



Preparing for a Successful Video Visit

BEFORE YOUR VISIT

(2-3 days ahead)

☐ **CHOOSE YOUR TECH**

Select a phone, tablet, or computer enabled with camera, speakers, and strong internet. You must be in Montana for the visit.

☐ **DO A TEST CALL**

Scan or click on the QR code



logan.org/virtual

☐ **SIGN FORMS**

You may receive a text or email asking you to sign a consent form or update your insurance.

DURING YOUR VISIT

SET UP YOUR SPACE

Find a well-lit, private area and set your device on a stable surface.

GET FOCUSED

No driving or running errands and turn off distractions like TV or radio.

JOIN THE VISIT

No app or log-in required. You'll get a link via email or text one hour before your visit. Join the visit 10 minutes early.

INTRODUCE YOURSELF

Show your ID if asked. The patient must be present—no substitutes.

NEED HELP?

For tech issues, call (406) 751-6492. If need be, your provider may finish the visit over phone.

AFTER YOUR VISIT

BILLING INFO

Video visits are billed similarly to in-person. If you use a clinic's computer to join, there may be an extra fee—call Patient Billing at (406) 756-4408 to learn more (code Q3014).

SHARE YOUR THOUGHTS

Complete the patient survey or email feedback to virtualhealth@logan.org.

Prefer In-Person?

If a video visit isn't right for you, call your clinic to reschedule.

Learn more about virtual care at logan.org/virtual

Need help in another language?

Español | Deutsch | 中文 | 日本語 | Tagalog | and more
Call (833) 718-4324 for free language assistance.

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