

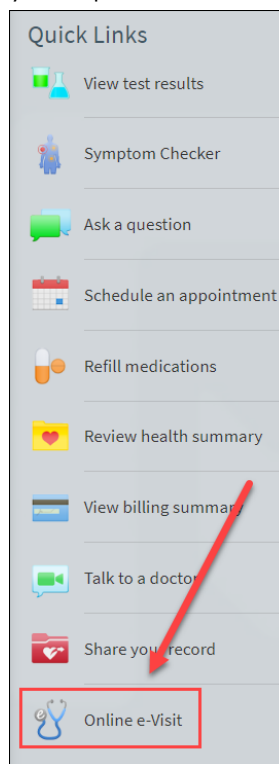
MyChart E-visit Workflow (Web Version) Patient Facing

Using e-visits, providers can work with you (the patient) to resolve health issues without an office visit. You can submit a questionnaire and then communicate with the provider about the problem through secure patient messages in MyChart.



Try It Out

1. Log in to **MyChart**.
2. Click the < **Online e-visit** > button in your quick links section.



3. Read the E-Visit Terms and Conditions. Click < **Continue** >.
4. Select the **reason** for your E-Visit.
 - a. The question at the bottom of the page < **Who would you like to send your E-Visit to?** > will automatically default to the < **Next available provider** >. *You cannot change this.*
 - b. Click < **Continue** >.

E-Visit START OVER

Overview Edit Reason for E-Visit Fill out your E-Visit

What brings you here today?


Cough	Sinus	Back Pain
Headache	Diarrhea	Pink Eye
Urinary Tract Infection	Vaginal Discharge / Irritation	Heartburn
Fatigue		

You may be charged for this E-Visit.
You may be asked to enter your credit card information before your E-Visit is submitted. If the E-Visit is cancelled, your payment will be refunded.


Who would you like to send your E-Visit to?
Next available provider

CONTINUE CANCEL

5. Verify your **reason** the for E-Visit and *click* < **Confirm and Proceed** >.



E-Visit

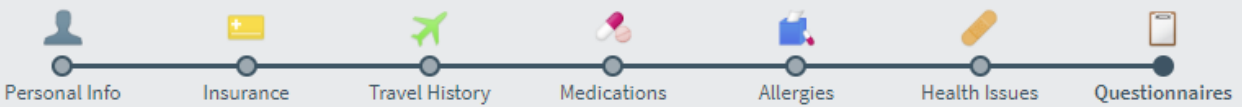
 **Cough**
This is the reason you selected for this E-Visit.

You will be asked details about your personal information and health before your E-Visit is submitted. You will also be asked to enter your credit card information. If the E-Visit is cancelled, your payment will be refunded.

CONFIRM AND PROCEED CANCEL

6. You will now **eCheck-In** for your appointment.
- a. See the **Tips and Tricks MyChart eCheckIn** for this process.*
7. Once you get to the questionnaire section, you will be asked a series of questions based on the reason you chose for your e-visit.
- a. You may have to answer other questionnaires before your e-visit questionnaire.*
8. Answer the **questions**.
- a. Depending on your answers, some of the questions will cascade into more questions.*
9. At the end of your questionnaire you will be given a summary of all of your answers.
- a. If needed, you can edit these answers by *clicking* the **blue pencil** next to the question.*
- b. *Click* < **Submit** > when you have are satisfied with your answers.*

E-Visit for Cough



Cough

For your E-Visit with Generic Provider MyChart

Please review your responses. To finish, click **Submit**. Or, click any question to modify an answer.

Question	Answer	
Is this a new cough, or an existing cough?	This is a new cough	
How would you describe the cough: A cough from a scratchy throat, A cough that is part of a cold, A cough from congested lungs, A deep cough?	A cough from a scratchy throat	
How long have you been coughing?	For a week	
How often are you coughing?	hourly	
Does the cough prevent you from sleeping at night?	Yes	
Are you experiencing shortness of breath?	No	
What other symptoms have you experienced with the cough?	Sore throat	
Do you have a fever?	No, I do not have a fever	
Are you coughing up any mucus?	No, it's a dry cough	
Do you have any of the following symptoms?	None of the above	
Do you smoke?	No	
Have you ever smoked?	I have never smoked	
Are there people you know with similar symptoms?	No	
Are you experiencing any of the following?	Coughing more when lying down	
Have you ever been diagnosed with asthma, bronchitis, or lung disease?	No	
Have you recently started on any medications for your heart or for blood pressure?	No	
Have you recently been hospitalized?	No	
Anything else you would like to add?	no	

BACK **SUBMIT** **FINISH LATER** **CANCEL**

10. Click < **Add a Document** > if you have documents you need to upload for your E-Visit.

- An example of this might be a test that you had done outside of Community that you would like to share with the provider.

11. Click < **Continue** >.

Upload Documents

For your E-Visit with Generic Provider MyChart

Upload Document (Optional)

ADD A DOCUMENT

CONTINUE **FINISH LATER** **CANCEL**

12. Review your **Uploaded Documents** and click **< Submit >**.

13. Once your e-visit is completed you will see a page like the one below.

The screenshot shows the 'E-Visit Details' page. At the top, a green banner with a checkmark icon states: 'Your E-Visit for Cough has been submitted'. Below this, a message says: 'You can expect to receive a MyChart message with a response from our team within one business day. If you do not receive a response or your symptoms get worse, please call your clinic. You can return to this page through your appointments and visits list.' The main content area is divided into two columns. The left column features a blue circular icon with a person and the text: 'MyChart E-Visit for Cough with Generic Provider MyChart'. The right column, titled 'Your E-Visit Submission', lists four items with checkboxes: 'Communicable Disease Screening (Print)', 'Cough (Print)', 'Medicare Secondary Payer Questionnaire (Print)', and 'Upload Documents (Print)'. At the bottom, a note states: 'This E-Visit cannot be canceled because a doctor has responded to it.'



If the provider has questions for you (the patient)...

If the provider has any questions for you about your E-Visit, they will send you a message through your MyChart. To view those messages follow these steps.

1. Click **< Messaging >**.
2. Click **< Message Center >**.
3. Click on the **message** from the provider.

The screenshot shows the 'Community MyChart' interface. The top navigation bar includes 'Mark', 'Health', 'Visits', 'Messaging' (highlighted with a red box and a red circle with the number 1), and 'Billing'. Below the navigation bar, the 'Message Center' is displayed. It has tabs for 'Inbox' and 'Sent Messages'. A search bar and a 'Sort by: Received Date' dropdown are present. A 'Filters: All Messages' dropdown is also visible. A red box with a red circle with the number 2 highlights the 'Message Center' dropdown menu, which includes options like 'Ask a Question', 'Letters', 'Request Rx Refill', and 'Clinic Calls'. Below the message list, a red box with a red circle with the number 3 highlights a message from 'Physician Family Medicine, MD' dated '05/29/2020 10:43 AM' with the subject 'RE: Cough'.

4. Click **< Reply >** to reply to the message from the provider.
 - a. All messages will appear on the After Visit Summary (see below directions on how to get to your After Visit Summary).

The screenshot shows the 'Message Center' interface. At the top right, there is an 'ASK A QUESTION' button. Below the navigation bar, the 'Message Center' is displayed. It has tabs for 'Inbox' and 'Sent Messages'. A search bar and a 'Sort by: Received Date' dropdown are present. A 'Filters: All Messages' dropdown is also visible. Below the message list, a red box highlights a message from 'Physician Family Medicine, MD' dated '05/29/2020 10:43 AM' with the subject 'RE: Cough'. The message content is 'THIS IS MY TEST MESSAGE FROM THE PROVIDER'. Below the message, there is a 'REPLY' button.



1. Click < **Visits** >.
2. Click < **Appointments and Visits** >.
3. Filter to show < **Past Only** > visits.
4. Find your **visit** and click on the < **View After Visit Summary** > link.

5. The After Visit Summary will appear.

5/29/2020-New KRT