MyChart Video Visit Instructions (Web Version) - Patient Facing

Thank you for participating in Community Health Network's Video Visit program. Video Visit appointments **provide a convenient** way to receive exceptional care, simply delivered to a location that is convenient for you!

First, let's review some helpful tips to make your experience quick and easy.

Not all visits will be conducted through video. Your Provider will determine if your appointment need is appropriate.



Am I Eligible?

- Patients must use the web-browser platforms Mozilla FireFox or Google Chrome to successfully use Video Visits from desktop or laptop computers.
 - Please be sure your device has a camera and microphone

📎 Helpful Information

- If during a video visit, it is determined that your condition warrants an office visit, the office will call you to schedule that appointment.
- Once the video visit begins, your image will appear in the window located in the lower right of the screen.
- For optimal picture quality, don't sit or stand in front of windows or bright lights.
- Mute, Disable Camera, Leave Visit, Device Selection, and Shrink or Grow your camera preview buttons are available to use during your visit.
- If the call or video connection is lost prior to your Provider joining the visit, simply reconnect.
- You can eCheck-In up to three days before your video visit.
- The Begin Video Visit button will not appear until you are within a 45 minute time frame from your Video Visit.
- Call 317.355.2273 for MyChart support.

🧭 Using a Desktop or Laptop for Video Visits?

If you will be using a desktop or laptop for the video visit, please complete the hardware/connection test the day before you appointment to ensure your equipment and internet access support the Video Visit.

- 1. Log in to MyChart.
- 2. Click the Visits icon or click the I'm Here button in the Health Feed.

your Men	J Visits Messages 👗 Test Results 🚷 Medications	
Nelcome		
Mark	n	
Mark		
💼 Vi	deo Visit	
Nov	Starts at 12:00 PM EST	I'm Here
	Community Physician Network Family Medicine Care	
5		

3. Click the eCheck-In button.

Upcoming Visits				
Next 7 Days 🔿	A C	Confirm you've arrived lave you arrived for this appointment?		l'm here
	NOV 5 Thu	Video Visit with Physician Family Medicine, MD ④ Starts at 12:00 PM EST (15 minutes)	0	eCheck-In Details

Personal Information

- 1. Verify all Personal Information.
 - a. Edits can be made using the Edit Buttons.
- 2. Click the **checkbox** next to < This information is correct > if no changes need to be made.
- 3. Click Next.

How can we contact you for This contact information will only be used Mobile Phone Send me text notifications for Carrier charges may apply Verify Your Personal Inform	or this visit? for this visit this visit			
Contact Information 1234 EPIC DR. Going somewhere for a while? Add a temporary address	倉 □ 用 Not entered	Details About Me Legal Sex ① Male Sex Assigned at Birth Not entered Martal Status Martied	Gender Identity Not entered Sexual Orientation Not entered Religion Not entered	≧ ≡ Edit
This information is correct *				

Sign Documents

- 1. Click Review and sign on all documents that need a signature.
 - a. Payments for Video Visits are expected before the visit begins.

Virtual Visit Consent Not Signed Yet	
	Review and sign
Once this step is completed, documents will be sub-	nitted for clinic review.
Back Next Finish later	

© 2020 Epic Systems Corporation. Confidential. MyChart® is a registered trademark of Epic Systems Corporation.

- 2. Scroll to the bottom of the Consent form and click Click to Sign.
 - a. Your signature will appear in the box.
- 3. Click **Continue**.

Patient Consent By electronically signing this form, you acknowledge that you have read ar Consent.	nd understand the information provided in this Telehealth Visit
Click to Sign Patient Legal Representative Signature	
	Patient Consent By electronically signing this form, you acknowledge that you have read and understand the information provided in this Telehealth Visit Consent.
Guarantor Signature (if other than patient/legal representative)	Mark Test Bigmiture generated for Mark Yest at 11082020, 12:04 PM
*Minors who are emancipated may consent to their own care. "Emancipate	*Patient Legal Representative Signature
emancipated (will require a copy of the Court Order); or 2) An emancipated minor is defined as an individual at least 14 years of age - living apart from parents, not supported by parents, and managing o - married or was previously married, or - in the military service	
*Minors age 16 and above who are pregnant may request care for the pl also attempt to contact your parent or guardian. *Minors ages 14-17 may consent to health care services related to the testin	Guarantor Signature (if other than patient/legal representative)
14561 0119 Page [pageNum] of [pageCount]	*Minors who are emancipated may consent to their own care. "Emancipated" means: 1) An Indiana Court has determined the individual is
Continue Clear form Cancel	emancipated (will require a copy of the Court Order); or 2) An emancipated minor is defined as an individual at least 14 years of age <u>and</u> is: - living apart from parents, not supported by parents, and managing own affairs - married or was previously married; or
	 - in the military service *Minors age 16 and above who are pregnant may request care for the pregnancy, delivery of the baby and post-delivery care. We will also attempt to contact your parent or guardian. *Minors ages 14-17 may consent to health care services related to the testing and/or treatment for a sexually transmitted disease.
	Clear form Cancel

4. Click Next.



Insurance

- 1. Verify Insurance information.
 - a. There are questions that are required to be answered before continuing with the eCheck-In.
 - b. You are able to upload images of your insurance card.
 - c. Click the **checkbox** next to < This information is correct > if no changes need to be made.
- 2. Click Next.

Payments

- 1. Click the **checkbox** next to the Video Visit balance.
 - a. Payments for Video Visits are expected before the visit begins.
- 2. Click the **Pay button**.
 - a. You will need to add your credit card/debit card information.
- 3. Click Next.

Travel History

- 1. Click Add a Trip to document any trips you have taken outside of the country.
- 2. Click the **checkbox** next to < This information is correct > if no changes need to be made.
- 3. Click Next.

Medications

- 1. Review the list of current Medications.
 - a. Use the remove button to remove a medication from your current list.
- 2. Click Add a Medication to add more medications to your current list.

- 3. Select a Pharmacy.
- 4. Click the **checkbox** next to < This information is correct > if no changes need to be made.
- 5. Click Next.

penicillin v potassium 250 MG tablet	
Take one tablet (250 mg total) by mouth 4 (four) times daily.	
Remove	
+ Add a medication	
Select a Pharmacy for This Visit	
CVS/PHARMACY #10173 - CARMEL, IN - 367 W 116TH ST 367 W 116th st Carmel IN 46032	1
WALGREENS DRUG STORE 10149 - FISHERS, IN - 13741 E 116TH ST AT SWC OF OLIO & 116TH 13741 E 116TH ST FISHERS IN 46037-7604	Î
+ Add a pharmacy	

Allergies

- 1. Review the list of current allergies.
- 2. Click Add an Allergy to add another allergy to your current list.
- 3. Click the **checkbox** next to < This information is correct > if no changes need to be made.
- 4. Click Next.

Please review your allergies and verify that the list is up to date. Call 911 if you have an emergency.		
Bee Venom Protein (Honey Bee) Anaphylaxis Added 1/1/1980 (1) Learn more	+ Add an allergy	
Back Next Finish later		

Health Issues

- 1. Review the list of current health issues.
- 2. Click Add an Health Issue to add another Health Issue to your current list.
- 3. Click the **checkbox** next to "This information is correct" if no changes need to be made.
- 4. Click Next.

Questionnaires

- 1. Answer any questions related to the questionnaires listed in your MyChart.
- 2. If you have Medicare please see the Medicare Section below.

Final Page

- 1. Click **Confirm** to receive a reminder call from your provider's office.
- 2. Click Begin Video Visit button when you are ready to start your visit.



© 2020 Epic Systems Corporation. Confidential. MyChart® is a registered trademark of Epic Systems Corporation.

- 3. Click Allow on the pop ups to use your device's microphone and camera.
- 4. Once connected to the video visit you will see the following screen while you wait on the provider to join you:
- 5. At the top of the screen you will see a toolbar of buttons.



a. Leave Call – *click* this when you are ready to leave. You will see a pop up asking you if you are sure you want to disconnect.



- b. Mute (Microphone Icon) click this if you need to mute yourself
- c. Disable Camera (Camera Icon) click this if you need to turn off your camera
- d. **Devices** *click* this if you need to change the devices (camera, microphone, and speakers) you are using.



6. Once the provider is connected to the visit it will look like this:



© 2020 Epic Systems Corporation. Confidential. MyChart® is a registered trademark of Epic Systems Corporation. 7. Your Provider can share their screen with you. If they do so, your screen will look like this:



🧭 Medicare Questionnaire

For Medicare patients, a Medicare Questionnaire will be presented in MyChart.

Medicare Secondary Payer Questionnaire

For an upcoming appointment with Physician Family Medicine, MD on 11/5/2020

*Indicates a required field.

Medicare requires that we periodically ask the following questions.

- 1. Answer the following questions:
 - a. Are you receiving Black Lung (BL) benefits?
 - b. Are the services to be paid by a government research program?
 - c. Are you entitled to benefits through the Department of Veterans Affairs (DVA)?
 - d. Was the illness/injury due to a work-related accident/condition?
 - e. Was the illness/injury due to a non-work-related accident?
 - f. Are you entitled to Medicare based on age?
 - g. Are you entitled to Medicare based on end-stage renal disease (ESRD)?
 - h. Are you currently employed?
 - i. Do you have a spouse who is currently employed?
- 2. Click **Continue** once you have answered all of the questions.
- 3. Review your answers and click submit.