Preparing for Your Video Visit With Your Provider

Test Your Smart Device or Computer Before Your Video Visit

Thanks for setting up a Video Visit with your Premier Physician Network (PPN) provider! How exciting! To ensure your visit goes as smoothly as possible, sometime before your appointment, please take a few minutes to test the computer or smart device you will be using. If you click on the video below and if you can see it and hear it, then it's likely that your computer or smart device is ready to deliver a good visit with your provider. Let's get started on this quick test!

Please visit PremierHealth.com/MyChart and click play on the video located in the middle of the web page.

1. Did you **watch a video** with an animated cartoon of this lady?
   If yes, then great! If no, there is something easy you can try:

   • **Check your WI-FI connection**. On a personal computer (PC), or Apple or Android phone or tablet, go to your device's settings and look to see if your WI-FI says it is connected. If not, please move to a location where you have a better WI-FI connection and try playing the video again.

2. When you watched the video, **were you able to hear it**? If yes, then great! You are now ready for your Video Visit! You can stop this test here. If you couldn't hear it, try **turning up the volume** on your computer or smart device.

   • On an iPhone or Android, the volume buttons are on the left side of the phone (as you are looking down at the screen). Hit the top button a few times until you can hear the video.

   • On a PC, go to your settings, choose system, then choose sound. From here you can trouble shoot your sound.

If you are still having trouble, you can turn off your computer or smart device and then turn it back on. **If restarting doesn't work, then please call your provider's office and let them know you are having trouble before your visit begins**. Good luck and we hope you have a good Video Visit!

And, like the MyChart® video suggests, if you don't already have a handy and useful MyChart® account, you should sign up for one today! You will be very glad you did.

Sign up for a Premier MyChart account:

Visit **PremierMyChart.com**

or

Scan the QR code with your phone's camera

If you have questions:

Call your provider's office.

Premier Health
Premier Physician Network