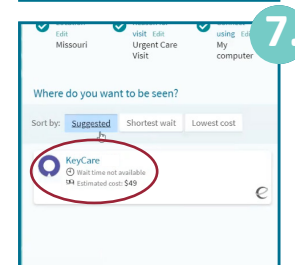
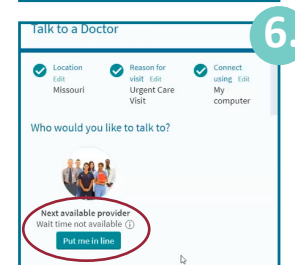
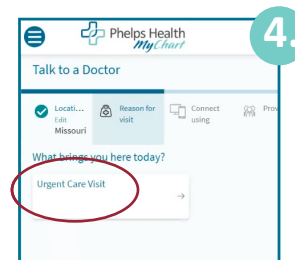
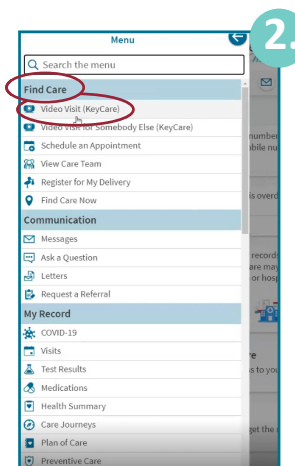


# HOW TO START AN ON DEMAND VIDEO VISIT WITH KEYCARE

KeyCare video visits are a great option for when you or a loved one needs to be seen. Please note: If you use KeyCare video visits, you will not see a Phelps Health provider.

## Follow these instructions to start your video visit with KeyCare:

1. Sign in to your Phelps Health MyChart account on your mobile phone, computer or tablet.
2. In the Menu icon (three horizontal lines), under “Find Care,” choose “Video Visit (KeyCare)” for a video visit for yourself or “Video Visit for Somebody Else (KeyCare)” for a video visit for your child or somebody else for whom you care.
3. Select the state where you are currently located. Click “Confirm.” (KeyCare video visits are available in all 50 states plus the District of Columbia, so you can receive care while traveling anywhere in the US.)
4. Choose “Urgent Care Visit.”
5. Make sure that your camera, microphone and speakers are set up and working. Click “Okay” or “I’ve got the app.”
6. Click “Put me in line.”
7. Select “KeyCare.”
8. Type into the box what you need addressed during your video visit. (Video visits are a great option to treat urgent, but non-life-threatening conditions, like the flu, colds, sinus problems and more.
9. Select “Text Me” or “Email Me” to be prompted when to join your video visit. (Make sure your phone number and email are up to date.) Click “Complete.”



10. Click “Start Check-In.”

11. If prompted, verify your personal information (pulled from your Phelps Health MyChart account). You must provide your email address. Click “Next.”

12. Fill out the pre-visit questionnaire. Click “Continue.” Review or edit your answers. Click “Submit.”

13. Report any allergies. Click “Next.”

14. Review your payment amount and click “Next.”

15. Select or add your payment method. Click “Next.” Verify your payment information. Click “Next.”

16. Click “View your receipt” and look for a confirmation sent to your email. Click “Submit.”

17. The check-in process is complete. Click “Join video visit.”

18. Toggle on camera and microphone. Type your name into the “Display name” box. Click the green button to join the video visit.

You can access your after-visit summary (AVS) from your video visit within MyChart. For proxy accounts, a limited AVS will be emailed to the patient’s proxy. In addition to the after-visit note, you also will be able to find patient education and/or your work/school excuse.

For follow-up care after your KeyCare video visit, please contact your primary care provider (PCP). If you don’t have a Phelps Health PCP, call (573) 364-9000 to establish care today.

