What is an On Demand video visit?
A convenient, unscheduled video visit with a Bronson provider – not your primary care doctor - for select conditions. You schedule the visit using MyChart for the next available provider when you want care for a qualifying care concern. Learn more here.

Do I qualify for an On Demand video visit?
To take advantage of this feature you must:
- Must sign up for a free Bronson MyChart account if you do not already have one.
  - You do not need to be a patient of Bronson to use MyChart or On Demand visits!
- Be seeking medical advice for a non-urgent care concern
  - Recommended list of conditions can be found here: Conditions List

How do I get started?
1. Log in to your MyChart.
2. From the Menu select On Demand.
3. Begin the visit by:
   a. Verifying your current location.
   b. Select “Immediate Care” as your reason for care.
   c. Test your device audio and video connectivity.
   d. Confirm the next available provider.
      i. This will not be your Primary Care provider (PCP).
   e. Let us know what you’d like to be seen for.
4. Verify your contact and insurance information.
5. Confirm a few other personal medical history details.

I started a visit. Now what?
An On Demand provider has been notified you’d like to be seen. Please wait in the virtual waiting room for the provider to connect with you.

I want to have a video visit with my primary care doctor – how do I do that?
The On Demand solution does not connect you with your PCP. You can schedule a video visit with an established primary care doctor by going to the Visits activity and selecting Schedule an Appointment. You will see an option for a Non-Urgent Video Visit.