Video Visit Tip Sheet
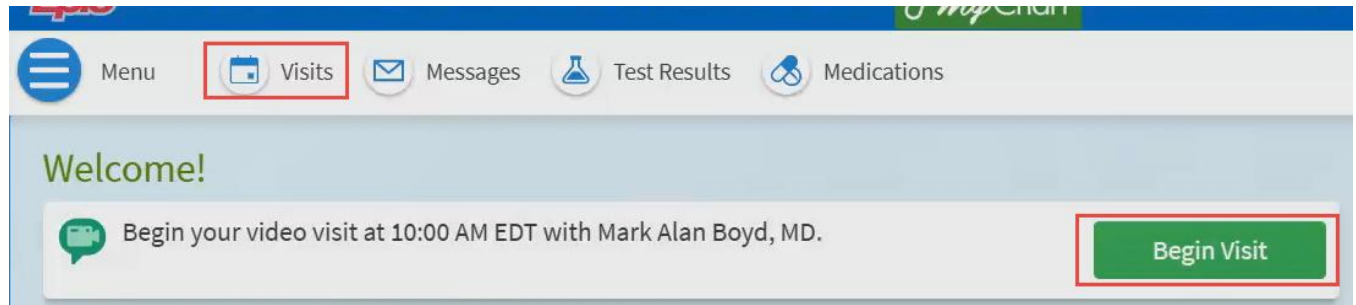
Any laptop or desktop can complete video visits if it has a working microphone, speaker, and a forward facing camera. You must also have access to a wireless network or high-speed data connection through your service provider.

Prior to appointment

☐   Access your MyChart account by going to www.stedocs.com.

☐   Complete your free simulation appointment to make sure you are comfortable with the video visit process. (*This step is optional)*

☐   Complete the eCheck-in portion of your appointment up to five days in advance of your visit.

☐   Turn on the volume.

☐   Verify the front facing camera works.

☐   Confirm your provider's office number should you have connectivity issues.

☐   Dress appropriately for your visit.

☐   If you have not already fulfilled this portion of your visit, **log on 5 minutes early to complete your eCheck-in.**

☐   Find a private quiet space.

☐   Adjust the lighting and camera as needed.

☐   Have an up to date list of medications with dosing, should you need to reference this.

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Phone: 859-655-8820 • Fax: 859-655-2119 • www.stedocs.com
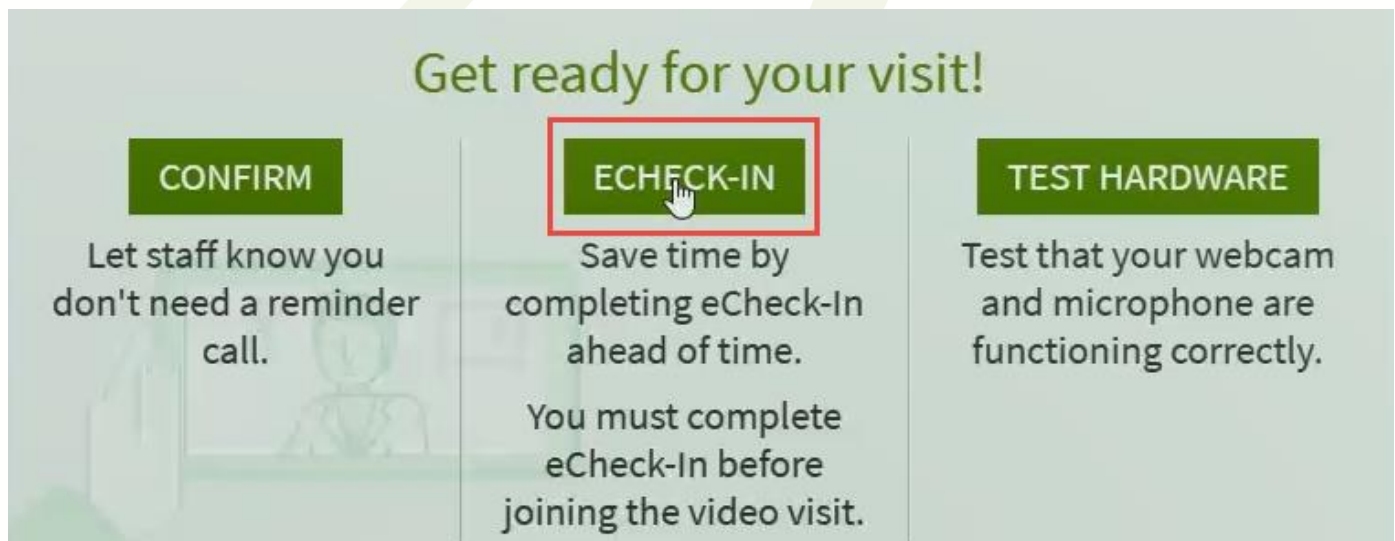
Rev 2

Step 1

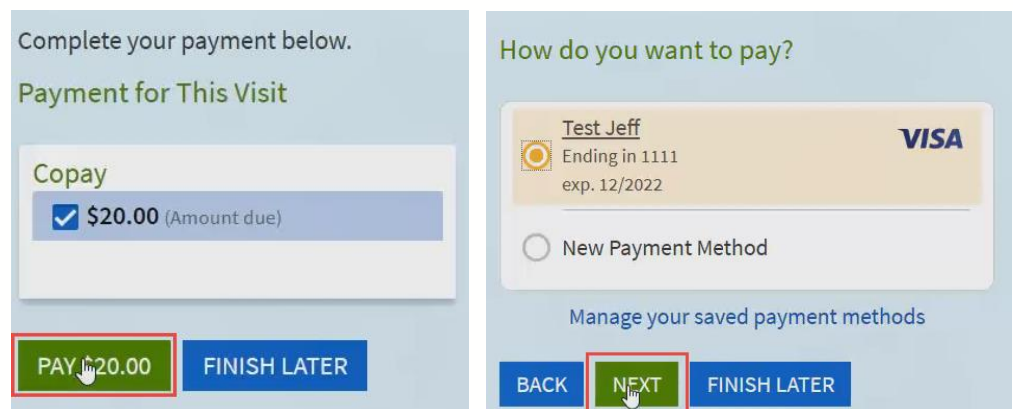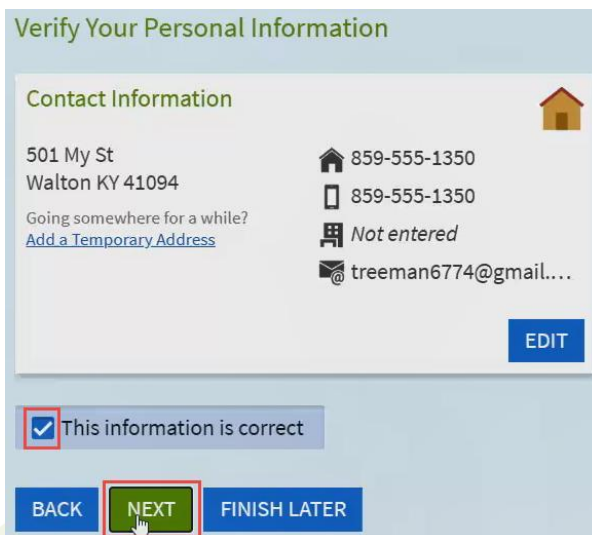Go to your MyChart account, select Visits, and then Begin Visit

Step 2

Select eCheck-in

Step 3

Pay Copay if your visit requires by selecting Pay, entering your card information, and then selecting Next

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Step 4

Verify and Update your Personal Information. Select "This information is correct" and then Next

Verify Your Personal Information

Contact Information

501 My St
Walton KY 41094
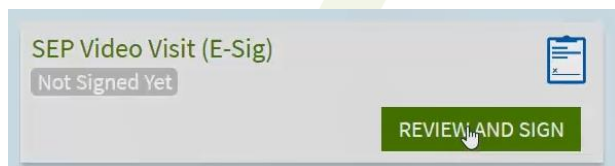
Going somewhere for a while?
Add a Temporary Address

🏠 859-555-1350
📱 859-555-1350
🖥 *Not entered*
✉ treeman6774@gmail....

EDIT

☑ This information is correct

BACK   NEXT   FINISH LATER

Step 5

Review Consent, E-sign, select Continue and then Submit
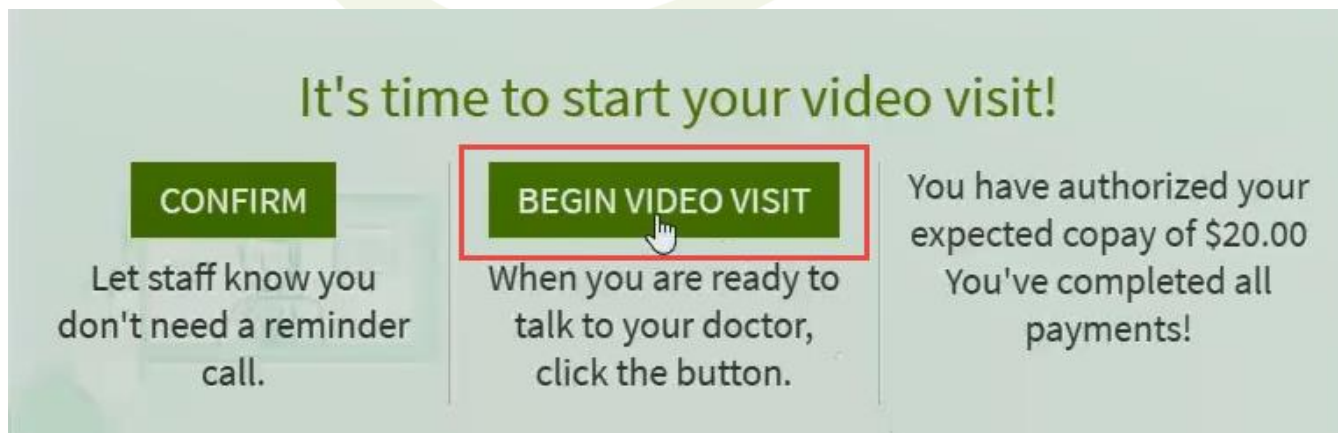
SEP Video Visit (E-Sig)
Not Signed Yet

REVIEW AND SIGN

Click to Sign
*✒ Click to Sign

Step 6

Select Begin Video Visit and a new browser page will open

It's time to start your video visit!
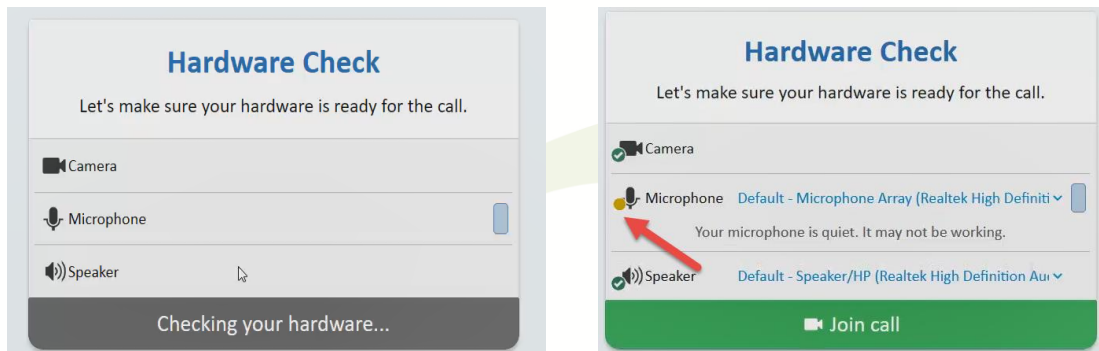
CONFIRM

Let staff know you don't need a reminder call.

BEGIN VIDEO VISIT

When you are ready to talk to your doctor, click the button.

You have authorized your expected copay of $20.00 You've completed all payments!

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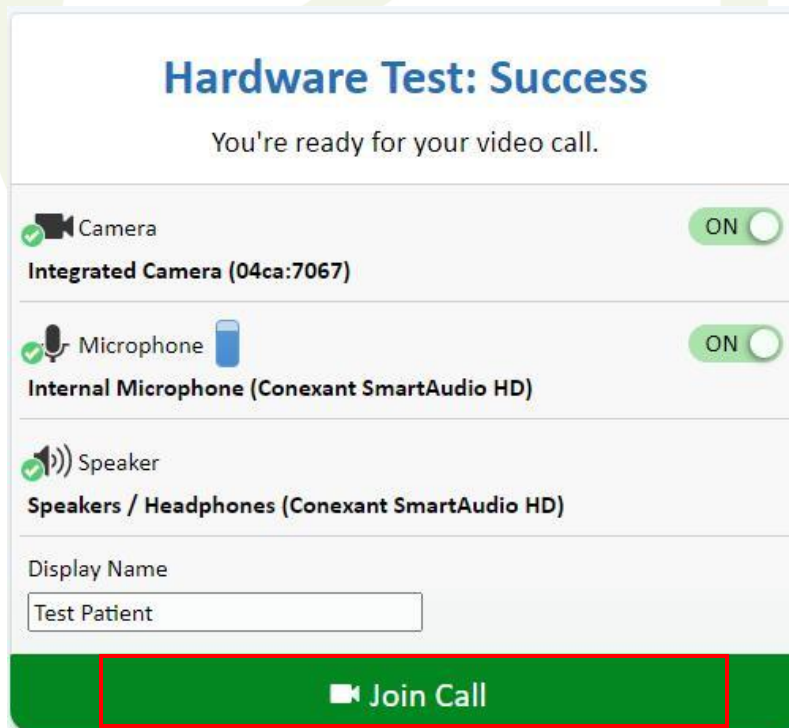Phone: 859-655-8820 • Fax: 859-655-2119 • www.stedocs.com

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Step 7

Please wait while automatic Hardware Check will begin to ensure your Camera, Microphone and Speaker are working. Ensure green checks are by all hardware items before joining visit. Recognize any device issues by looking for a yellow dot. Please resolve these issues prior to joining visit.

Step 8

Once all hardware items have a green check then select Join Call

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Step 9

Arrive in Virtual Waiting Room where provider will be notified that you are ready for the visit

Waiting for others to connect...

Patient Name: Jeff Zztest

Appointment Time: 09/10/2020 10:00 AM

Connection Strength: ▪▪▫

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