How to Schedule a 24/7 Virtual Care Visit

1. Log into your MyChart account at https://osumedicinemychart.com

2. Enter your current location and click **Confirm**. Video Visits can only be performed if you are physically in the State of Oklahoma at this time.
3. On the **Reason for Visit** step, select an option that has **Virtual Urgent Care** in the name. Depending on business hours or holidays, the wording may be slightly different than in the example below.

4. On the **Connect Using** step, you can test your computer hardware to ensure it's ready for a Video Visit. The ability to test your hardware will also be available after scheduling your 24/7 Virtual Care Visit.
5. On the Providers step, you will see an Estimated Wait Time for your visit. Click the Put me in line button.

6. On the Summary step, please enter a reason why you are requesting the visit. This box is a required field and is denoted by a red asterisk (*). Also, confirm the contact details for how you want to be notified that the provider is ready to see you. For 24/7 Virtual Care visits, the patient does not need to wait online for the provider. Instead, they are notified by either email, text message, or notification on their mobile device when it is time to join the visit. Click Schedule.
7. With the appointment now scheduled, you will need to complete eCheck-In. On the Appointment Details screen that displays after scheduling the visit, click on the Start eCheck-In button.

8. Follow the eCheck-In steps and answer all required questions. For your 24/7 Virtual Care visit, you will not be asked for a credit card or payment.

9. With eCheck-In complete, you are all set to be seen! You can log out of MyChart and wait for notification from the provider.

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