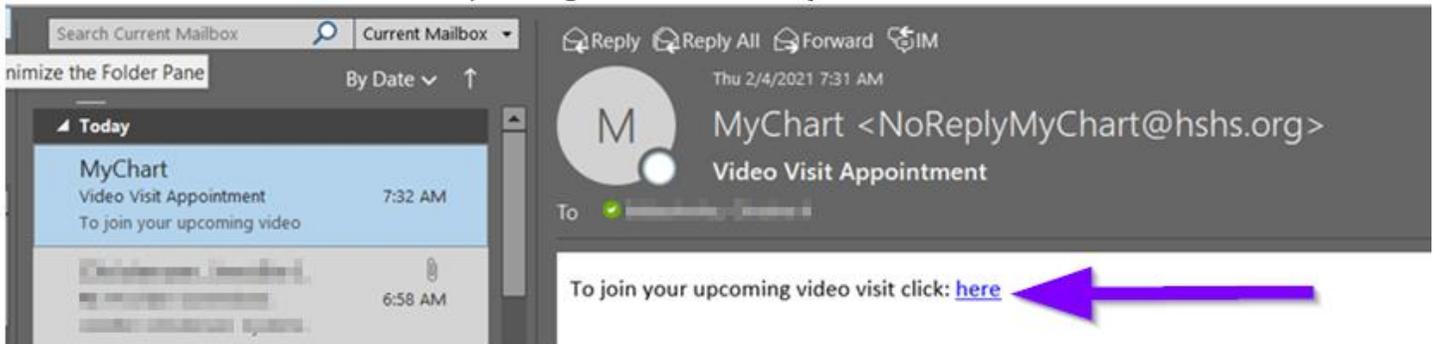


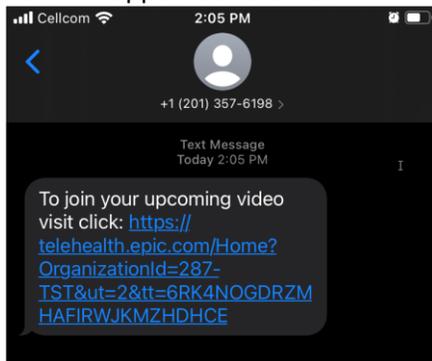
Epic Virtual Visits for Non-MyChart Users

*Prior to your call your providers office will provide you a direct join link either via email or text, depending on preference, that can be used to access your video visit with your provider. This link can be opened on either a laptop/computer or smartphone.

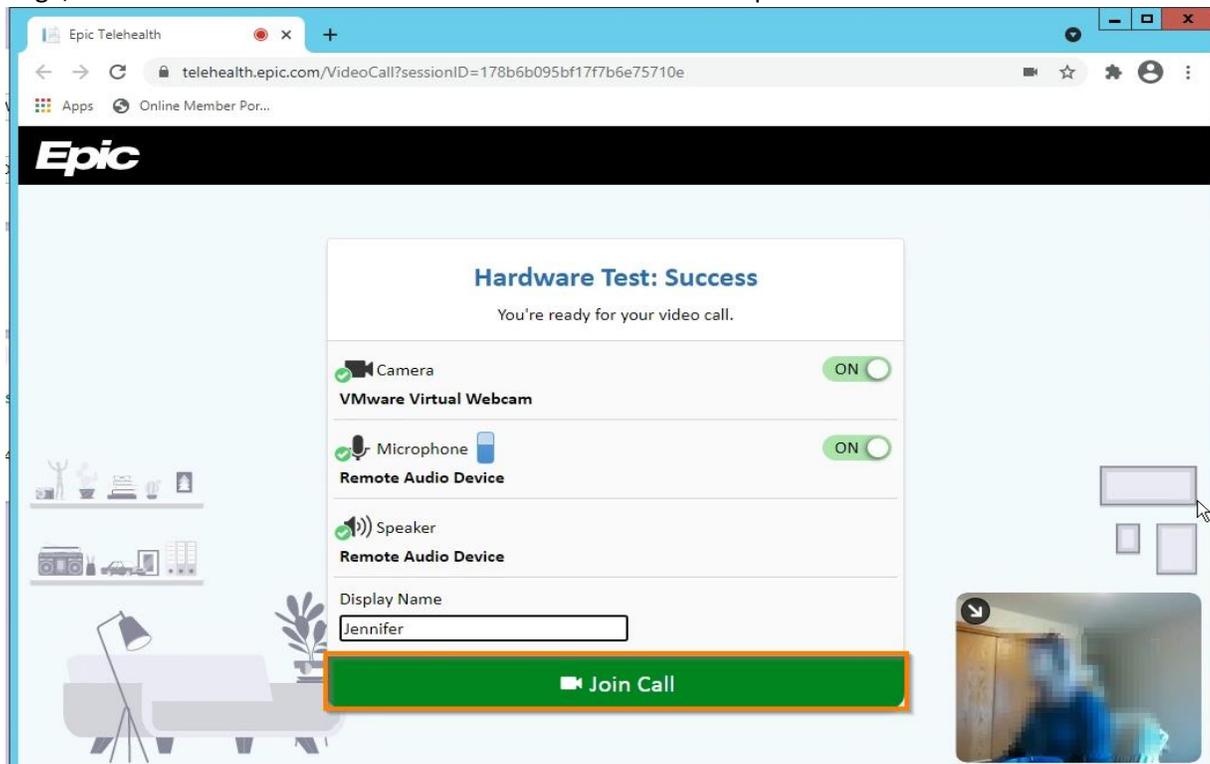
Email will appear as followed -



Text will appear as followed –



When selecting the link a new web browser will open with the video visit; supported web browsers include: Chrome, Edge, Firefox or Safari on MACs. After the hardware test is complete click "Join Call" to enter the video visit.



If your provider has not yet joined the call, the following screen will appear

The screenshot shows a web browser window with the URL `telehealth.epic.com/VideoCall?sessionID=sFBPDLyggkuf6ZbHLhEcgsq`. The browser's address bar and tabs are visible at the top. Below the browser is a black header bar with the Epic logo on the left and navigation icons for signal strength, devices, microphone, video, and a red 'Leave Call' button on the right. The main content area is light blue and contains a white rectangular box with the following text:

Waiting for others to connect...
Patient Name: Jennifer OrdersTST
Appointment Time: 02/02/2021 08:45 AM
Connection Strength: 