

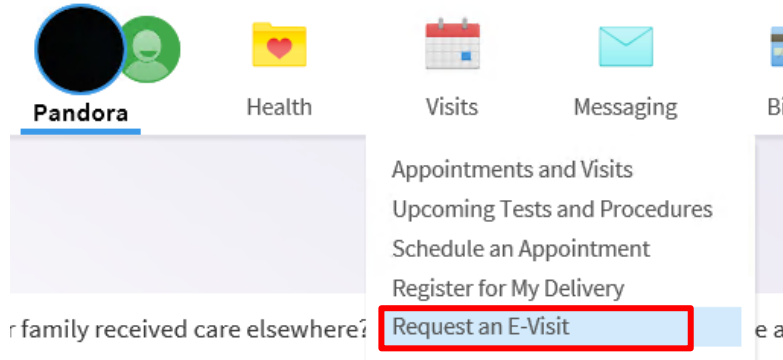
How Do I Request an E-Visit?

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 “Visits – Request an E-Visit”



2. The subject 'Request an E-Visit' will be selected by default. Choose your preferred provider as a recipient. 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**

Ask a Medical Question ?

When requesting an **E-Visit**, please note that 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 by clicking [here](#). 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.

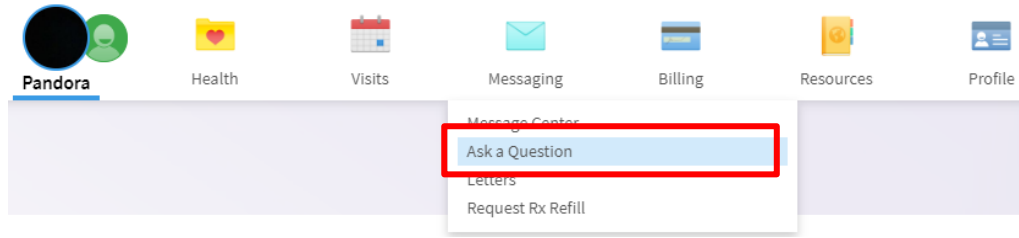
Review our tip sheet for updating your insurance by clicking [here](#).

Expect a response within 1 business day, but no more than 2 business days.

* Choose a Recipient

Subject:
Request an E-Visit

3. Alternatively, you can request an E-Visit by navigating to “Messaging – Ask a Question”



4. Select “New Medical Question”

Ask a Question

Please select the option that most closely matches your question.

Please call 911 if you have an emergency or urgent medical question.

New Medical Question

You have a simple medical question that doesn't require an immediate response or you want to request a MyChart visit (E-Visit) for a new medical question.

Request a Medication Refill

You would like to request a refill or renewal of a current medication.

Customer Service Question

You have a question related to a bill, your insurance, or another non-medical concern.

5. 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.

Ask a Medical Question

When requesting an **E-Visit**, please note that you will be billed for your portion of this visit like office visits. By requesting an E-Visit you understand and agree.

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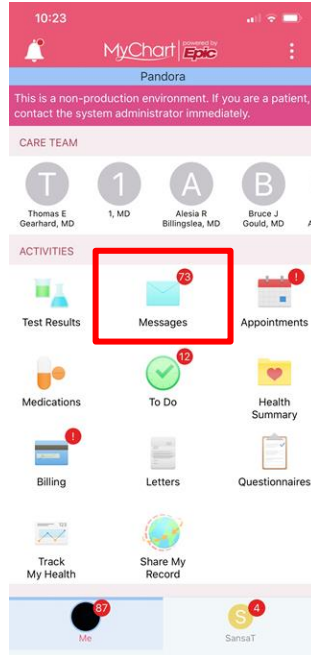
Expect a response within 1 business day, but no more than 2 business days.

* Choose a Recipient

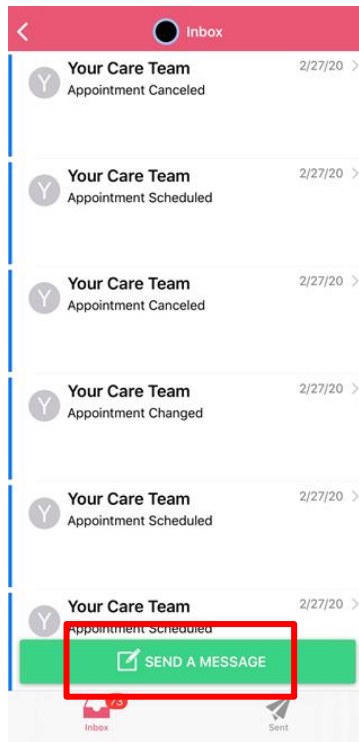
* - Select a Subject -

- Select a Subject -
- Non-Urgent Medical Question
- Prescription Question
- Test Results Question
- Visit Follow-Up Question
- Referral Request
- Request an E-Visit**

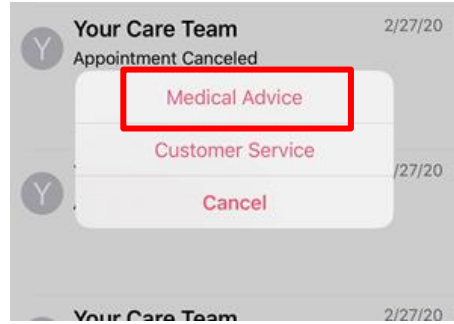
6. **Mobile view (requesting an E-visit is ONLY accessible via Messages)** – Navigate to “Messages”



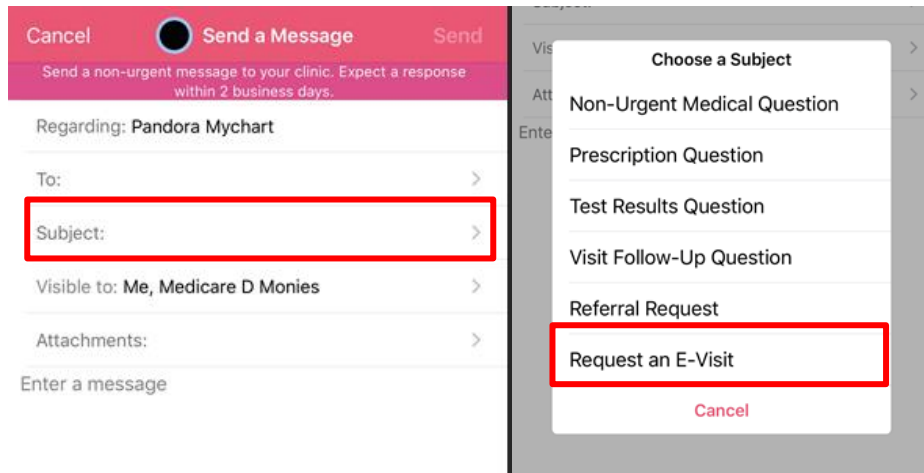
7. Select “Send a Message”



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.**