

Video Visits Tips

For the best experience with video visits, try the following tips:

- Video visits work best on the My Rush mobile app. Check the app store to make sure your app is updated to the latest version.
- Turn push notifications on for the fastest updates and information about your visits. Update your notification settings in the Account Settings menu of the app.
- Position yourself in a quiet, well-lit and private area. Keep the camera level with your eyes with your face clearly visible.
- To ensure your safety and privacy, be aware of your surroundings while conducting a visit.
- Connect to your visit using secure Wi-Fi with a strong signal and a fully charged device.
- For scheduled visits, you can access your visit through the Appointments menu in the app.
- For audio issues during a visit, please verify that your app is updated to the latest version. Check that you aren't on mute by tapping the screen.

If you're having trouble with your visit, you can contact us for assistance at 630-724-5080.

Get the My Rush app

For access to Rush resources and treatment wherever you are, try the My Rush app. The app now includes special COVID-19 features including information, a tracking map and a self-assessment tool, in addition to video visits. Just search "My Rush" in your app store.

