

## Video Visit Step-by-Step Patient Guide

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 to Participate in a Video Visit?

- ✓ All participants must have an **active** MyChart account.
- ✓ 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

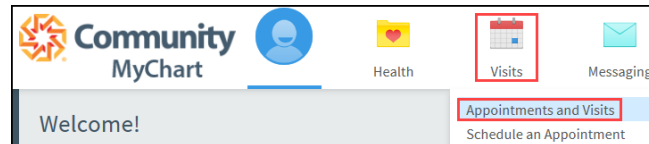
- If during a video visit, it is determined that your condition warrants an office visit, the office will call you to schedule that appointment.
- Once the video visit begins, your image will appear in the window located in the lower right of the screen.
- For optimal picture quality, don't sit or stand in front of windows or bright lights.
- Mute, Hide Self View, End, Stop Video, and Full Screen buttons are available to use during your visit.
- Chatting and sharing pictures with your provider are available to you 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.
- Call 317.355.2273 for MyChart support.



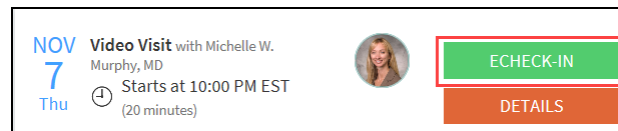
## Using a Desktop or Laptop for Video Visits?

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. *Login to MyChart.*
2. *Click the **Visits icon.** Click **Appointments and Visits** from the dropdown.*



3. *Click the **ECHECK-IN** button.*



### Personal Information

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

### Insurance

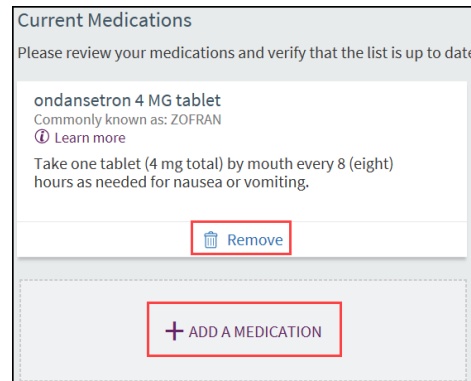
1. *Verify **Insurance information.***
  - a. *There are questions that are required to be answered before continuing with the eCheck-In.*
  - b. *You are able to upload images of your insurance card.*
2. *Click **Next.***

## Travel History

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

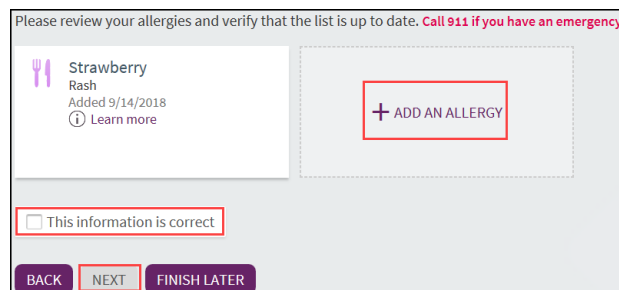
## Medications

1. Review the **list** of current Medications.
  - a. Use the remove button to remove the medication from your current list.
2. Click **Add a Medication** to add more medications to your current list.
3. Click the **checkbox** next to “This information is correct” if no changes need to be made.
4. Click **Next**.



## 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**.

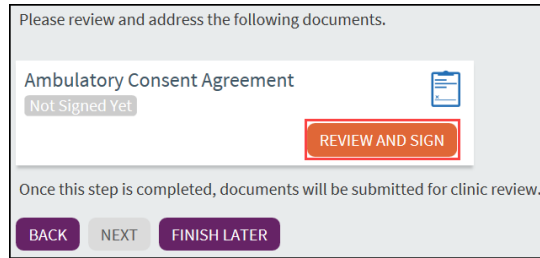


## Health Issues

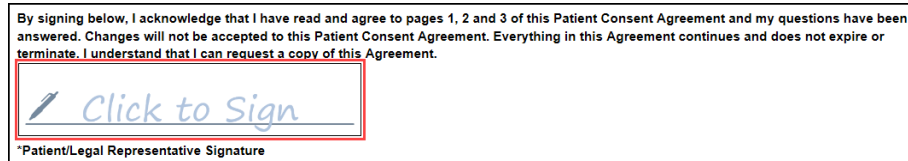
1. Review the **list** of current health issues.
2. Click **Add a Health Issue** to add another Health Issue to your current list.
3. Click the **checkbox** next to “This information is correct” if no changes need to be made.
4. Click **Next**.

## Sign Documents

1. Click the **Review and Sign** button to electronically sign the Ambulatory Consent Agreement.



2. Review the **Ambulatory Consent Agreement**. Click the “Click to Sign” line. This will automatically add your name to this form.



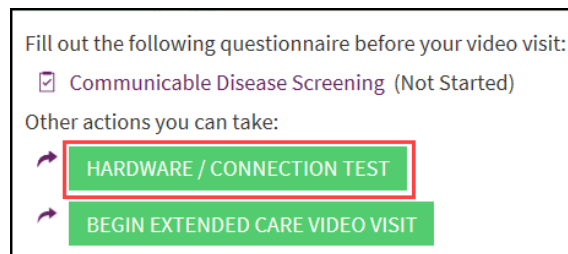
3. Click **Continue** on the Ambulatory Consent Agreement.
4. Click **Next**.

## Questionnaires

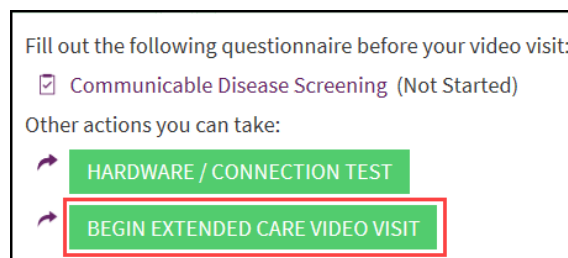
1. Answer any **questions** related to the questionnaires listed in your MyChart.
2. If you have **Medicare** please see the **Medicare Section** below.

## Final Page

1. Click **Submit**.
2. Click the **HARDWARE/CONNECTION TEST** button.
  - a. You will be directed to complete a series of steps to validate your video and audio are connected.

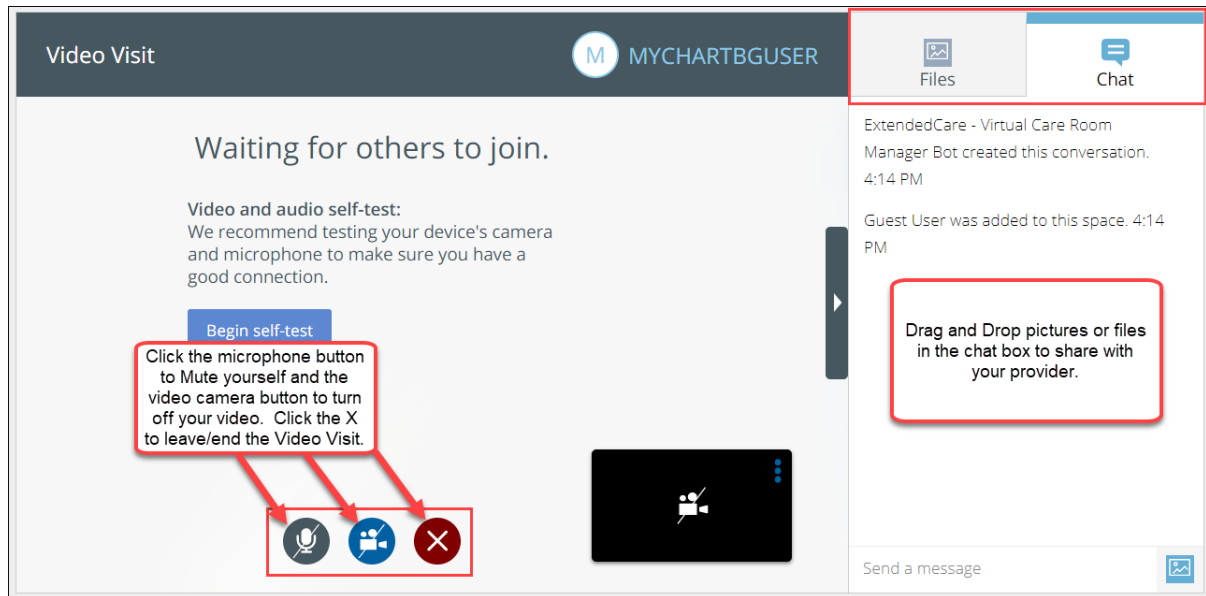


3. After completing test, close the **tab** to the test window.
4. Click **Begin Extended Care Video Visit** button. You will now enter the virtual care room where you will join your Provider.



5. Click **Allow** on the pop ups to use your device’s microphone and camera.

6. Once connected to the video visit you will see the following screen:
  - a. On the right-hand side of the screen you can chat with your provider and send files back and forth.
  - b. At the bottom of the screen you can use these buttons to mute yourself, turn off the video, and leave or end your video visit.

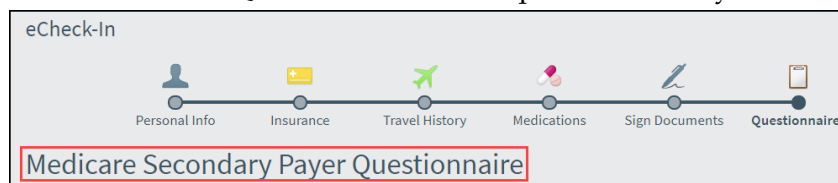


\*\*\*Click the **PDF Hyperlinks** to view Guides about Video Visits\*\*\*



## Medicare Questionnaire

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



1. *Answer* the **questions** to 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. *Review* your **answers** and *click* **Submit**.

