Video Visit FAQ

What is a Video Visit? A video visit is a live, interactive appointment with your Froedtert & MCW primary care provider. These visits are available exclusively through your MyChart account, and can be accessed via your mobile phone, tablet, or desktop device with a camera, an Internet connection, and a quiet, private place where you can talk with your provider.

When can I schedule a Video Visit? Video visits with a Froedtert & MCW provider can be scheduled for a specific time, just like an appointment in the clinic, during the same Primary Care hours as your health center.

How can I schedule a Video Visit? Video visits can be scheduled via MyChart direct scheduling, or by calling your health center.

Are video visits available to everyone? Initially, video visits are only available to those who meet the following criteria:

- Are an established Froedtert & MCW patient
- Are currently enrolled in MyChart
- Are insured by either Froedtert Health or United Healthcare
- Your reason for visit aligns with the allowable low complexity, acute-care and chronic conditions

Who will provide my care during a Video Visit? By design, video visits are similar, in both process and duration, to that of a traditional office-based visit. Medical assistants may participate in gathering information, similar to a traditional office-based visit, before you meet with your physician. If your condition requires a prescription, your provider will electronically send your prescription into your preferred pharmacy.

What happens if I need additional care? You and your provider may decide that you need further care following a video visit. This may include follow-up in clinic, referral to a specialty provider, lab or imaging.

Can I use this service while I am travelling? You must physically be in the state of Wisconsin at the time of your video visit, as per your provider’s medical license. However, you can schedule your video visit from anywhere at any time.

How will my visit be billed? Video visits will be billed the same as an office visit. Standard co-pays and co-insurance will apply as per your benefit plan.

What if I am running late to my Video Visit? If you are unable to connect to your video visit within 10 minutes of your scheduled appointment, similar to an office visit, you will be asked to reschedule. The technology limits your ability to log in after 10 minutes.

Can I have a video visit for my child/other family member? Yes. If you have caregiver access, you can schedule a video visit for your child.
What if I am having technical difficulty? We are so sorry if you are experiencing issues at home. If you are experiencing technical difficulty prior to your appointment, please see the additional Troubleshooting section below. If you are unable to troubleshoot the issue prior to your appointment time, please contact the clinic to reschedule for a later time or for an in-person visit with your provider.

Where can I go for additional information? If you need additional information on how to navigate and complete your video visit, please login to your MyChart account, click on the Help link at the bottom of the page, and locate the Video Visit Reference Guide for further information.

Mobile Help: Video/Audio Troubleshooting

I am having video problems

I cannot see my doctor or the image is poor
Let your doctor know you cannot see them, if your audio is working. They may need to adjust their settings or change the lighting in the room.

My doctor cannot see me or the image is poor
Check your phone’s settings to make sure that the camera is enabled for the MyChart app.

- Toggle the camera view to front facing and back again.
- Hang up and try to reconnect.
- Adjust the lighting so the light source is in front of you.

Check your Internet connection
Ensure that you have a strong signal and connection. Some visual problems can be caused by a slow connection.

I am having audio problems

I cannot hear my doctor
Let your doctor know if you cannot hear them. They may need to adjust their settings or use a headset.

- Adjust your speaker volume, and make sure the speakers are not on mute.
- Try a headset or headphones.

My doctor cannot hear me
Make sure that your microphone is not on mute.

- Minimize background noise, and join from a quiet place.
- Try a headset or headphones.

I hear an echo or delays in audio
Try a headset or headphones.
Check your Internet connection
Ensure that you have a strong signal and connection. Some visual problems can be caused by a slow connection.

I am seeing a black screen
You likely have a poor WiFi connection or blocked WiFi. Try to connect on cellular LTE. If you are using LTE in a low signal area, it may prevent video streaming.

Why a good Internet connection is important
A slow Internet connection can cause problems with video and audio. Please join your video visit with the strongest connection possible.

How to improve your connection speed
Connect using WiFi rather than your mobile network. A WiFi connection is stronger and more reliable than a wireless one.

Close other applications not being used by video visits.

Move closer to your router if you are using wireless.

Limit access to your wireless network if it is shared with others.

Computer Help: Video/Audio Troubleshooting
I am having video problems

I cannot see my doctor or the image is poor
Let your doctor know you cannot see them, if your audio is working. They may need to adjust their settings or change the lighting in the room.

View the image in full-screen mode.

My doctor cannot see me or the image is poor
Check that your computer’s camera is on and working properly.

Adjust the lighting so the light source is in front of you.

Check your Internet connection. Some visual problems can be caused by a slow connection.

I am having audio problems.

I cannot hear my doctor
Let your doctor know if you cannot hear them. They may need to adjust their settings or use a headset.

Adjust your speaker volume and make sure the speakers are not on mute.

Try a headset or headphones.
My doctor cannot hear me
Make sure that your microphone is not on mute.

If you are using an external microphone, make sure that it is plugged in and turned on, and check the settings.

Minimize background noise and join from a quiet place.

I hear an echo or delays in audio
Try a headset or headphones.

Check your Internet connection. Some audio problems can be caused by a slow connection.

Why a good Internet connection is important.
A slow Internet connection can cause problems with video and audio. Please join your video visit with the strongest connection possible.

How to improve your connection speed
Plug an Ethernet cable into your computer. A wired connection is stronger and more reliable than a wireless one.

Close other applications not being used by video visits.

Move closer to your router if you are using wireless.

Limit access to your wireless network if it is shared with others.