MyChart Video Visit Instructions (Mobile Devices: iPhone, iPad, & Android) – 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?

- ✓ Video Visits may be conducted via iPhone, iPad or Android phone.
 - ○ 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.
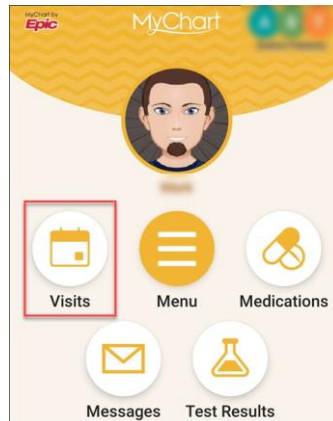- Call 317.355.2273 for MyChart support.
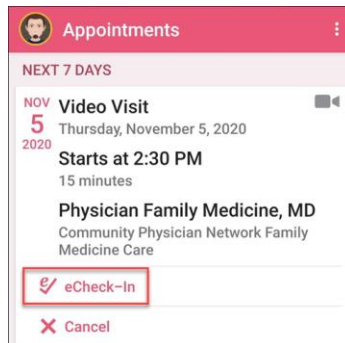
Using a Mobile Device for Video Visits?

Mobile devices can be used and work very well for Video Visits. If you are using a mobile device the MyChart mobile application must be downloaded and installed.
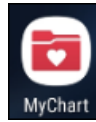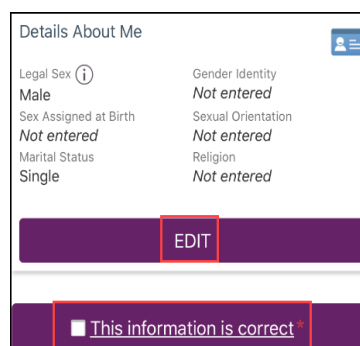

1. *Open* the **MyChart app**.
2. *Tap* **Visits**.

3. *Tap* **eCheck-In** (this is required before the Video Visit can start).
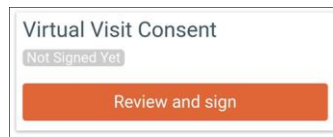

Personal Information
1. *Verify* all **Personal Information**.
   a. Edits can be made tapping the Edit Button.
2. *Tap* the **checkbox** next to < This information is correct > if no changes need to be made.
3. *Tap* **Next**.

Sign Documents

1. *Tap* the **Review and Sign button** to electronically sign the Virtual Visit Consent and any other Consent forms that may need signed.
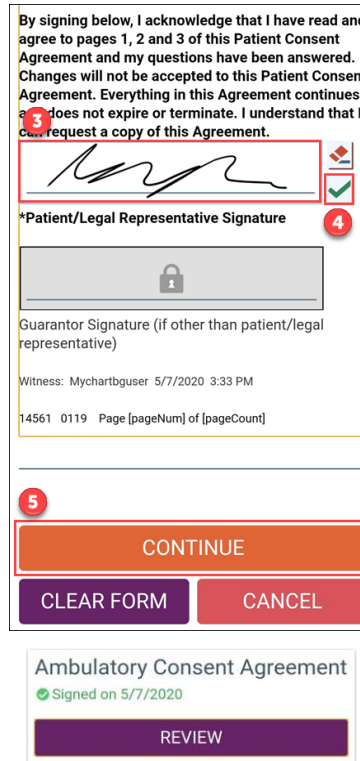
Virtual Visit Consent
Not Signed Yet

Review and sign

2. *Review* the **Consent**. *Tap* inside the box < **Draw to Sign** >.

✎ Draw to Sign

3. *Use your finger* and **sign** inside the box.
4. *Click* the **green check mark** when you are satisfied with your signature.
5. *Tap* **Continue** on the Ambulatory Consent Agreement.

By signing below, I acknowledge that I have read and agree to pages 1, 2 and 3 of this Patient Consent Agreement and my questions have been answered. Changes will not be accepted to this Patient Consent Agreement. Everything in this Agreement continues and does not expire or terminate. I understand that I can request a copy of this Agreement.

*Patient/Legal Representative Signature

🔒

Guarantor Signature (if other than patient/legal representative)

Witness: Mychartbguser 5/7/2020 3:33 PM

14561 0119 Page [pageNum] of [pageCount]

CONTINUE

CLEAR FORM   CANCEL

Ambulatory Consent Agreement
✅ Signed on 5/7/2020

REVIEW

6. *Sign* any other **forms** that need signed.
7. *Tap* **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. *Tap* **Next**.

Payments

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

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

Medications
1. *Review* the list of current **Medications**.
   a. Use the remove button to remove the medication from your current list.
2. *Tap* **Add a Medication** to add more medications to your current list.
3. *Select* a **pharmacy** for the visit.
4. *Tap* the **checkbox** next to < This information is correct > if no changes need to be made.
5. *Tap* **Next**.

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

Health Issues
1. *Review* the list of current **health issues**.
2. *Tap* **Add an Health Issue** to add another Health Issue to your current list.
3. *Tap* the **checkbox** next to < This information is correct > if no changes need to be made.
4. *Tap* **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. A message will display indicating you have completed the eCheck-In process. *Tap* **Close (X)** in the top right corner of the screen.
2. You will return to the Appointment Screen.
3. *Tap* on your **appointment**.
   a. Appointment details are at the top of the screen.
   b. There will be a green check mark next the items you completed (i.e. eCheck-In, Appointment confirmation) and a red check mark next to the ones you didn't.
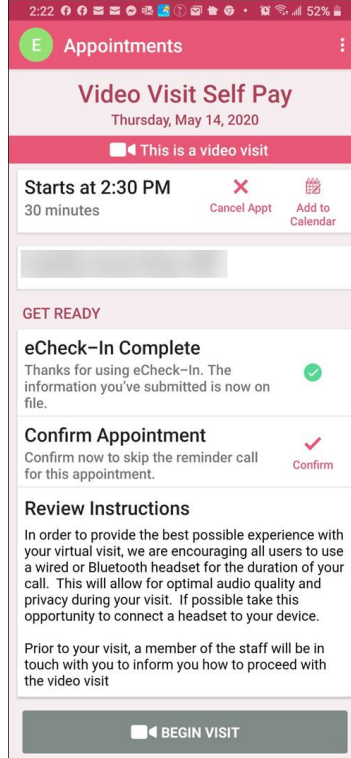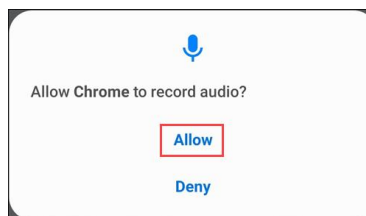
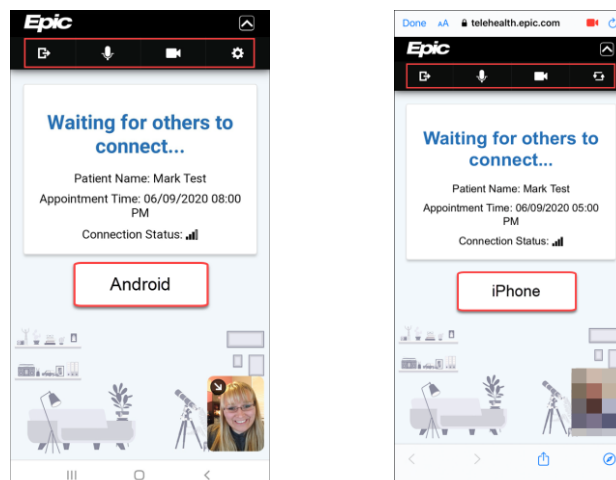4. *Tap* **Begin Visit** located at the bottom of the list.

5. *Tap* **Allow** on the pop ups to use your device's microphone and camera.
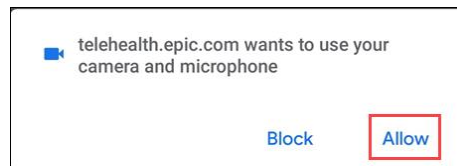
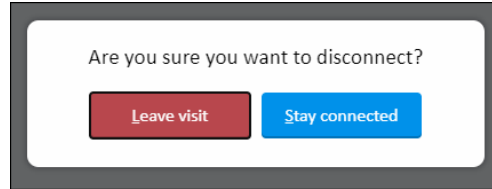6. *Tap* **Allow** on the pop up to allow chrome to record audio.

7. Once connected to the video visit you will see the following screen while you wait on the provider to join you:

8. 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.
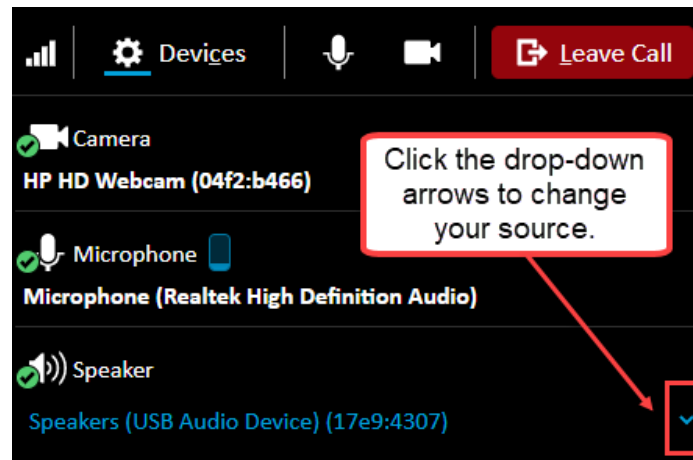
9. Your Provider can share their screen with you. If they do so, your screen will look like this:

📝 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. *Tap* **Continue** once you have answered all of the questions.
3. *Review* your **answers** and *tap* **submit**.