Completing an e-visit from MyChart

Important notes

- You must have an active MyChart account to participate in an e-visit.
  - If you do not have a MyChart account and would like to sign up for one, please visit www.MyNovant.org.
  - Click the I have an activation code button under the sign-in box if you have an activation code. The activation code used to complete the registration process may be found on the After Visit Summary papers given to you at your most recent office visit. Please note that this activation code expires three months after it is issued.
  - If you do not have an activation code, click the I need an activation code button under the sign-in box.

- E-visits require an Internet connection.

- E-visits allow you to receive treatment for any of the following non-urgent health issues:
  - Cough, red eye, diarrhea, sinus problems, vaginal discharge, urinary issues, back pain, diarrhea (pediatric), ringworm (pediatric), swimmers’ ear (pediatric), lice (pediatric), or red eye (pediatric).

- E-visits are accepted between 8:30 a.m. and 3:00 p.m. EST Monday through Friday, and you should receive a response to your e-visit request within one business day of when your request is made.

Completing an e-visit

1. Visit MyNovant.org, and log into your MyChart account.
2. Click the “Begin an e-visit” button from the home screen.
3. Read and accept the E-Visit Terms and Conditions.

4. Select the appropriate reason for your e-visit, the provider you would like to send your e-visit to, and your preferred pharmacy if your provider decides a prescription is need. Please note that you will only see Novant Health providers you have seen before from the drop down menu. Click **Continue**.

5. Verify that your address is correct by clicking the box beside “This information is correct.” Click **Continue**.

6. Use the same process to verify your insurance information, current health issues, medication, and allergy information are correct. If you need to make any updates to your information click the ± to add information and the − to request information be removed.

7. Fill out the questionnaire specific to your symptoms, and click **Submit** to send it to your provider.

8. Your provider will review your responses, confirm an e-visit is appropriate and recommend a course of treatment by a MyChart message.