

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 and hear your provider.*

How do I access a Video Visit? *We recommend that you access your Video Visit via the MyChart Epic App on your Smart Phone, tablet, or other device. This is the easiest and recommended way to connect with your provider for your visit. Search the words “My Chart” and download the app to get started.*

If you are on a laptop or desktop computer, you may visit www.mychartlink.com and login to your MyChart account to access your Video Visit.

Note: Be sure to use the app (not the web browser) on your phone, tablet, or device. If you have the opportunity to use the MyChart app, this is the best way to access your visit.

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 on the web or the MyChart App, 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 (ideally direct to web)*

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 can schedule your video visit from anywhere at any time. However, you must physically be in the state of Wisconsin at the time of your video visit, as per your provider’s medical license.*

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 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.*