Receive care fast with a Virtual Urgent Care Video Visit

Virtual Urgent Care brings Queen’s Health System providers to you through the MyChart app or website.

Connect with a Queen’s Healthcare Provider for same-day video visits using your mobile device 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 or web portal 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 Mobile Device

To begin using the MyChart app, search and download from the App Store or Google Play Store. Once downloaded, open the app and accept the end-user license agreement. Then create a user account or sign in with your existing MyChart username and password.

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

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

**Step 3:** Choose the reason for your Virtual Urgent Care visit.

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1. ![MyChart app interface](image1)
2. ![MyChart app interface](image2)
3. ![MyChart app interface](image3)
**Step 4:** To talk to the next available care team member, press **Put me in line**. You will be added to the waitlist to see the next available provider.

**Step 5:** Fill in the asterisk area to let your care team member know what you would like to discuss. Then press **Schedule**.

**Step 6:** You will then be required to **complete eCheck-in**, which will update your medical history, insurance/payment information, and preferred pharmacy. You can also test your mobile device to ensure that your camera and microphone are working properly.

You’ll have the option to enter your phone number or email to receive an alert when your provider is ready or you can enter the virtual waiting room, where a care team member will join you shortly.
**Step 7:** Based on your notification preferences, you will receive a text or email when your provider is ready to begin the visit. Then log into MyChart and press *Join video visit.*

It may take up to 20 seconds for the camera screen to activate. **Rotate your screen horizontally for the landscape view** so that your provider can see you clearly.

**Step 8:** If this is your first video visit, click “**allow access to the microphone and camera**” from the pop-up message.

**Step 9:** Wait for your provider in the Virtual Care Room – you’ll be connected with them shortly!

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**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**