES or ALLOW for the video visit to work.
- You will see a Zoom window pop up. Ignore the ID- you will automatically connect.
- Aagree to video and audio if prompted.

Agree to video and audio if prompted.

-If the provider has not yet joined the video visit, you will see their video stream on the bottom and a message that says, "Waiting for Host to start this meeting." Once the provider joins the video visit, you will receive prompts to join with video and to select an audio option.

By Android or Tablet device

-At least one hour before video visit: Go to Google Chrome --> click on the three little dots at the top right corner --> Settings --> Site Settings --> "Pop-ups and Redirects" --> swipe toggle to Allowed

-Open MyChart mobile app and complete e-check in

-15 min before your appointment time, open the MyChart mobile app.

-Enter your MyChart username and password.

-Click Sign in.

-Click Appointments.

-Select your video visit appointment from the upcoming Appointments screen.

-Click Begin Visit.

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By iMac computer

-At least one hour before video visit: Download Google Chrome Browser --> once downloaded, open Google Chrome --> click on the three little dots at the top right corner --> Settings --> Site Settings --> "Pop-ups and Redirects" --> swipe toggle to Allowed

- Using Google Chrome Go to MyNovant.org and complete e-check in

-15 min before your scheduled appointment time, visit MyNovant.org

-Enter your MyChart username and password.

-Click sign in.

-From the homepage, click "view instructions for your appointment."

-You will be able to click the Test Hardware button to ensure your webcam and microphone are functioning correctly before meeting with your provider.

-When you are ready to begin your video visit, review the Terms and Conditions of Use, and click Begin Video Visit. This notifies the provider that you are ready for your appointment. The provider will begin the visit with you as close as possible to your scheduled video visit appointment time. You will be re-directed to Zoom.

-You may receive a pop-up message when you first connect that requests permission to access your camera and microphone. Click Allow.

-When you are connected to the video visit, the main screen will read "connected, waiting for provider" until your provider signs into the video visit. Once your provider signs into the visit, you will receive prompts to join with video and to select an audio option.

By Windows PC computer

-At least one hour before video visit: Go to Google Chrome --> click on the three little dots at the top right corner --> Settings --> Site Settings --> "Pop-ups and Redirects" --> swipe toggle to Allowed

- Using Google Chrome Go to MyNovant.org and complete e-check in

Using Google Chrome go to mychart.org and complete a check in.

-15 min before your scheduled appointment time, visit MyNovant.org

- Enter your MyChart username and password.
- Click sign in.
- From the homepage, click "view instructions for your appointment."
- You will be able to click the Test Hardware button to ensure your webcam and microphone are functioning correctly before meeting with your provider.
- When you are ready to begin your video visit, review the Terms and Conditions of Use, and click Begin Video Visit. This notifies the provider that you are ready for your appointment. The provider will begin the visit with you as close as possible to your scheduled video visit appointment time. You will be re-directed to Zoom.
- You may receive a pop-up message when you first connect that requests permission to access your camera and microphone. Click Allow.
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Warm regards,
Lindsay, CMA
Certified Medical Assistant to Dr Meredith Snapp

Novant Health Neurology & Sleep - Midtown
1918 Randolph Rd Suite 400
Charlotte NC 28207
(P) 704-384-9437
(F) 704-384-9440

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