Request an E-Visit

How Do I Request an E-Visit?

This tip sheet describes how to send a message to your provider to request an e-visit in MyChart.

Try It Out

1. Login to your MyChart account and navigate to “Messaging – Ask a Question”

2. Select “New Medical Question”

3. Choose your preferred provider as a recipient. Select the subject of ‘Request an E-Visit’, complete the body of your message detailing your reason for requesting an e-visit. *Please note: When requesting an E-Visit, you will be billed for your portion of this visit like office visits. By requesting an E-Visit you understand and agree. Please validate your insurance is up-to-date. If your insurance doesn't match what’s currently in your MyChart, please contact your office to update your insurance or for other telehealth options.
4. Alternatively, you can request an E-Visit by navigating to “Visits – Request an E-Visit”

5. The subject ‘Request an E-Visit’ will be selected by default. Complete the necessary required items and send your message.

6. **Mobile view (requesting an E-visit is ONLY accessible via Messages) – Navigate to “Messages”**
7. Select “Send a Message”

8. Select “Medical Advice”

9. Select your preferred provider as a recipient. Select the subject of “Request an E-Visit”, complete the body of your message detailing your reason for requesting an e-visit.
If you have any other questions or need further assistance, please contact our service desk. Hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. You can contact the MyChart Service Desk by phone at 470-644-0419, by e-mail at mycharthelp@wellstar.org, or by fax at 770-999-2306. Remember, MyChart is NOT to be used for urgent needs. For medical emergencies, dial 911.