

## What is an E-Visit?

An E-Visit is a non-urgent, non-emergent online visit initiated by the patient. Use the **Submit an E-Visit** quick link on the right side of the screen to get started. Read through and accept the E-Visit disclaimer and you've started the workflow. Select from a predefined list of reasons for your E-Visit and select the provider you want to send your E-Visit to. Note that your recipient list will be determined by which providers are accepting E-Visit messages and your relationship with said providers. Not all providers accept E-Visits at this time, thus you may or may not see your care team of providers listed. Follow the rest of the screen prompts and you're on your way to receiving virtual care!

## How much do E-Visits cost?

Depending on the provider/clinic, an E-Visit will likely be between \$50 - \$60. We will bill your insurance carrier for these services. You will be financially responsible for any charge related to the E-Visit that are not covered by your insurance carrier and any follow-up care ordered or directed as a result of the E-Visit, including, but not limited to, diagnostic test, prescribed drugs, laboratory test, referrals for subsequent care or an office visit.

## What is a Video Visit?

Video visits offer you the ability to receive non-urgent care from your provider through a live audio/video stream using your smartphone, tablet, or computer with webcam. To schedule a video visit, simply log onto myBeaumontChart, click the **Schedule an appointment** quick link on the right side of the screen, and choose the "Video Visit" option. From there, you will be prompted to provide the information necessary to schedule the video visit. Currently, the following browsers are supported: Internet Explorer, Firefox, Google Chrome, and Safari. **Note that not all providers accept Video Visit appointments at this time.**

Make sure you have a stable internet connection on the device you are using for the video visit. If your hardware test is unsuccessful, please contact us at 248-597-2727 for assistance. For any scheduling questions or concerns, please contact your provider.

## What do I do to prepare for a Video Visit?

We recommend using our mobile app for your video visit:

1. Download the MyChart App from the App Store (iPhone) or Google Play Store (Android).
2. Select Michigan and Beaumont.
3. Select Login to myBeaumontChart
4. Log in to myBeaumontChart on the App and click on 'Appointments'.