

## MyChart: Patient: Video Visit Instructions (Web Version)

### OVERVIEW

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

- ✓ Please be sure your device has a camera and microphone

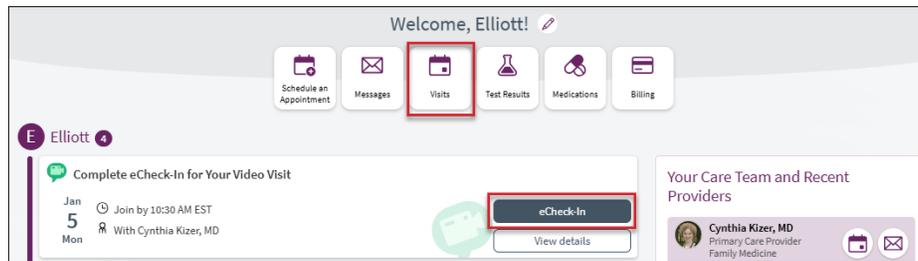
### HELPFUL INFORMATION

- 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.

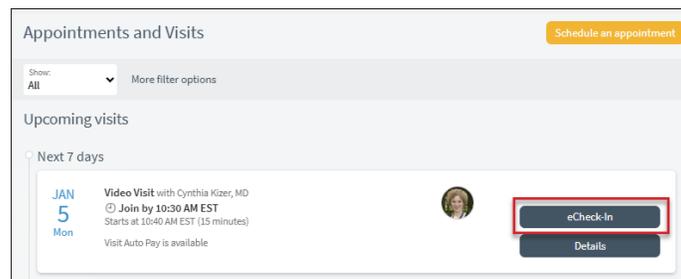
## ? USING A DESKTOP OR LAPTOP FOR VIDEO VISITS?

If you will be using a desktop or laptop for the video visit, please complete the hardware/connection test the day before your 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 **eCheck-In** button in the Health Feed.

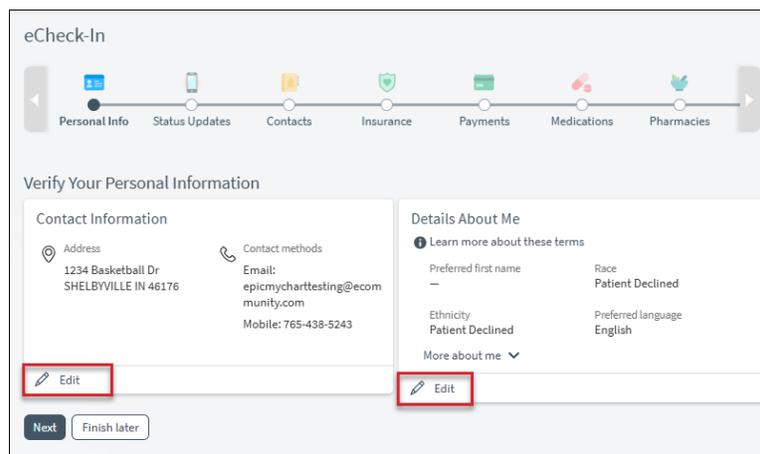


3. Click the **eCheck-In** button.



## Personal Information

1. Verify all **Personal Information**.
  - a. Edits can be made using the Edit Buttons.
2. Click **Next**.



## Status Updates

1. If you want to sign up for status updates about the visit, tap **Edit** to select the contact information you would like to use for those updates.
  - a. If you update any of the information (phone numbers or emails), it will not replace contact information on file.
2. Click **Sign up** or **Don't sign up**.

## Contacts

1. Verify your contacts.
  - a. Edit your contacts' information by clicking **Edit**.

- b. Add a contact's information by *clicking* **Add contact**.
2. *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.
2. *Click* **Next**.

## Visit Auto Pay

1. *Select* whether you would like to be **enrolled** in Visit Auto pay or **not**.
2. *Tap* **Next**.

## Medications

1. *Review* the list of current **Medications**.
2. *Click* the **check box** next to Request removal to remove a medication from your current list.
3. *Click* **Add a Medication** to add more medications to your current list.
4. *Click* **Confirm**.

## Pharmacies

1. *Select* a **pharmacy** for the visit.
  - a. If there are no pharmacies listed, *click* **Find a pharmacy** and add a pharmacy to the visit.
2. *Click* **Use selected 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 **check box** next to Request removal to remove an allergy from your current list.
4. *Click* **Confirm**.

## Health Issues

1. *Review* the list of current **health issues**.
2. *Click* **Add a Health Issue** to add another Health Issue to your current list.
3. *Click* the **check box** next to Request removal to remove a health issue from your current list.
4. *Click* **Confirm**.

## Sign Documents

1. *Click* **Review and sign** on all documents that need a signature.

eCheck-In

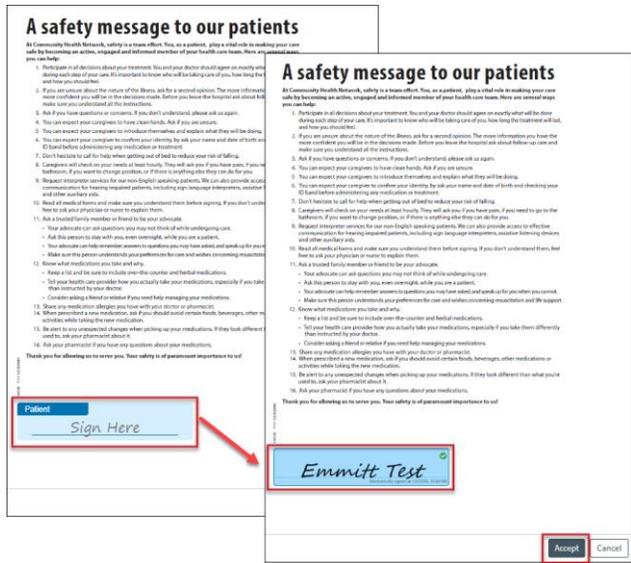
Insurance Payments Medications Pharmacies Allergies Health Issues Sign Documents

Please review and address the following documents.

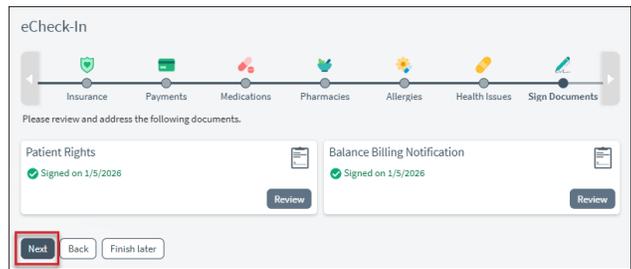
Patient Rights Not Signed Yet	Balance Billing Notification Not Signed Yet
Review and sign	Review and sign

Next Back Finish later

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



4. Click Next.



## Questionnaires

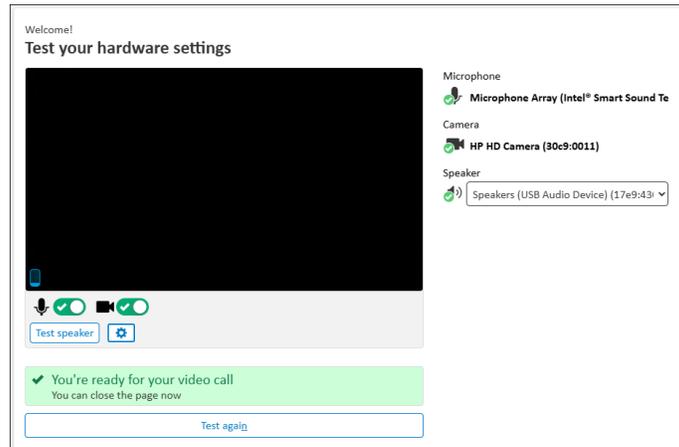
1. Answer any questions related to the questionnaires listed in your MyChart.
2. If you have Medicare please see the Medicare Section below.
3. Click **Submit** after you complete the questionnaires.

## Location

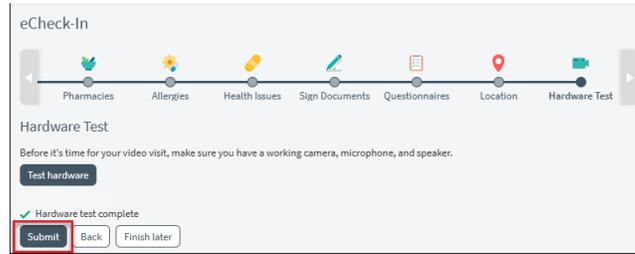
1. Verify that you will be in the **United States of America** and what **state** you will be in while completing the Video Visit.
2. Click **Next**.

## Hardware Test

1. Click **Test Hardware** to make sure that you have a working camera, microphone, and speaker.
  - a. A message will appear saying Hardware test complete.

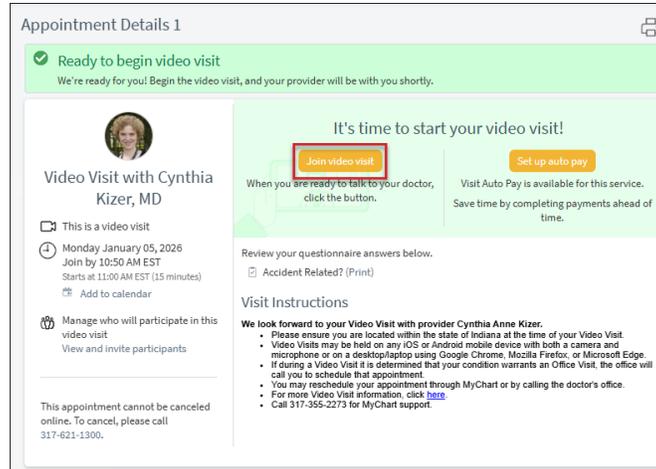


2. Go back to the eCheck-In screen.
3. **Click Submit.**

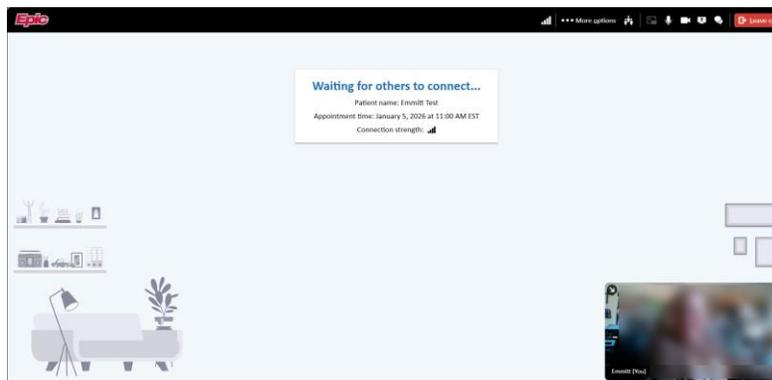


## Final Page

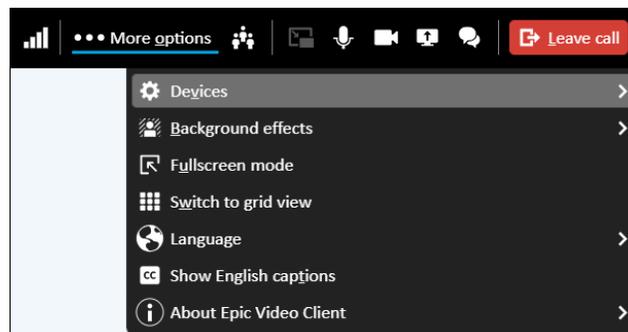
1. **Click Join video visit** button when you are ready to start your visit.



2. **Enter your Display name.**
3. **Click Join Call.**
4. Once connected to the video visit you will see the following screen while you wait on the provider to join you:



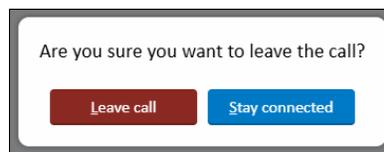
5. At the top of the screen you will see a toolbar of buttons.



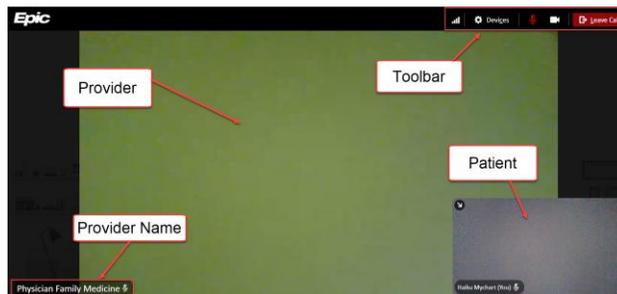
- a. **Three Dots** – *Click* this to see more options.
- b. **Participants** – *click* this if you want to see who all is on the call.
- c. **Devices** – *click* this if you need to change the devices (camera, microphone, and speakers) you are using.



- d. **Background effects** – you can change your background here.
- e. **Fullscreen mode** – *click* this to make the Video Visit fullscreen. *Click* esc to go back.
- f. **Switch to grid view** – *click* this if you want to switch to the grid view.
- g. **Language** – here you can change the language.
- h. **Show English Captions** – *click* this if you would like to see the closed captioning.
- i. **About Epic Video Client** – learn more about the video client here.
- j. **Mute (Microphone Icon)** – *click* this if you need to mute yourself
- k. **Disable Camera (Camera Icon)** – *click* this if you need to turn off your camera
- l. **Screen Sharing** – *share* your screen with your provider.
- m. **Chat bubbles** – *click* here to see any chats taking place in the video visit.
- n. **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 leave the call.



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



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



## ? USING A DESKTOP OF LAPTOP FOR VIDEO VISITS?

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**.