

How to Access a Video Visit Through Your Computer

Please follow these steps to start your scheduled video visit with your provider from your computer.

Video visits are only done through a One Chart | Patient account.

If you don't have one, you can make an account by going to

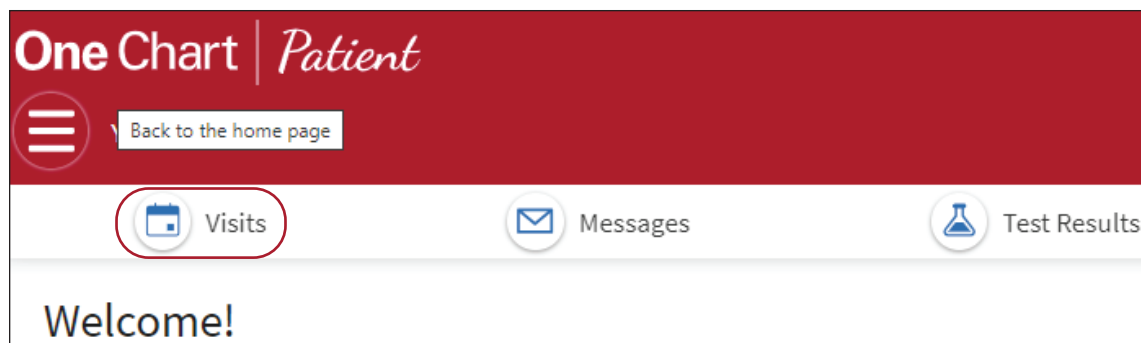
NebraskaMed.com/OneChart before proceeding with these instructions.

If you are having problems or need help please contact our customer service team at **402.559.0700** or by email at **onechartpatient@nebraskamed.com**. Our representatives are available 24/7 by phone and from 8:30 a.m. to 5 p.m. by email.

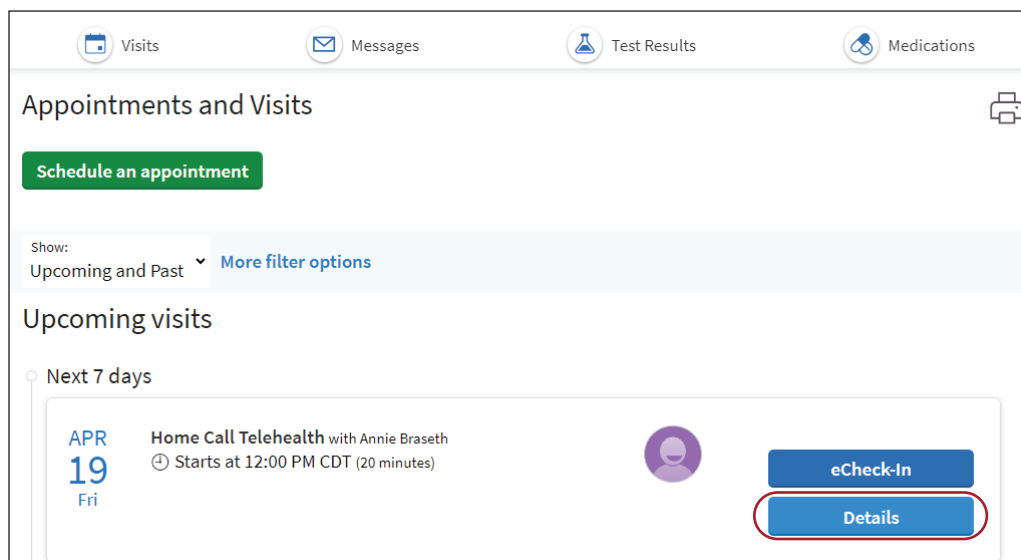
Instructions include the following:

Step 1: On your home computer, visit **www.onechartpatient.com** and log in to your account.

Step 2: Select the **Visits** button at the top of the screen.



Step 3: Under **Upcoming Visits**, find the **Home Call Telehealth** visit. Click on the blue **Details** button to the right of the visit information.



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Step 4: Click the **Join video visit** button to let the provider know you are ready.

The screenshot shows the One Chart Patient app interface. At the top, there's a red header with 'One Chart Patient' and a 'Log out' button. Below the header, there's a navigation bar with icons for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. The main content area is titled 'Appointment Details' and features a green banner that says 'Ready to begin video visit' with the text 'We're ready for you! Begin the video visit, and your provider will be with you shortly.' Below this, there's a section for 'Home Call Telehealth with Annie Braseth' with details about the appointment: 'This is a video visit', 'Friday April 19, 2024 12:00 PM CDT (20 minutes)', and an 'Add to calendar' button. There's also a section for 'Manage who will participate in this video visit' with a 'View and invite participants' link. A prominent green button labeled 'Join video visit' is highlighted with a red circle. To the right of the main content, there's a calendar view for April 2024, showing the current date as the 19th. At the bottom, there's a 'Visit Instructions' section with text about the video visit process and a link to the Nebraska Medicine website.

If you do not see the **Join video visit** button, it is too early to start the visit. You can log in to your visit 10 minutes before your appointment time to let the rooming process start.

Please note that you may be asked to fill out eCheck-In before joining a video visit. Select **Start eCheck-In** from the notice at the top of the **Appointments** page. Follow the prompts before joining your video visit.

Step 5: Wait for your provider to join.

You may be asked to allow access to your camera and microphone. Please select **Continue**, then **Allow**.