

MyChart: Patient: Video Visit Instructions (Mobile Devices)

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?

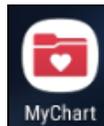
- ✓ Video Visits may be conducted via iPhone, iPad or Android phone.
 - Please be sure your device has a camera and microphone

HELPFUL INFORMATION

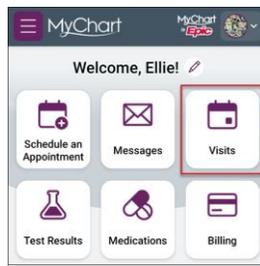
- If during a video visit, it is determined that your condition warrants an office visit, the office will call you to schedule that appointment.
- Once the video visit begins, your image will appear in the window located in the lower right of the screen.
- For optimal picture quality, don't sit or stand 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 VISIT?

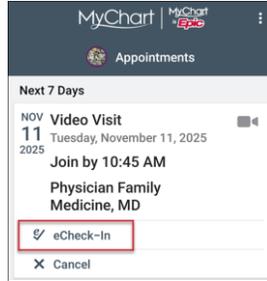
Mobile devices can be used and work very well for Video Visits. If you are using a mobile device the MyChart mobile application must be downloaded and installed.



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

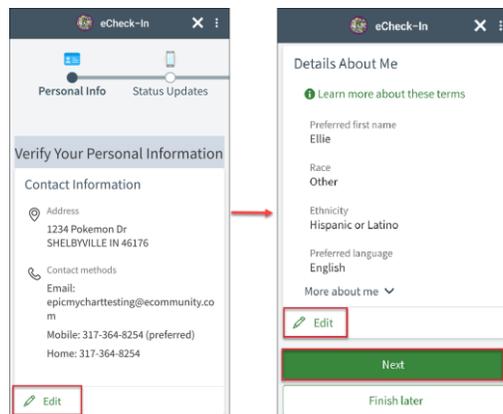


3. Tap **eCheck-In** (this is required before the Video Visit can start).



Personal Information

1. Verify all **Personal Information**.
 - a. Edits can be made tapping the Edit Button.
2. Tap **Next** if no changes need to be made.



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. Tap **Sign up** or **Don't sign up**.

Contacts

1. Verify your contacts.
 - a. Edit your contacts' information by *tapping Edit*.
 - b. Add a contact's information by *tapping Add contact*.
2. Tap **Next**.

Insurance

3. 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.

4. *Tap Next.*

Visit Auto Pay

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

Financial Assistance

1. If you would like to begin applying for financial assistance, *tap Yes.*
2. If you do not want financial assistance, *tap No, ask again later.*
3. *Tap Next.*

Medications

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

Pharmacies

1. *Select* a **pharmacy** for the visit.
 - a. If there are no pharmacies listed, *tap Find a pharmacy* and add a pharmacy to the visit.
2. *Tap Use selected pharmacy.*

Allergies

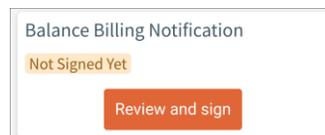
1. *Review* the list of current **allergies**.
2. *Tap Add an allergy* to add another allergy to your current list.
3. *Tap* the **check box** next to Request removal to remove an allergy from your current list.
4. *Tap Confirm.*

Health Issues

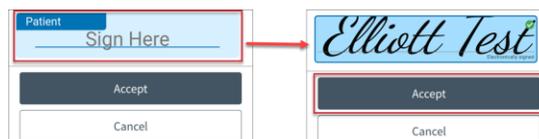
1. *Review* the list of current **health issues**.
2. *Tap Add a Health Issue* to add another Health Issue to your current list.
3. *Tap* the **check box** next to Request removal to remove a health issue from your current list.
4. *Tap Confirm.*

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.



1. *Review* the **Consent**. *Tap* inside the box **< Sign Here >**.
 - a. *Your adopted signature will appear in the box*
2. *Tap Accept.*



3. *Sign* any other **forms** that need signed.
4. *Tap* **Next**.

Questionnaires

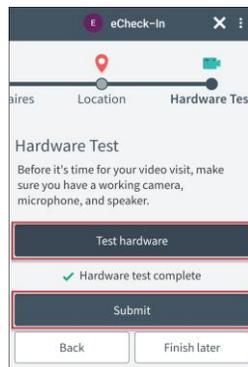
1. *Answer any questions* related to the questionnaires listed in your MyChart.
2. If you have Medicare please see the Medicare Section below.
3. *Tap* **Submit** after you complete the questionnaires.

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. *Tap* **Next**.

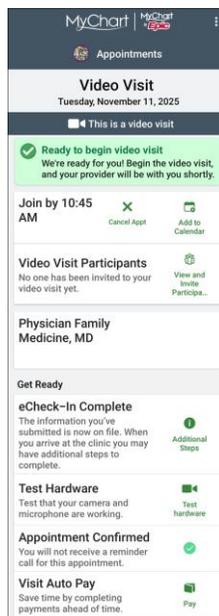
Hardware Test

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

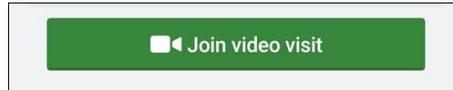


Begin Video Visit

1. You will return to the Appointment Screen.
2. *Tap* on your **appointment**.
 - a. Appointment details are at the top of the screen.
 - b. There will be a green icon next the items you completed (i.e. eCheck-In, Appointment confirmation) and a red icon next to the ones you didn't.

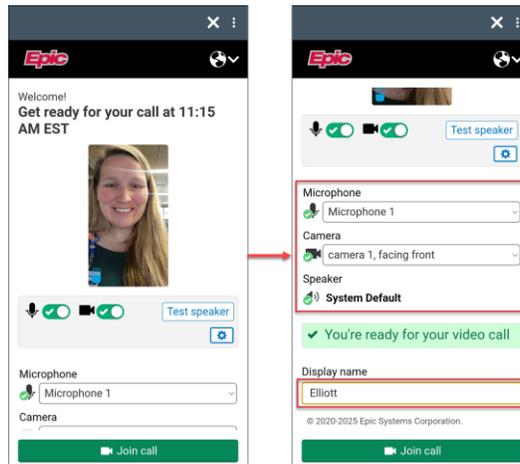


3. Tap **Join video visit** located at the bottom of the list.



4. Tap **Allow** or **Continue** on the pop ups to use your device's microphone and camera.

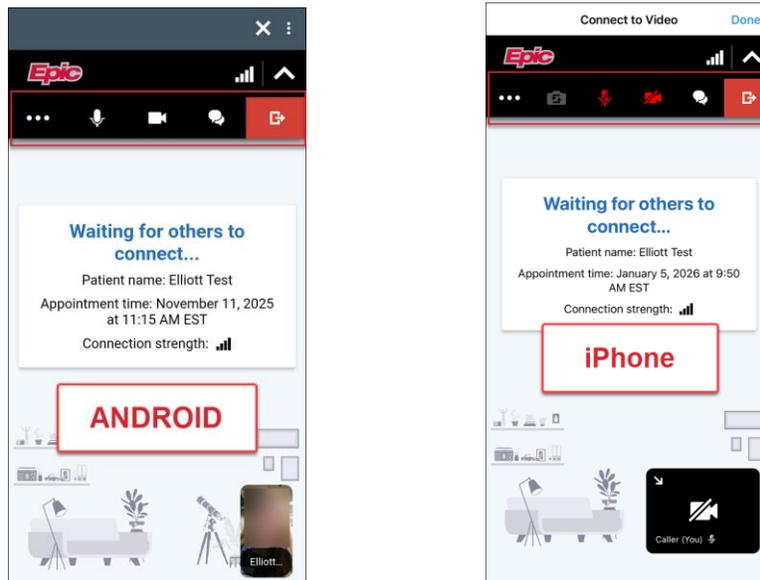
5. The Welcome screen will show you what hardware is working and what isn't. You can also change your Display name here if you would like.



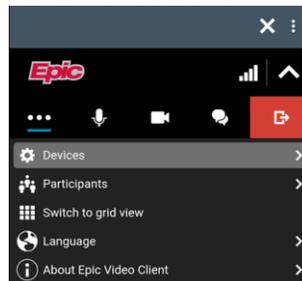
6. Tap **Join Call**.



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. **Three Dots** – Tap this to see more options.

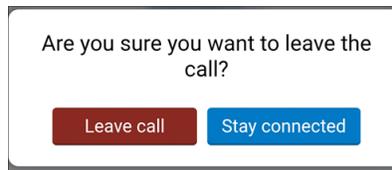
- b. **Devices** – tap this if you need to change the devices (camera, microphone, and speakers) you are using.



- c. **Participants** – tap this if you want to see who all is on the call.
- d. **Switch to grid view** – tap this if you want to switch to the grid view.
- e. **Language** – here you can change the language.
- f. **Show English Captions** – tap this if you would like to see the closed captioning.
- g. **About Epic Video Client** – learn more about the video client here.
- h. **Camera (Picture Camera with arrow)** - Change the view of the camera from the front to the back camera on your device.
- i. **Mute (Microphone Icon)** – tap this if you need to mute yourself
- j. **Disable Video Camera (Camera Icon)** – tap this if you need to turn off your camera
- k. **Chat bubbles** – tap here to see any chats taking place in the video visit.



- l. **Leave Call** – tap 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.



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





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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**.