



Your Time.
Your Health.
Your Terms.

UF Health Virtual Visit provides the care you need, when and where you need it.

UF Health makes health care more accessible, efficient and cost-effective through telemedicine. Virtual Visit gives you access to our medical professionals remotely from your home office or any location using your phone, tablet or computer.

✓ Save Time ✓ Travel Less ✓ Live Secure Video

Try a Virtual Visit with your UF Health provider. Call 904.383.1052

UF Health Virtual Visit

How to connect with your UF Health provider online



Virtual Visit enables you to connect with your UF Health provider using your mobile phone, tablet, laptop or computer. Your device must have a webcam. You can connect from work, home or any location where there is an internet connection.

ELIGIBILITY

To begin using Virtual Visit, you must be an established UF Health patient with a MyUFHealth account, accessible through the MyChart app, and have visited your UF Health provider in person at least once in the past six months. Call 904.383.1052 to check your eligibility or learn more about how to get started.

INSURANCE

If your insurance provider covers Virtual Visit, the cost is typically the same or lower than your normal copay. A self-pay option is also available.

PRIVACY and SAFETY

Your privacy is important to us. Your visits are never recorded. The video and audio are livestreamed between only you and your provider. Your UF Health provider will document your visit in your chart the same way an in-person visit would be documented.

Preparing for your Virtual Visit

- Charge mobile devices to at least 50 percent.
- Wired internet connections are strongest, followed by Wi-Fi and 4G/LTE. Switch to Wi-Fi if you have limited cellular data.
- If you're using a mobile device, you must use the MyChart app. Rotating your device to landscape mode and placing it on a flat, stable surface will make it easier for your health care provider to see you clearly.

Conducting your Visit

- About 5 to 10 minutes before your scheduled appointment, go into your MyChart app, open the **Virtual Visit Appointment** and click the "**Connect to Video**" button.
- The front desk staff will join you in the virtual room shortly to verify your information and collect your copay or self-pay fee.
- If your UF Health provider is ready to see you, they will join the room. If not, the front desk staff will let you know your anticipated wait time.

Technical Support

For technical support, please call 904.383.1054. Technical support is available Monday - Friday, 9 a.m. - 5 p.m. If you are unable to complete your telemedicine visit for any reason, please call your UF Health office to schedule a follow-up visit for the next business day.