MyChart E-visit Workflow (Mobile 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.



- 1. Log in to MyChart.
- 2. Tap the < E-Visit > button.



3. Read the E-Visit Terms and Conditions. Tap < 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. Tap < Continue >.

E-Visit		×÷
Edit	+	
What brings you here today?		
Cough		
Sinus		
Back Pain		
Headache		
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 li Next availabl	ke to send your E	-Visit to?
	e provider	
CONTINUE		
	CANCEL	

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



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 tapping the **blue pencil** next to the question.
 - b. Tap < **Submit** > when you have are satisfied with your answers.

E-Visit		
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Allergies Health Issues Question	aires	
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.		
Is this a new cough, or an existing 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?		
How often are you coughing? constantly		
Does the cough prevent you from sleeping at night?		
Yes		
SUBMIT		
BACK FINISH LATER		
CANCEL		

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

E-Visit		÷		
		Troval His		
For your E-Visit with G	Generic Provid	er MyChart		
Upload Document (Optional) 🛈				
ADD A DOCUMENT				
CONTINUE				
FINISH LATER	CA	NCEL		
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- 12. Review your **Uploaded Documents** and tap < **Submit** >.
- 13. Once your e-visit is completed you will see a page like the one below.

Appointments :	
MyChart E-Visit for Cough	
YOUR E-VISIT	
E-Visit Submitted You can expect a MyChart message with a response of your 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.	
In-Progress E-Visit	
Generic Provider MyChart	
III O <	

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. Tap < Messages >.



2. Tap on the **message** from the provider.



- 3. Tap < **Reply to the Message** > 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).

🛞 Inbox 🍵 🗄	
RE: Cough 5/29/20 10:43 AM	
Visible To:	
THIS IS MY TEST MESSAGE FROM THE PROVIDER	
Message From: Sent:5/29/2020 10:14 AM EDT To: Subject:Cough Cough 	
contact with someone who was confirmed or suspected to have Coronavirus / COVID-19? Answer: No / Unsure	
← REPLY TO THE MESSAGE	



All communication between you and the provider including their instructions for the visit will be viewable from the After Visit Summary (AVS). To view the AVS follow these steps.

1. Tap < Appointments >.



2. Scroll to find the **Past** appointments. Find your **visit** and tap on the < **View After Visit Summary** > link.

Appointm	ents :
PAST	1
E-Visit fo	or Diarrhea
2020 Community Demand Tel	Scroll down to Past appointments
View Notes	
🔚 View After V	/isit Summary®
MAY E-Visit fo	or Diarrhea
13 2020	
View After V	/isit Summary®
MAY E-Visit fo	or Cough
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3. The After Visit Summary will appear.

