

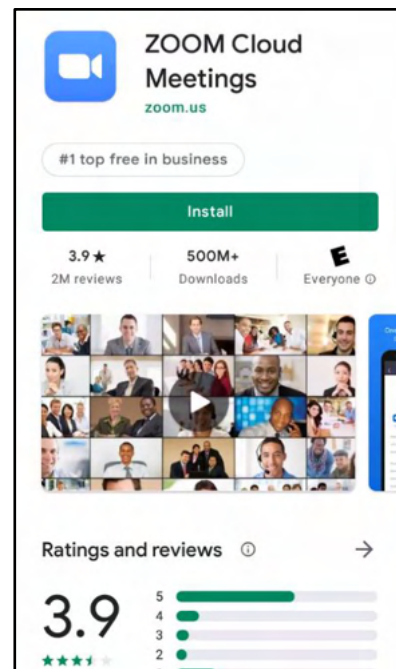
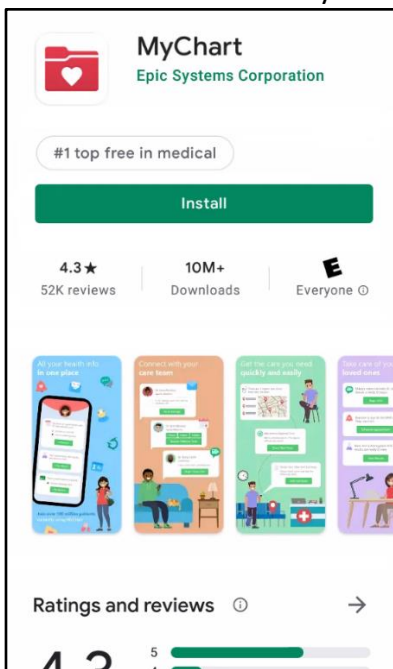
The Patient's Guide to Virtual Video Visits!

This tip sheet includes everything you need to know to get ready for a seamless and convenient video visit with your healthcare provider!

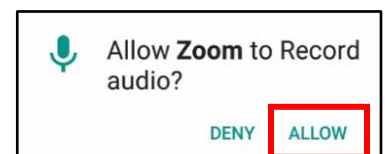
Before the Day of Your Visit – Set Up Your Mobile Device

The best way to complete your video visit is with a mobile device (smartphone or tablet) with the MyChart app. Before the day of your visit, do each of these...

1. Download the **MyChart** app
 - a) Search for “mychart” in the App Store or Google Play
 - b) Download and install the MyChart app
2. Download the **Zoom** app
 - a) Search for “zoom” in the App Store or Google Play
 - b) Download and install the Zoom app



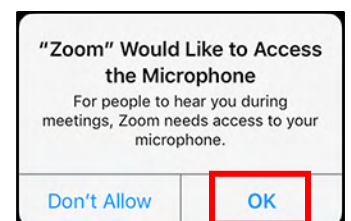
3. Test your device
 - a) Visit www.zoom.us/test using the device you will use during your visit.
 - b) Press **Join** and enter your name to open a test Zoom session
 - c) Press **Join Audio**. Allow Zoom to access your microphone if prompted.
 - d) Press **Start Video**. Allow Zoom to access your camera if prompted.
 - e) If you can see yourself on your screen, ***your device is ready to go!***



Tip: Save your mobile data! Connect your device to wi-fi during your visit

Using a computer for your visit?

Using a mobile device is the best way to complete your video visit, but you can still use a computer if you have the right equipment. Before your visit starts, make sure to connect a webcam, microphone, and speaker.



Before the Day of Your Visit – Sign Up For MyChart

Your virtual video visit will be easier with a MyChart account. If you already have an account, skip these steps.

When you scheduled your virtual visit, we sent an email with a MyChart registration link. Open that email on your computer or mobile device and click the registration link to start.

Didn't receive our email? If your visit is scheduled far in advance, we will wait until it's three weeks away to send the email. Reach out to your clinic if you need assistance.

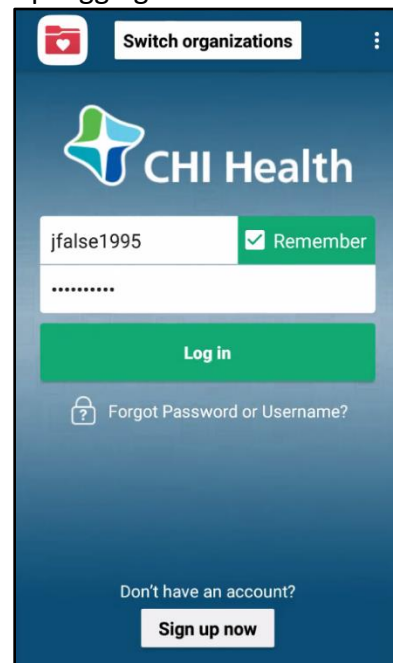
The MyChart signup process

- Step 1** Enter the activation code from your email, the last 4 digits of your social security number, and your date of birth.
- Step 2** Choose if you would like to turn on two-step verification. When you log into MyChart, we'll send a code to your mobile device or email. You will use the code to fully log into MyChart. Press **Continue** to set up two-step verification, or click the link *Turn off two-step verification*.
- Steps 3 - 5** Set up two-step verification, if you wish. These steps are skipped if you turned it off.
- Step 6** Choose a MyChart username and password.
- Step 7** Verify your email address and press **Sign In**.
Finally, review the terms and conditions of using MyChart and press **Accept** to sign in.

For MyChart app users on a mobile device - sign into the app for the first time

When you open the MyChart app for the first time, you need to connect it to your MyChart account.

1. At the top of the screen, enter the state that your clinic is in, then select CHI St. Alexius Health CHI Health CHI St. Luke's Health CHI Franciscan Health
2. Enter your MyChart username and password.
 - a. **TIP:** Tap "Remember" in the username field to speed up logging in next time.



Virtual Video Visit and Telemedicine FAQ's

Q. What if I am having trouble creating a new account in MyChart?

A. You can contact support at (XXX)XXX-XXXX

Q. What is telemedicine?

A. Telemedicine is the practice of using video and audio technology such as your smartphone or tablet for a follow up visit with your healthcare provider.

Q. What is the cost of a telemedicine appointment?

A. Telemedicine visits cost the same as office visits and are a convenient alternative for some patients. Copays specific to your plan are accepted during the eCheck-In process.

Q. What will I need for this visit?

A. To ensure that you connect with your healthcare provider, you will need the following:

- Smartphone, tablet, laptop, or desktop computer that has a camera, speaker, and microphone enabled
- An active MyChart account is *highly recommended*.
- Have insurance information ready for eCheck-In.
- *Using a mobile device?*
 - Download and install the MyChart & Zoom applications on your device.
 - On day of your appointment, make sure your device is fully charged

Q. Are prescriptions provided during a telemedicine appointment?


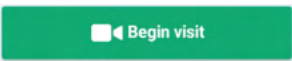
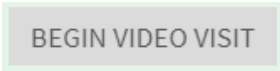
A. Yes, prescriptions can be provided per your provider's clinical assessment.

Q. What if I am late to the appointment?

A. If a patient connects more than 10 minutes late to their telemedicine visit, their appointment is cancelled, call the clinic office to reschedule with your provider.

Quick Start Guide – Complete Your Visit in 7 Steps


Don't need the long instructions? Here's the 7 steps to complete your virtual video visit. Start getting connected at least 15 minutes before your scheduled start time, so you are able to complete the eCheck-In process.

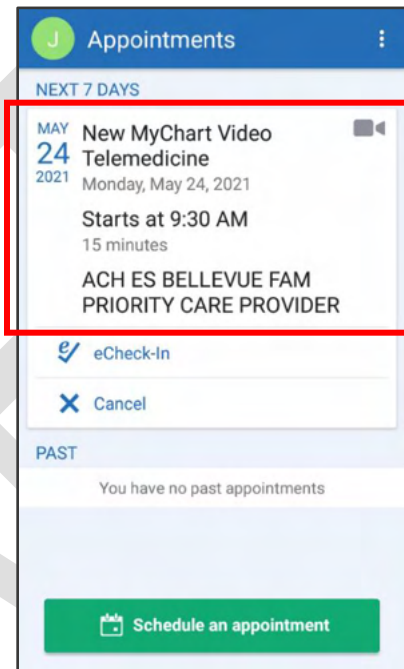
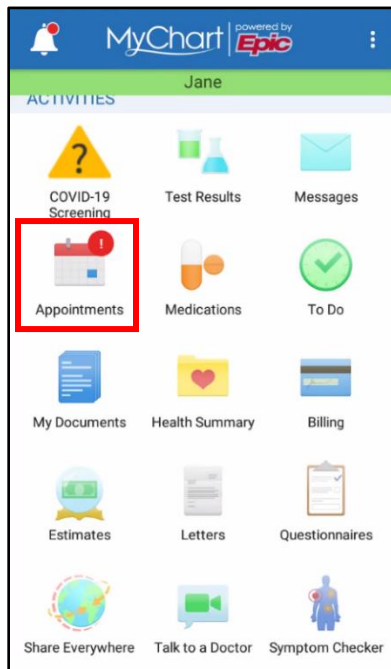
1. Login into the MyChart app or log into the MyChart website at XXXX.
2. Find your visit
 - a. MyChart App: Click on the **Appointments** icon  and tap your visit.
 - b. MyChart website: Click on **Visits**, then select **Appointments and Visits**, and click Details for your visit.
3. Complete eCheck-In.
4. Click on **Begin visit**  or the **Begin Video Visit** 
5. The ZOOM app will launch automatically.
6. Your healthcare provider will connect to the video session shortly.
7. Tap **Join Audio** and **Start Video**.

Find Information About Your Visit


If you are using the MyChart app, follow the instructions under **Mobile device**. If you are using the MyChart website, follow the instructions under **Computer**

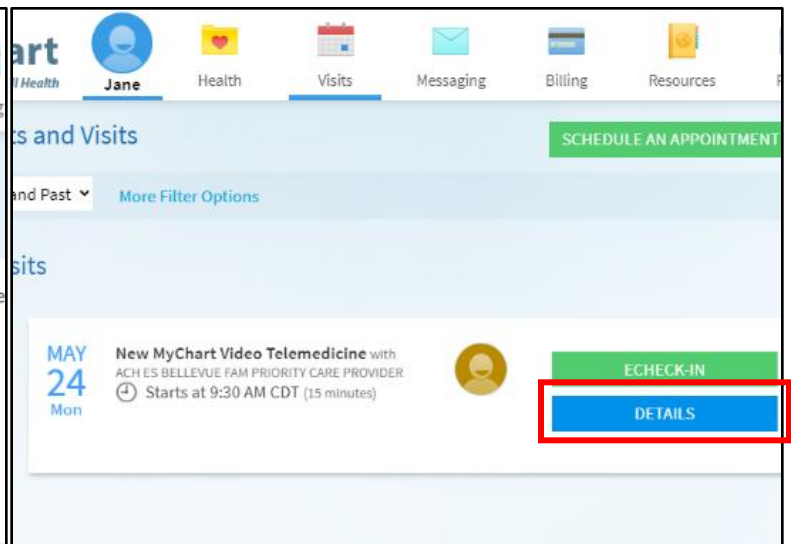
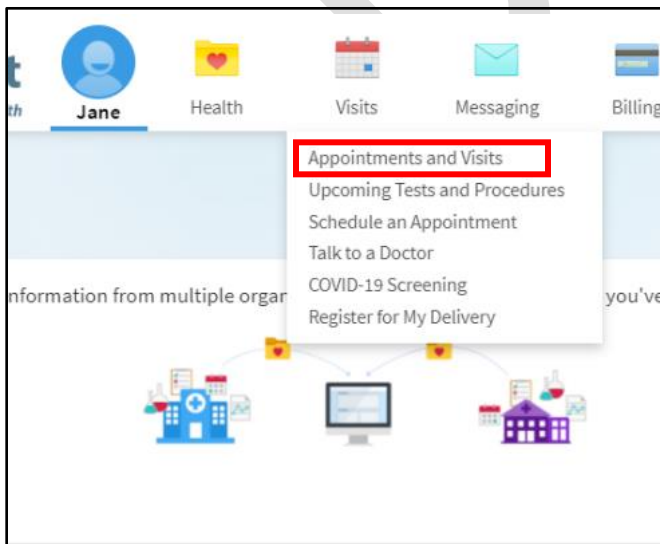
Mobile device

1. Open the MyChart app on your device.
2. Click on the **Appointments** icon .
3. Find the appointment with the correct date and click on it.




Computer

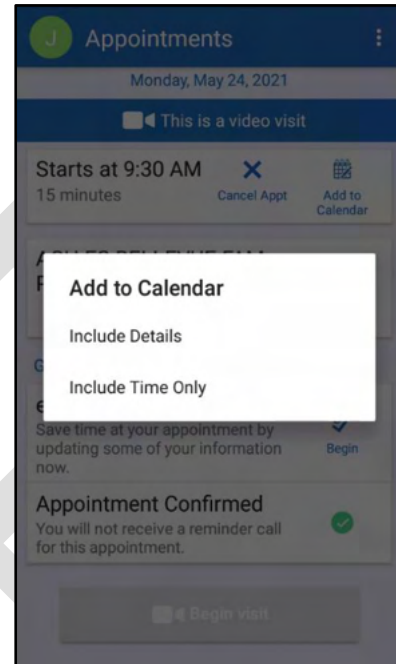
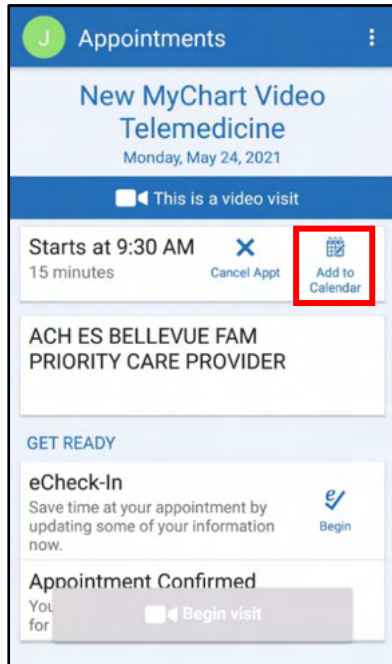
1. Log into the MyChart website at XXXX
2. Click on **Visits**  in the top menu, then select **Appointments and Visits**.
3. Find the appointment with the correct date and click on **Details**.




Set a reminder for your appointment

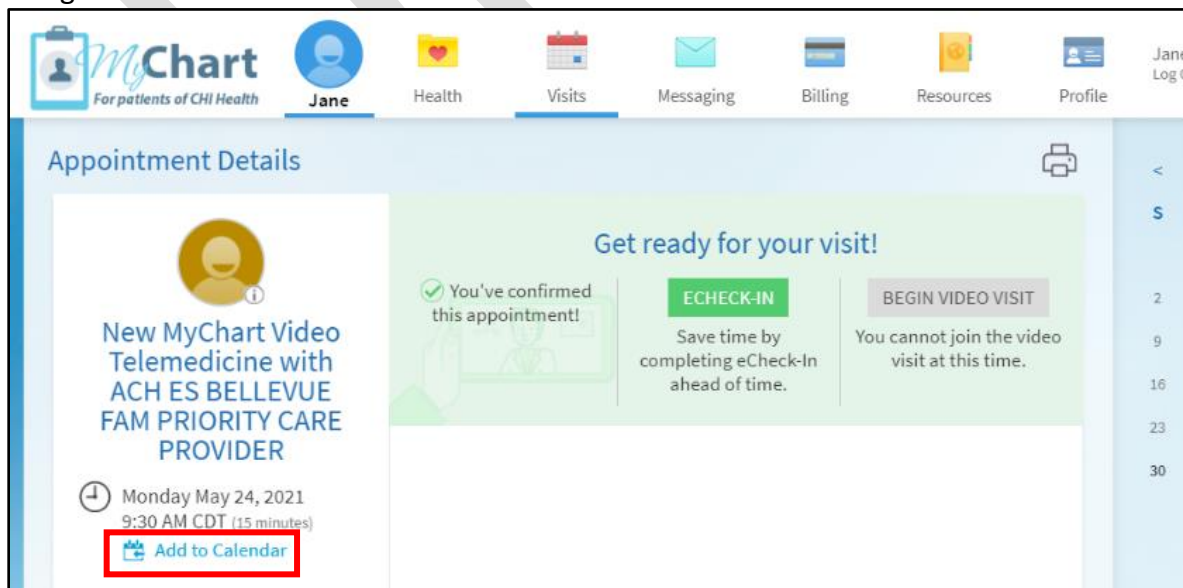
Mobile device

1. Click on **Add to calendar** . You can use details of your appointment or just the time in your reminder.
2. Follow the prompts on your mobile device to add the reminder to your favorite calendar app




Computer

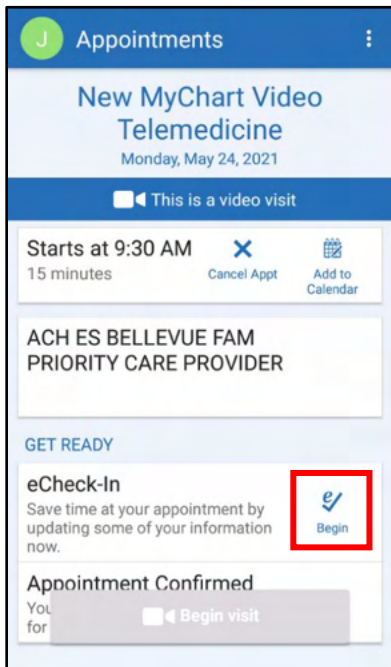
1. Click on **Add to Calendar** . Choose to include the details of your appointment or just the time in your reminder.
2. This will download an .ics file which you can open with a computer calendar program like Outlook or Google Calendar.



Up to 48 Hours Before Your Visit – Complete eCheck-In

Mobile device 

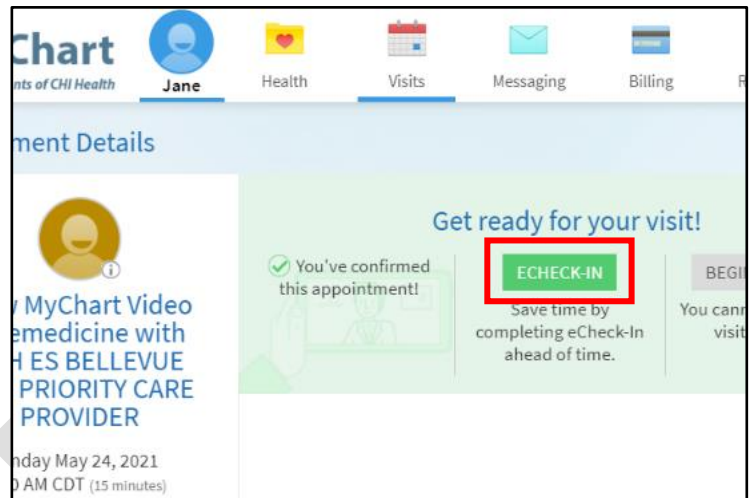
- From the appointment details screen, click on the checkmark  in the eCheck-In section.



The screenshot shows the 'Appointments' screen in a mobile app. At the top, it says 'New MyChart Video Telemedicine' for 'Monday, May 24, 2021'. Below this, it indicates 'This is a video visit' and provides the start time 'Starts at 9:30 AM' (15 minutes). The provider is 'ACH ES BELLEVUE FAM PRIORITY CARE PROVIDER'. Under the 'GET READY' section, the 'eCheck-In' option is highlighted with a red box, showing a checkmark icon and the word 'Begin'.

Computer 


- From the appointment details screen, click on the **ECHECK-IN** button.

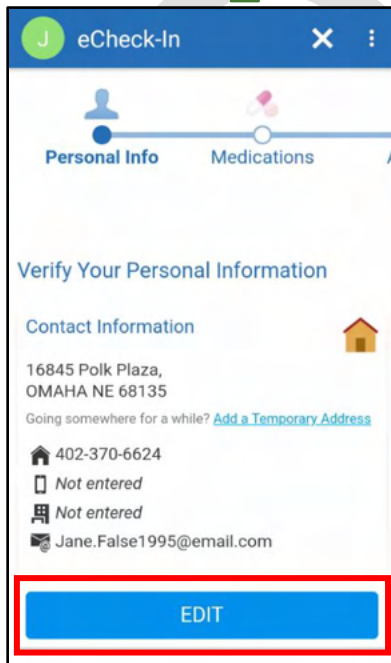


The screenshot shows the 'Appointment Details' page on a computer. It features a navigation bar with 'Jane', 'Health', 'Visits', 'Messaging', and 'Billing'. The main content area shows 'Get ready for your visit!' with a green box around the 'ECHECK-IN' button. Text next to the button says 'Save time by completing eCheck-In ahead of time.'.

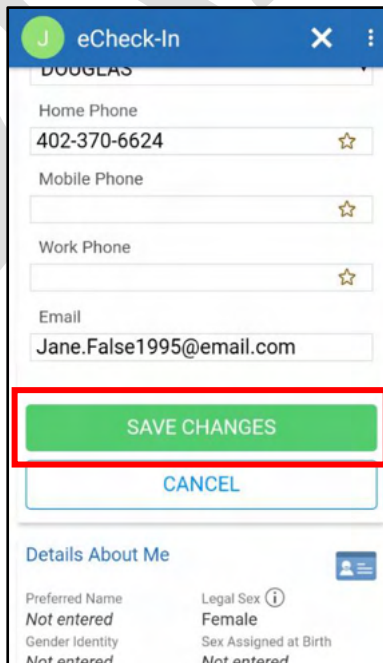
Step 1 – Personal Information

- Need to make any changes?* click on **Edit** below the information that you want to update. Enter the correct information, then click **Save Changes**.
- Is everything correct?* Check the box next to **This information is correct** and then press **Next**.

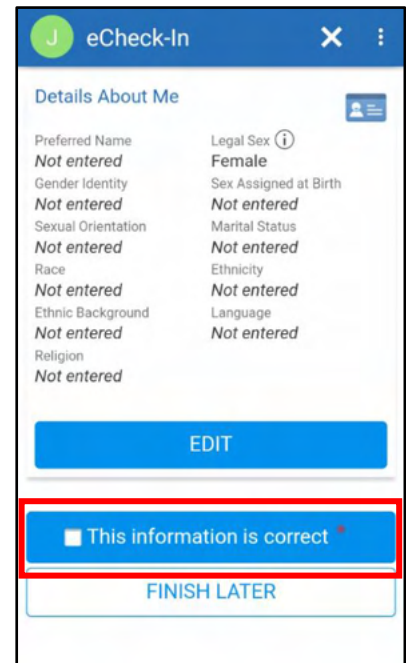
Mobile device 



The screenshot shows the 'eCheck-In' screen with a tab for 'Personal Info'. It prompts the user to 'Verify Your Personal Information' and lists contact information: '16845 Polk Plaza, OMAHA NE 68135', '402-370-6624', and 'Jane.False1995@email.com'. A red box highlights the 'EDIT' button at the bottom.



The screenshot shows the 'eCheck-In' screen with a tab for 'Personal Info'. It displays the same contact information as the previous screen. A red box highlights the 'SAVE CHANGES' button.



The screenshot shows the 'eCheck-In' screen with a tab for 'Details About Me'. It lists various personal details like 'Preferred Name', 'Legal Sex', 'Gender Identity', etc., all marked as 'Not entered'. A red box highlights the checkbox for 'This information is correct'.

Computer

For patients of CHI Health

Jane Health Visits Messaging Billing

Personal Info Medications Allergies Questionnaires Health Issues Insurance

Verify Your Personal Information

Contact Information

16845 Polk Plaza,
OMAHA NE 68135

Going somewhere for a while? [Add a Temporary Address](#)

402-370-6624
Not entered
Noah.Whitmore@Co...

Details About Me

Preferred Name
Not entered
Gender Identity
Not entered
Sexual Orientation
Not entered
Race
Not entered
Ethnic Background
Not entered
Religion
Not entered

☐ This information is correct

NEXT FINISH LATER

EDIT

For patients of CHI Health

Verify Your Personal Information

Contact Information

Going somewhere for a while? [Add a Temporary Address](#)

Country: United States of America

Street Address: 16845 Polk Plaza,

City: OMAHA State: Nebraska ZIP: 68135

County: DOUGLAS

Home Phone: 402-370-6624 Mobile Phone: Work Phone: Email: Jane.False1995@email.c

Details About Me

Preferred Name
Not entered
Gender Identity
Not entered
Sexual Orientation
Not entered
Race
Not entered
Ethnic Background
Not entered
Religion
Not entered

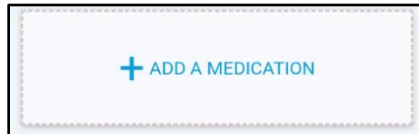
☐ This information is correct

NEXT FINISH LATER

SAVE CHANGES CANCEL

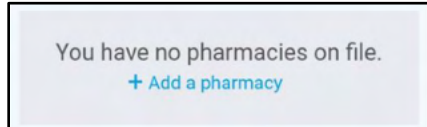
Step 2 – Medications

- Need to add a medication? Click **Add a medication**.



- Type the name of the medication and select it from the list.
- Enter a start date and comment about the medication (*optional*). Then, press **Accept**.
 - It will show under the heading "Medications you asked to be added".
 - The medication will become part of your record after your provider reviews it with you.

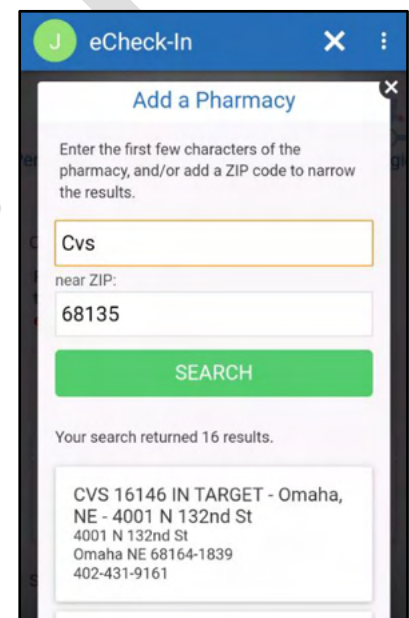
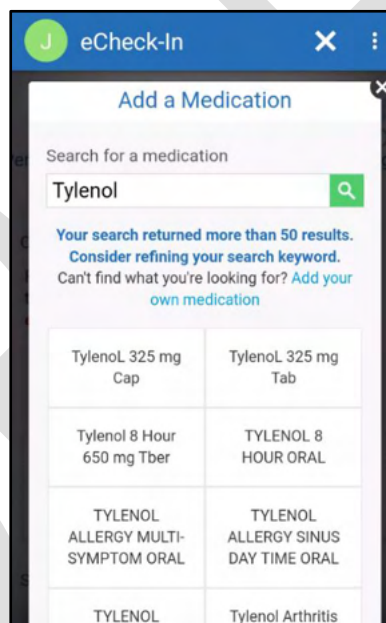
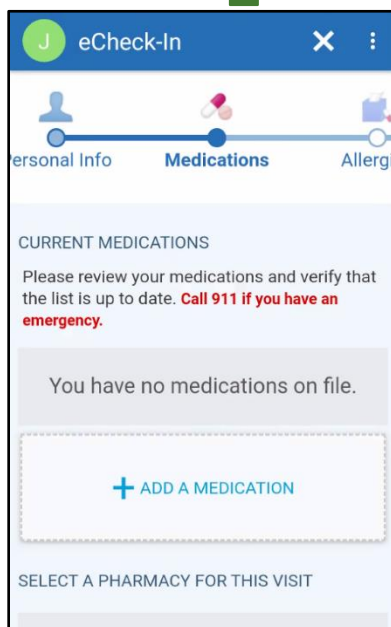
- Need to add your pharmacy? Click **Add a pharmacy**.



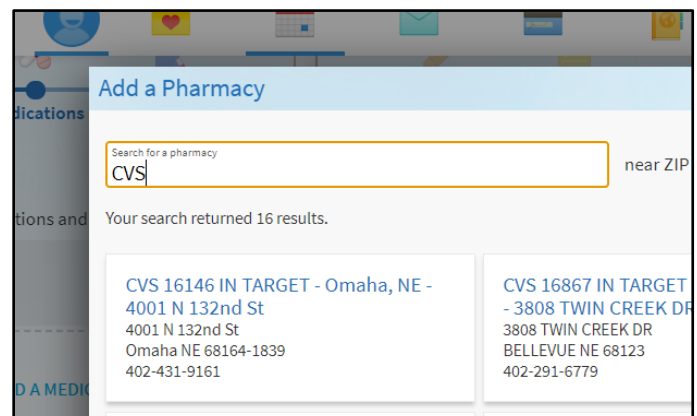
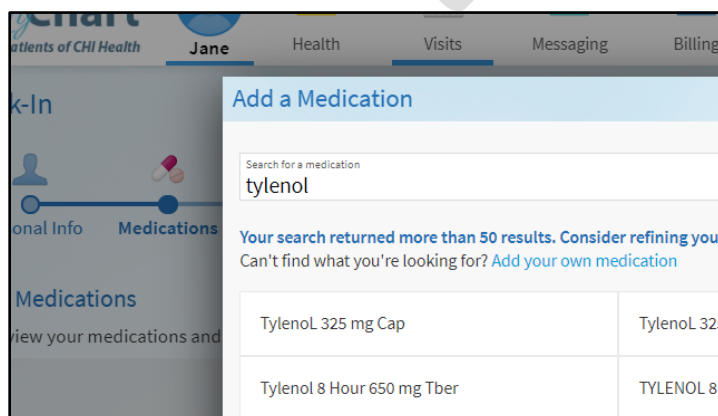
- Type the first few letters of the pharmacy's name or enter the zip code then press **Search**.
- Select your pharmacy from the list.

- Is everything correct? Check the box next to **This information is correct** and then press **Next**.

Mobile device 

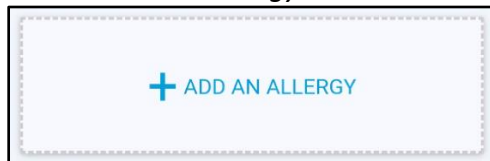


Computer 



Step 3 – Allergies

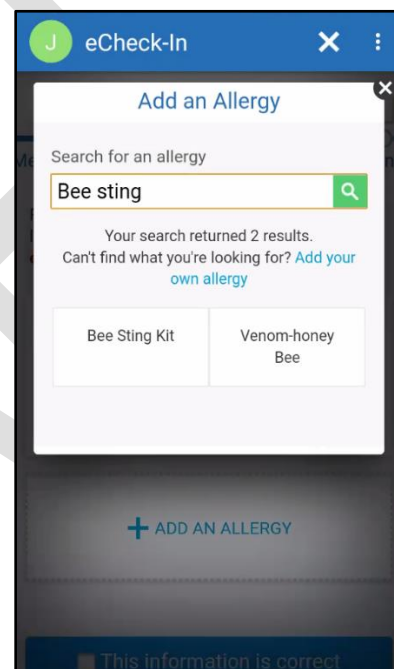
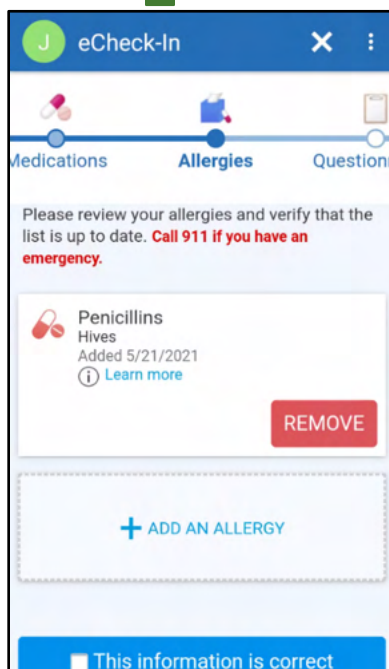
- *Need to add an allergy?* Click **Add an allergy**.



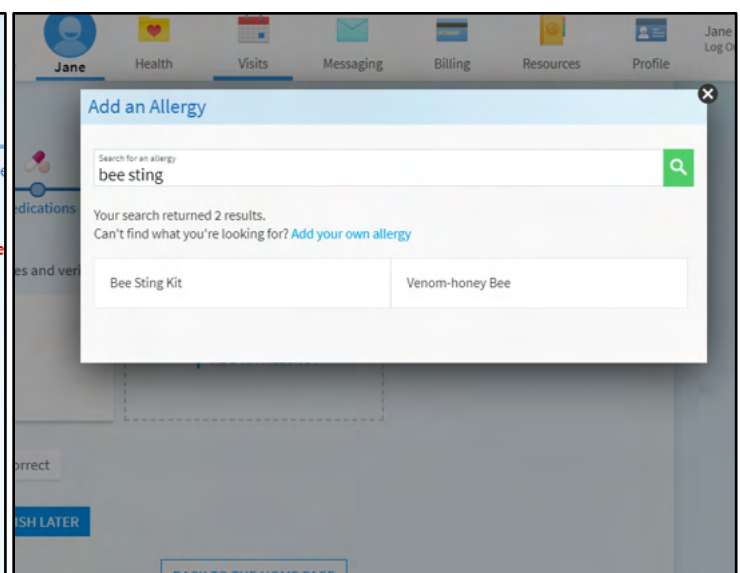
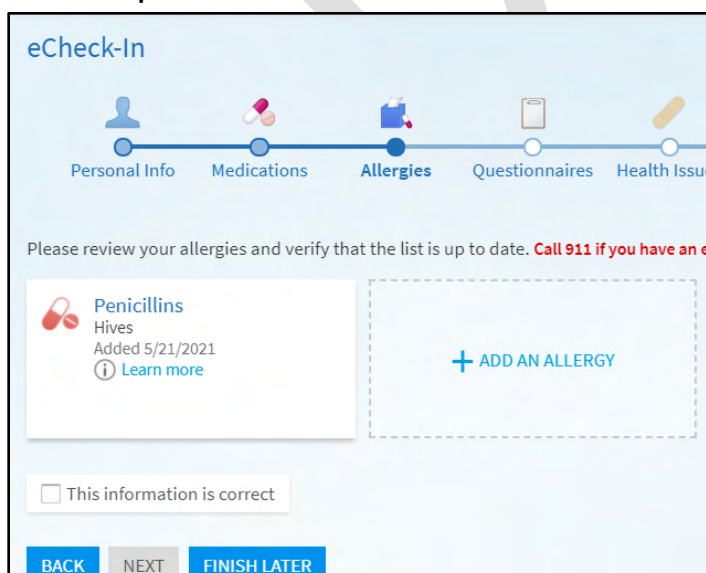
1. Type the name of the allergy and select it from the list.
2. Select the reactions that you experience.
3. Enter a start date and a comment about the allergy (*optional*). Then, press **Accept**.
 - It will show under the heading "Allergies you asked to be added".
 - The allergy will become part of your record after a nurse or provider reviews it with you.

- *Is everything correct?* Check the box next to **This information is correct** and then press **Next**.

Mobile device 



Computer 

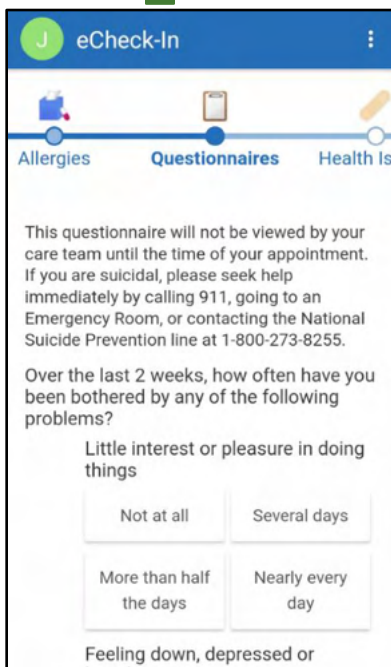


Step 4 – Questionnaires

You may be asked to complete questionnaires during eCheck-in. For each questionnaire, select the appropriate answers and press **Continue**.

- While completing the medical history questionnaire, enter an approximate date if you are able to. Even just the year is better than nothing.
- While completing family history, if you have no family history of a condition, just leave it blank.
- At the end of each questionnaire, you will be shown all of your answers to verify they are correct
- *Is everything correct?* Press **Submit**.

Mobile device 



eCheck-In

Allegries Questionnaires Health Is

This questionnaire will not be viewed by your care team until the time of your appointment. If you are suicidal, please seek help immediately by calling 911, going to an Emergency Room, or contacting the National Suicide Prevention line at 1-800-273-8255.

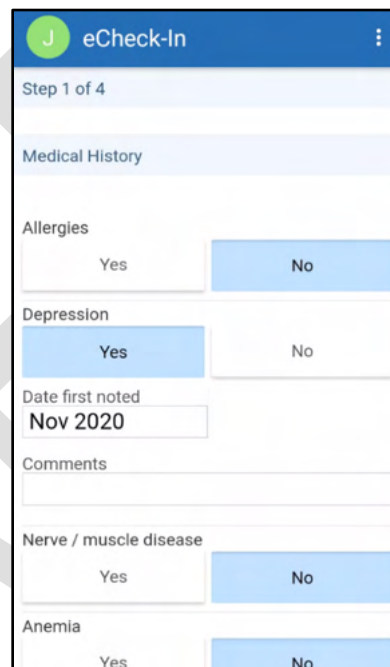
Over the last 2 weeks, how often have you been bothered by any of the following problems?

Little interest or pleasure in doing things

Not at all Several days

More than half the days Nearly every day

Feeling down, depressed or



eCheck-In

Step 1 of 4

Medical History

Allergies

Yes No

Depression

Yes No

Date first noted

Nov 2020

Comments

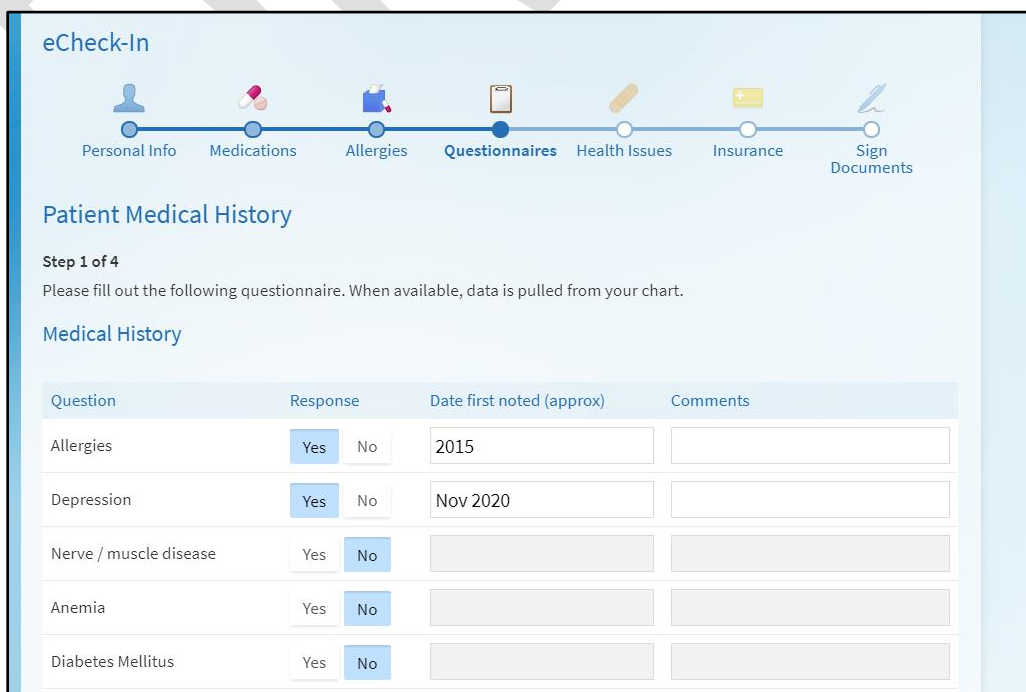
Nerve / muscle disease

Yes No

Anemia

Yes No

Computer 



eCheck-In

Personal Info Medications Allergies Questionnaires Health Issues Insurance Sign Documents

Patient Medical History

Step 1 of 4

Please fill out the following questionnaire. When available, data is pulled from your chart.

Medical History

Question	Response	Date first noted (approx)	Comments
Allergies	Yes No	2015	
Depression	Yes No	Nov 2020	
Nerve / muscle disease	Yes No		
Anemia	Yes No		
Diabetes Mellitus	Yes No		


Step 5 – Health Issues

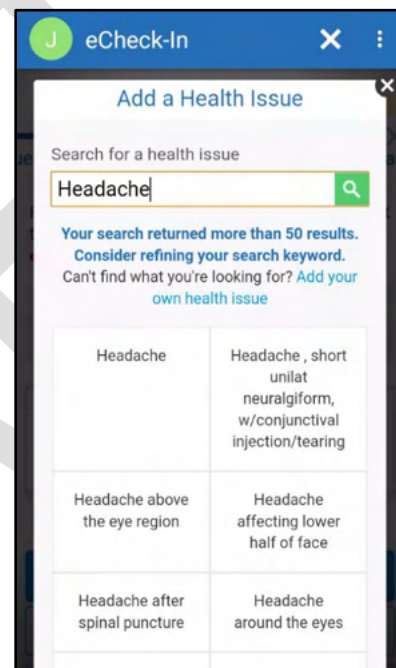
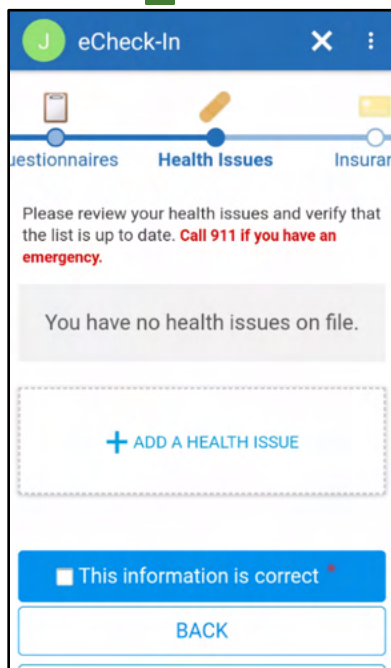
- *Need to add health issue?* Click **Add a health issue**.



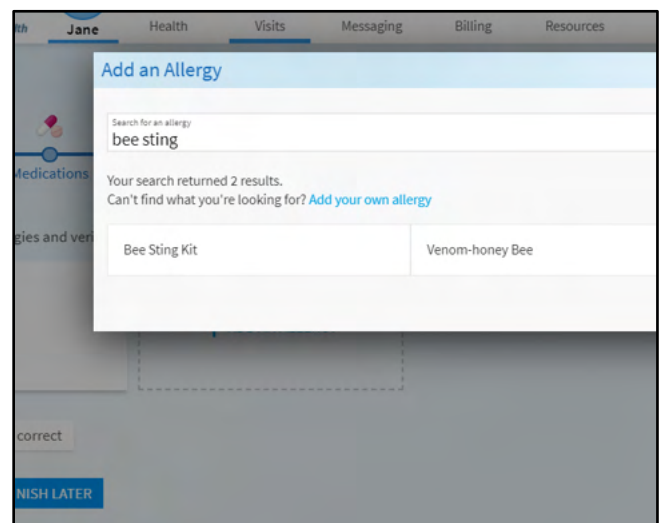
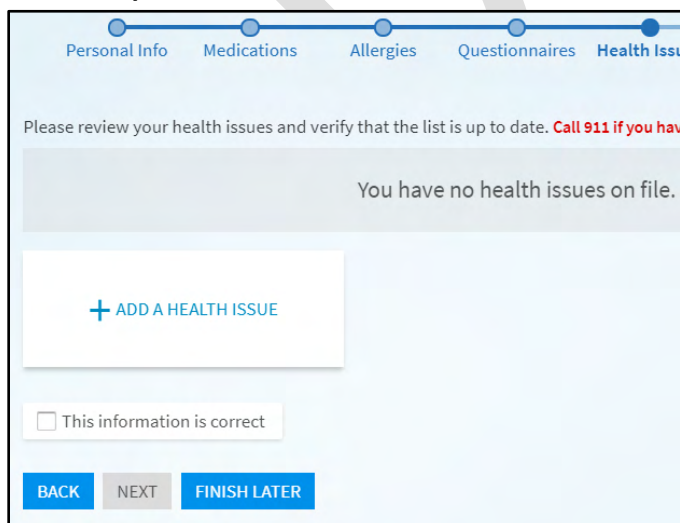
1. Search for the health issue and select it from the list.
2. Enter a start date and a comment (*optional*). Then, press **Accept**.
 - It will show under the heading "Health issues you asked to be added".
 - The issue will become part of your record after your provider reviews it with you.

- *Is everything correct?* Check the box next to **This information is correct** and then press **Next**.

Mobile device 



Computer 




Step 6 – Insurance

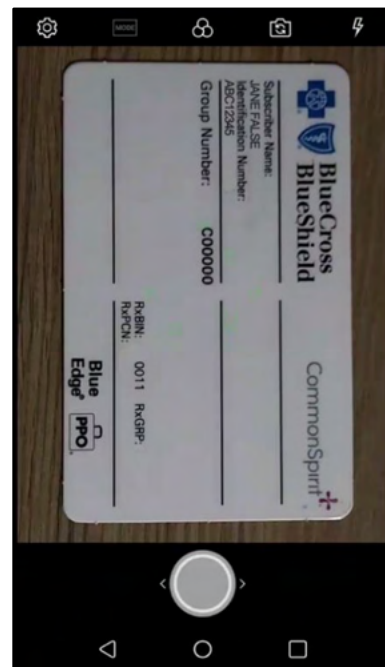
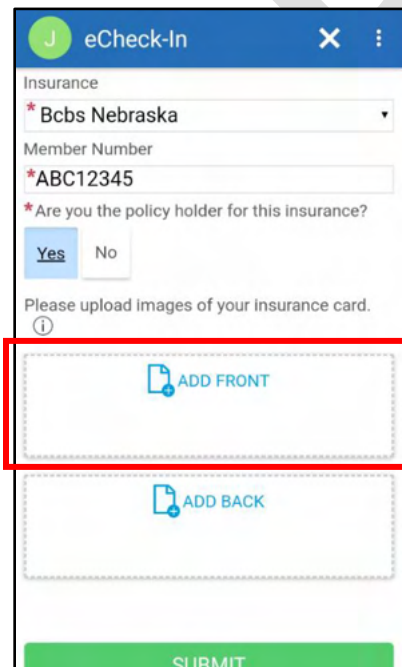
During this step, you will verify the person that is responsible for payment for this visit.

- For the first question “We have this person on file to pay for the costs...”, if the person listed on the screen is correct, press **Yes**. If the person listed is incorrect, press **No** and contact the clinic to update this information when you are able to.
- If you would like to bill insurance for this visit, make sure that your insurance information is up to date.
- *Need to add insurance coverage?* Grab your insurance card, and then...
 1. Press **Add Coverage**.
 2. Select your insurance company in the dropdown.
 3. Enter your *Member Number*
 4. If you are not the policy holder (aka you are a dependant on the insurance plan), answer *No* to the question "Are you the policy holder for this insurance?"
 - Then fill in the policy subscriber's first and last name, date of birth and subscriber number.
 5. If you are able to, upload an image of your insurance card...

Mobile device


You can take a photo of your insurance card with your device's camera. Lay your insurance card on a flat surface where it is well lit.

1. Press **Add Front**  and then tap **Take new photo**.
 - a. You might see a message asking you to allow MyChart to access your camera and/or photos – press OK or Allow.
2. Take a photo of the front of your insurance card using your device's camera. After you snap the photo, you will be able to review it to accept or take it again.
3. Perform the same steps to take a photo of the back of your insurance card.
4. Press **Submit** to continue.



Computer

If you have an image or scan of the front and back of your insurance card on your computer, you can upload them.


1. Press **Add Front**  and a file selection window will open.
2. Navigate to the image of the front of your insurance card.
3. Select the image and press **Open**.
4. Perform the same steps to upload an image of the back of your insurance card.
5. Press **Submit** to continue.


* Indicates a required field

* Insurance
Bcbs Nebraska


* Member Number
ABC12345

* Are you the policy holder for this insurance?

Please upload images of your insurance card. 

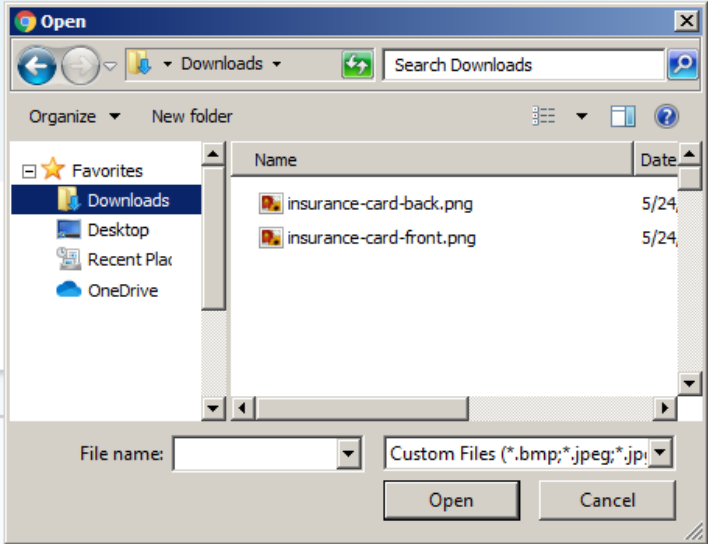
 **ADD FRONT**

File types: BMP, JPEG, JPG, PDF, PNG, TIF, TIFF
The maximum file size is 1 MB.

 **ADD BACK**

File types: BMP, JPEG, JPG, PDF, PNG, TIF, TIFF
The maximum file size is 1 MB.

☐ This information is correct





- MyChart will attempt to verify your insurance information. This process could take up to 45 seconds
- *Is everything correct?* Check the box next to **This information is correct** and then press **Next**.

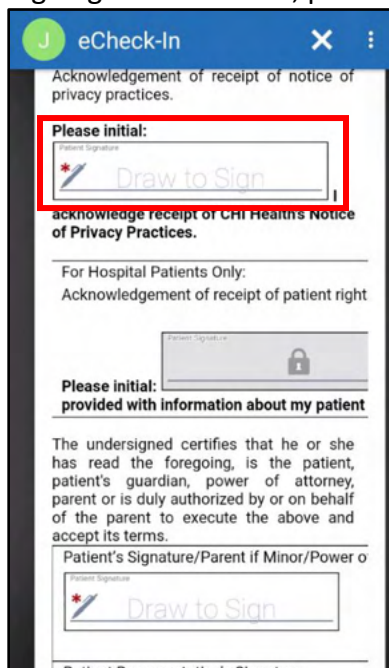
Step 7 - Sign Documents

- You may be asked to sign documents during the eCheck-In process.
- Click the **Review and Sign** button next to a document to sign it.

REVIEW AND SIGN

Mobile device

- Review the information in the document.
- To add your signature, tap any box that says "Draw to Sign" and use your finger to write your signature.
 - TIP:** Turn your mobile device sideways in landscape mode while signing.
- Press the eraser icon  to clear the signature or the check mark  to accept it.
- Scroll to the bottom of the document and press **Continue**
- After signing all documents, press **Submit**



J eCheck-In

Acknowledgement of receipt of notice of privacy practices.

Please initial:

Draw to Sign

acknowledge receipt of CHI Health's Notice of Privacy Practices.

For Hospital Patients Only:
Acknowledgement of receipt of patient right

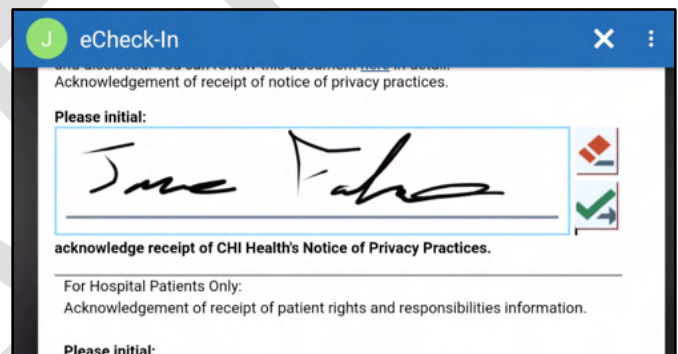
Please initial:

provided with information about my patient

The undersigned certifies that he or she has read the foregoing, is the patient, patient's guardian, power of attorney, parent or is duly authorized by or on behalf of the parent to execute the above and accept its terms.

Patient's Signature/Parent if Minor/Power of Attorney

Draw to Sign



J eCheck-In

Acknowledgement of receipt of notice of privacy practices.

Please initial:

Jane False

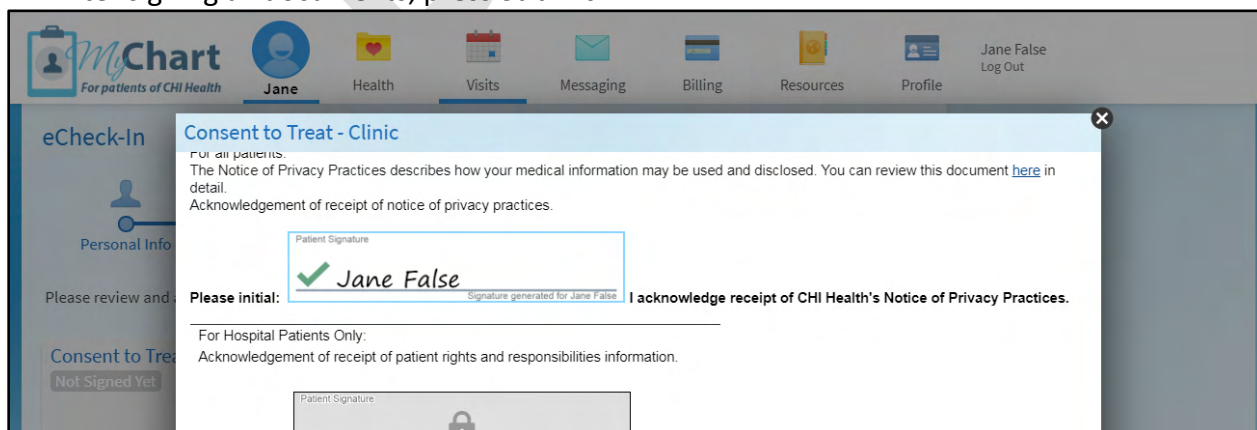
acknowledge receipt of CHI Health's Notice of Privacy Practices.

For Hospital Patients Only:
Acknowledgement of receipt of patient rights and responsibilities information.

Please initial:

Computer

- Review the information in the document. To add your signature, click any box that says "Click to Sign"
- A signature will be added to the box
- Press **Continue**
- After signing all documents, press **Submit**



MyChart For patients of CHI Health

Jane Health Visits Messaging Billing Resources Profile Jane False Log Out

eCheck-In

Consent to Treat - Clinic

For all patients:
The Notice of Privacy Practices describes how your medical information may be used and disclosed. You can review this document [here](#) in detail.

Acknowledgement of receipt of notice of privacy practices.

Please initial:

Jane False

Signature generated for Jane False

I acknowledge receipt of CHI Health's Notice of Privacy Practices.

For Hospital Patients Only:
Acknowledgement of receipt of patient rights and responsibilities information.

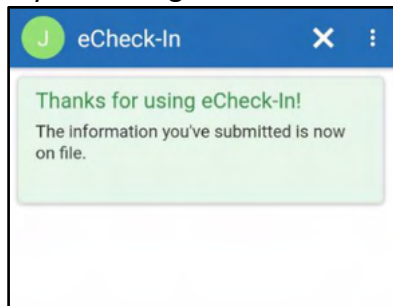
Patient Signature

Step 8 – Co-Payment and Finish eCheck-In

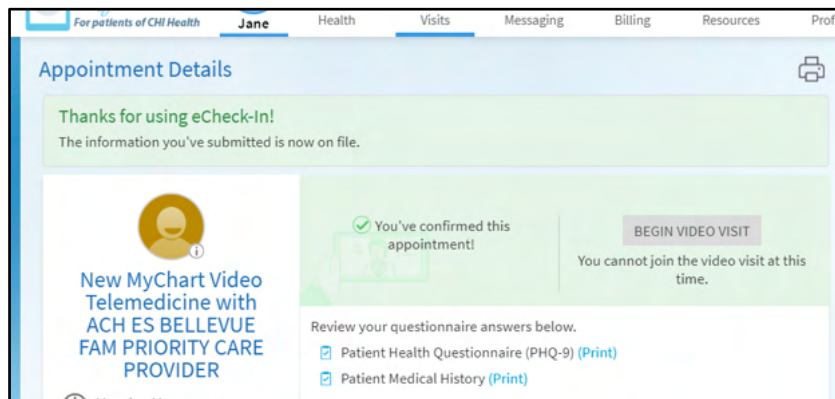
After signing documents, you may be required to make a co-payment depending on your insurance. Follow the prompts in MyChart to make a payment. After completing the last step, you will see a thank you message.

Mobile device

- Click the X in the top right to close the thank you message.





Computer

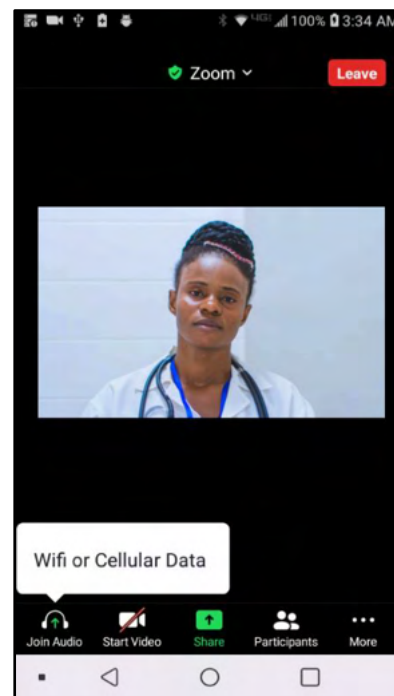
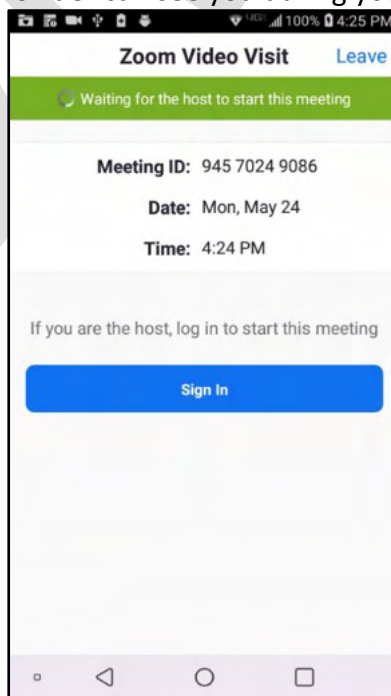
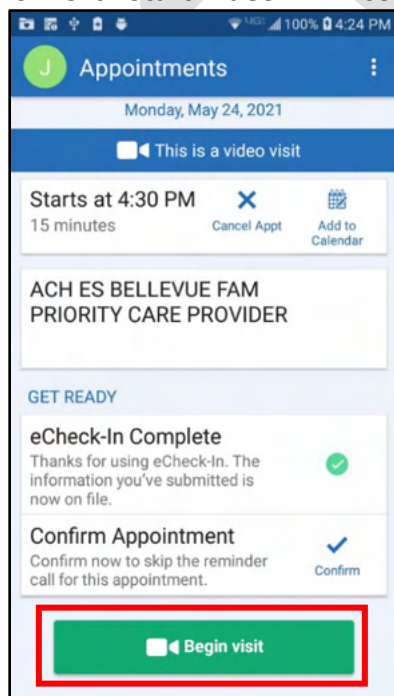


Start Your Video Visit


Once you are ready, open the details of your visit and press select the **Begin visit** button to start your virtual visit. This button will be available 15 minutes prior to your visit start time.

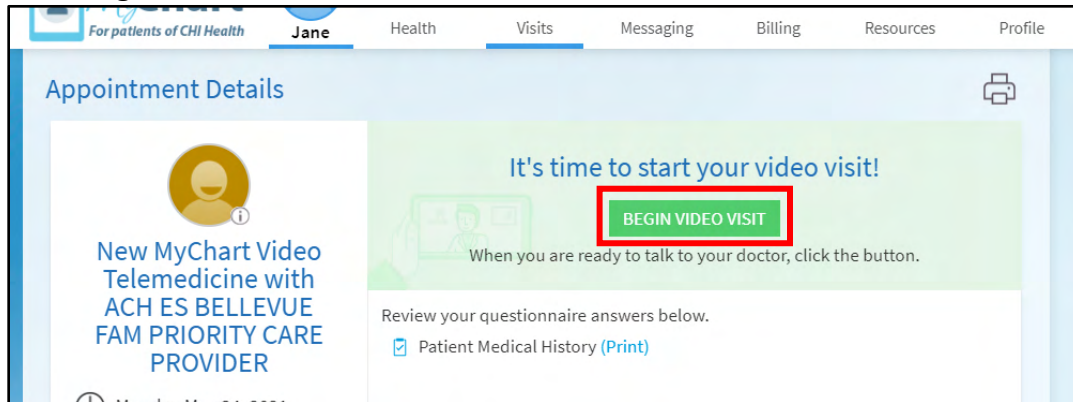
Mobile device

- Open the details of your visit (**Appointments** -> Click on your visit).
- Click **Begin visit** at the bottom of the screen.
 - Can't click on it?* You might be too early, the button is available 15 minutes before your visit.
- The Zoom app will open on your phone and you will be placed into a virtual waiting room.
 - You *do not need to* press the **Sign In** button at this screen.
- Once the provider joins the room, you will be prompted to enter your name.
- Click **Join Audio**  and then click "Wifi or Cellular Data" or "Call via Device Audio".
- Click **Start Video**  so your provider can see you during your visit.

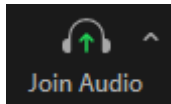


Computer

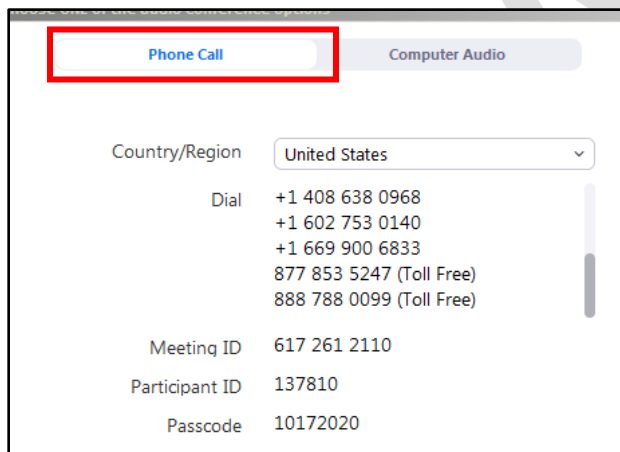
1. Click on **Visits**  in the top menu, then select **Appointments and Visits** and select your visit.
2. Press **Begin Video Visit**.



3. If Zoom doesn't open, press **Launch Meeting** and follow any prompts on your computer to open Zoom.
4. Click **Join Audio** in the bottom right.



- a. If you have a computer microphone, click **Join with Computer Audio**.
- b. If you do not have a computer microphone, click **Phone Call** and call one of the numbers.
 - i. **TIP:** Use a toll free number! You may need to scroll down the list to find one.



5. Press **Start Video** to start your webcam so your provider can see you during your visit.

