Receive care fast with a Virtual Urgent Care Video Visit
Virtual Urgent Care brings Queen’s Health System providers to you through the MyChart website.

Connect with a Queen’s Healthcare Provider for same-day video visits using your Queen’s MyChart account to discuss urgent care issues such as:

- COVID-19
- Cough
- Flu-like symptoms
- Diarrhea
- Urinary tract infection
- Sinus problems
- Pink eye
- And more

During your video visit, Queen’s providers can order laboratory and imaging testing if needed.

Preparing for your Virtual Urgent Care visit
To connect with a care team member:

- Make sure you have a strong and secure Internet or Wi-Fi connection.
- Request a Virtual Urgent Care video visit using the MyChart app by selecting Virtual Urgent Care.
- As you get ready for your video visit, you must complete eCheck-In to update your medical history, insurance/payment information, and preferred pharmacy.
Connecting to a Virtual Urgent Care Video Visit on a Computer

You can log into your MyChart account by going to: https://mychart.queens.org/

**Step 1:** Log in to the MyChart account and select menu. Under the drop down menu in the upper left hand corner of the screen, Select *Virtual Urgent Care* under Find Care.

![MyChart screenshot](image1)

**Step 2:** Enter your current location. If the info already inserted is correct, press confirm.

![MyChart screenshot](image2)
**Step 3:** Choose the reason for your Virtual Urgent Care visit.

![MyChart screenshot](image)

**Step 4:** Decide whether you will complete your video visit from your computer or from a mobile device. If using the computer, click continue. If using a mobile device, make sure that device has the MyChart app downloaded.

![Talk to a Doctor screenshot](image)
**Step 5:** Click **put me in line** to be added to the waiting list.

**Step 6:** Fill in the asterisk area to let your care team member know what you would like to discuss. You have the option to enter your phone number or email to receive an alert when your provider is ready. Then click **Schedule**.
**Step 7:** Click **Start eCheck-In** which will allow you to update your medical history, insurance/payment information, and preferred pharmacy. You will also have the opportunity to test your device to ensure that your camera and microphone are working properly. It may take 5-10 minutes for you to complete eCheck-In.

Once completed, you can log out and wait for your provider to text or email you when it is time to begin your video visit.

![Appointment Details](image)

**Step 8:** Once you receive the notification that your provider is ready, you can select **Join Video Visit** which will launch the Virtual Care Room, and your provider will be with you shortly.

![Appointment Details](image)
Helpful tips and tricks for Virtual Urgent Care video visits

- Make sure you have a strong and secure Internet or Wi-Fi connection. A 4G or LTE connection works, however you may experience interruptions due to a weak signal if you are on a mobile device.
- Find a place where you can talk freely and avoid distractions during your video visit.
- Eliminate all background noises and mute TVs and music.
- Choose a well-lit area so your care team member can see you. Avoid shaded areas, and don't sit in front of windows or behind shiny backgrounds as they can reflect light.
- Use your camera to show your care team member medications, rashes or wounds.
- Be prepared with a list of questions to ask your care team member.

Virtual Urgent Care services are currently available between 8 a.m. to 4 p.m., 7 days a week, including holidays.

Patient co-pays/fees may vary depending on insurance coverage. Please work with the care team member and your benefits provider to determine eligibility.

Difficulties joining your video visit? Call IRON BOW at 1-800-368-8902
Issues with your MyChart account? Call Queen’s Help Desk at 1-808-691-5000