



My Military Health Scheduled Virtual Visits Patient FAQs

Q. What is My Military Health Scheduled Virtual Visits?

A. My Military Health Scheduled Virtual Visits is the new platform for virtual video appointments. Scheduled Virtual Visits offers you the flexibility to meet with your health care team to receive care from home or any location that's convenient and comfortable for you.

Q. What do I need to have for a virtual video visit?

A. You need to have a smartphone, tablet or computer with video and audio capability and a stable internet connection.

Q. What if I don't have a smartphone, tablet, or computer with video capability? Can I just talk to my care team by phone?

A. Yes. If you do not have access to either a smartphone, tablet, or computer, you still have the option to schedule a phone appointment. You can also call the appointment line or your local military treatment facility to schedule an in-person medical appointment, if desired.

Q. Do I need a DS Logon for virtual video visits?

A. You do not need a DS Logon when starting your virtual video visit through the link sent via email or text message. After clicking the link, you will see a short intake page asking to confirm your identity and agree to the Notice of Privacy Practices. To start a virtual video visit from the MHS GENESIS Patient Portal, you will need to login.

Q. Is My Military Health Scheduled Virtual Visits the same as MHS Video Connect?

A. No. My Military Health Scheduled Virtual Visits and MHS Video Connect are two different platforms. My Military Health Scheduled Virtual Visits will ultimately replace MHS Video Connect but this does not change how virtual video visits are requested and joined.

Q. What kind of medical appointments can I schedule as a virtual video visit?

A. You have the flexibility to schedule a variety of medical appointments including primary and specialty care appointments. Confirm with your hospital or clinic that the reason for the appointment is appropriate when requesting a virtual video visit and your preferred care team member is available for virtual video visits.

Q. How do I schedule a virtual video visit with my care team?

A. You can call the appointment line or your local military treatment facility to make a virtual video appointment.

- Q. How much time will I have with my care team during a scheduled virtual video visit?**
A. There is no time limit for virtual video appointments. When scheduling, the clinic can confirm the amount of time likely needed for the visit with the care team member.
- Q. Is there a cost/co-payment for using My Military Health Scheduled Virtual Visits?**
A. Similar to an in-person visit, the copay for a scheduled virtual visit is based on your health insurance coverage and the type of care received.
- Q. How soon can I be seen for a virtual video visit?**
A. Appointments are scheduled based on the availability of open appointments.
- Q. Why should I schedule a virtual video appointment instead of visiting my care team in person?**
A. Virtual video visits provide you with the flexibility to meet with your care team from home or any location that's convenient and comfortable for you.
- Q. How do I access a scheduled virtual video visit?**
A. You will receive a text message and email with a link to join your video appointment 15 minutes prior to your appointment time. You can also enter your scheduled virtual video visit from the MHS GENESIS Patient Portal up to 15 minutes before the appointment time.
- Q. What happens if my health care team member is late for the appointment?**
A. The goal for health care team members is to promptly log in for every appointment; however, they may be delayed in some cases. If a care team member is delayed in joining the virtual video visit, you are encouraged to wait at least 15 minutes before disconnecting from the call. You can also call the My Military Health Help Desk at 844-DIAL-MMH / 844-342-5664 for assistance.
- Q. What happens if I'm late to my video appointment? Will my appointment be automatically cancelled?**
A. Similar to in-person appointments, you will have a 15-minute grace period to join the virtual video visit which starts at the time of the scheduled appointment.
- Q. What do I do if I need to cancel or reschedule my virtual video appointment?**
A. You can call the appointment line or your local military treatment facility to reschedule or cancel your virtual video visit.

- Q. Will I still be checked in for the appointment by my health care team?**
- A. Yes. You will either receive a call from your health care team to check in prior to the appointment, or they will check you in once you join the video visit.
- Q. Who do I contact if I need assistance with My Military Health Scheduled Virtual Visits?**
- A. You can contact the My Military Health Help Desk at 844-DIAL-MMH / 844-342-5664 or DHAsupport.mymilitary@health.mil for assistance.
- Q. What should I do if we get cut off in the middle of a virtual video visit? How do I call back or should I wait for my care team to call me back?**
- A. If you are disconnected during your virtual video visit, use the appointment email link or text message with the link to reconnect.
- Q. I prefer to see my health care team member in person, do I have to use My Military Health Scheduled Virtual Visits?**
- A. No. You still have the option to call the appointment line or your local military treatment facility to schedule an in-person medical appointment.
- Q. I have completed my virtual video visit, and I would like to see my health care team in person. Is there any action I should take to discontinue my use of Scheduled Virtual Visits?**
- A. No. You are not required to use Scheduled Virtual Visits if you prefer to meet with your health care team in person or if you prefer a telephone appointment to discuss your health care issues. Call the appointment line or your local military treatment facility to schedule an appointment type that is right for you.
- Q. Can my spouse, friend or caregiver be a part of my virtual video appointment with my health care team?**
- A. Yes. Scheduled Virtual Visits can accommodate up to 50 participants during a virtual video visit. This can include spouses, friends, or additional members of your care team.
- Q. What do I do if I have problems accessing my appointment?**
- A. You can contact the My Military Health Help Desk at 844-DIAL-MMH / 844-342-5664 or DHAsupport.mymilitary@health.mil for assistance.
- Q. What should I do if my care team member can't hear me?**
- A. If using Google Chrome on an Android device or Safari on an iOS device (iPhone or iPad), you should refresh your browser page. You may need to do so more than once until you successfully receive audio for the video visit. You can also use the Chat feature to communicate with your care team as you troubleshoot.

Q. My video is frozen. What should I do?

A. The video may appear to be frozen if you do not have a strong internet or cellular connection. Options include connecting to Wi-Fi, moving closer to the router or limit household streaming.

The video may also appear frozen if you put your browser window in the background on your device. In this case, you should return to the visit window. Once you return, video should resume.

Q. How can I provide my feedback about my experience with My Military Health Scheduled Virtual Visits?

A. Once the virtual video visit is complete, you will have the opportunity to complete a brief survey to provide feedback on the scheduled virtual video visit before disconnecting from the appointment.

Q. After my appointment, will my care team put the notes in my medical records in MHS GENESIS?

A. Yes. All documentation related to a virtual video visit will be captured in your chart in MHS GENESIS.

Q. If I transfer to a new MTF will my information transfer with me?

A. All documentation related to an appointment will be captured in your chart in MHS GENESIS. This information will be available to your health care team at a new MTF.

Q. Will the video of my virtual video visit with my care team be recorded? If yes, can I save it and watch it later?

A. No. Scheduled virtual visits are not recorded.

Q. Is there a limit to how many virtual video appointments I can have before needing to see my health care team member in person?

A. No. There is no limit to the number of virtual video visits you can have with your care team. You can request either an in-person or video appointment at the time of scheduling.