

## Virtual walk-in clinic.

With Parkview MyChart, you can talk to a Parkview provider from your smartphone, tablet or computer — receiving the same level of care as an in-person visit at a walk-in clinic. Our providers are available to treat and diagnose non-emergency medical issues and can send prescriptions right to your pharmacy of choice, if necessary.

Common conditions treated by Virtual Walk-in Clinic include:

- Cold, cough, flu
- Allergies
- Pink eye
- Sore throat
- Respiratory issues
- Sinus problems
- Skin problems
- And more!

This service is open to anyone in Indiana or Ohio, even if you don't have a Parkview provider. Video visits are available for Indiana patients from 8 a.m. – 8 p.m. daily. Video visits are available for Ohio patients from 8 a.m. – 8 p.m. Monday – Friday and 9 a.m. – 1 p.m. on Saturday. Insurance is now accepted for MyChart video visits. Go to [mychart.parkview.com](http://mychart.parkview.com), log into your MyChart account and select “Virtual Walk-in Clinic”.

Visit [parkview.com/VirtualWalkInClinic](http://parkview.com/VirtualWalkInClinic) for more information and video guides.



**DOWNLOAD THE FREE MYCHART APP FOR ENHANCED, EASY-TO-USE FEATURES INCLUDING VIDEO VISITS.**

For account support, e-mail [MyChart@parkview.com](mailto:MyChart@parkview.com), or call the MyChart Patient Support Line at 1-855-853-0001.

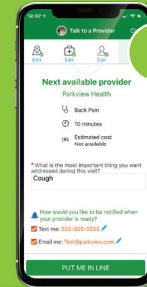
Go to [Parkview.com/MyChartInfo](http://Parkview.com/MyChartInfo) for common MyChart video visit FAQs and discover convenient features such as prescription refills, messaging your provider and more!

## How to begin a video visit



1

In the MyChart app, tap *Menu* and choose *Virtual Walk-in Clinic*.



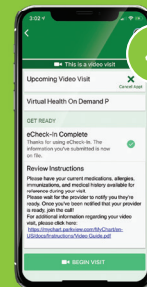
2

Confirm your location and select a reason for your visit. Choose your communication method and select *Put Me In Line*.



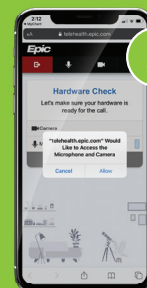
3

Next, complete the eCheck-In process and click *Submit*. This process must be completed before the video visit can begin.



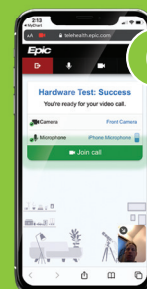
4

MyChart will send you an alert when a provider becomes available. Select *Virtual Walk-in Clinic* and click *Begin Video Visit*.



5

After tapping *Begin Visit*, a new window will launch a *HARDWARE CHECK* and [telehealth.epic.com](http://telehealth.epic.com) will ask to allow access to Microphone and Camera. Click *Allow*.



6

Once hardware test is complete and successful, tap the *Join Call* button.