

Frequently Asked Questions About Telemedicine at SBCHC

Q: What is a virtual visit?

A: South Boston Community Health Center's virtual visit service connects you directly to your provider through a secure and confidential live interactive video system. This service allows you to receive the care you need right from home — or another convenient location. Virtual visits are similar to face-to-face visits — the provider will review your symptoms, answer questions and discuss next steps.

Q: Why would I schedule a virtual visit?

A: A virtual visit allows you to access care from the comfort of your own home, or any other convenient location, using a mobile device (smart phone, tablet or computer). This helps save you time and travel costs and during the time of Social Distancing, it keeps you safe from exposure to others.

Q: How does a virtual visit differ from a regular visit?

A: A virtual visit is very similar to a regular face-to-face office visit. To begin your visit, you will log into MyChart and access a secure video link. Once you are in the virtual waiting room, your provider will be notified and will connect with you through the video system. You'll be able to interact in real time, share diagrams, review any labs or medications, and communicate just as you normally would in a face-to-face visit.

Q: What type of technology do I need for a virtual visit?

A: You can have a virtual visit on any mobile smart phone or tablet such as an iPhone, Android or iPad; as well as a computer. If you don't have it already,

you will need to download MyChart app through Google Play or the App Store. If you do not have a MyChart account, please contact SBCHC at 617-269-7500 and we will assist you with setting up MyChart. You will also need to download the Zoom application, it is the software that enables the video visit.

Q: Can I schedule a virtual visit with my Behavioral Health provider?

A: Yes, you can schedule your virtual visit with your Behavioral Health provider by contacting the health center to set up an appointment.

Q: If I am 13 or older, will I need my own MyChart account to have my Virtual Visit?

A: Children who are 13 years old and older will need to create their own MyChart account in order to manage their Virtual Visit appointments. Parents and guardians will not be able to access the Virtual Visit through their parental proxy MyChart accounts.

Q: How do I initiate my Virtual Visit?

A: Please reference the SBCHC Telemedicine User Guide to see instructions on preparing in advance for your visit, and what to do on the day of your virtual visit.

Q: What if I have any questions?

A: You can always call us at 617-269-7500 if you have questions or any difficulty in setting up for your virtual visit.