

Video Visit Step-by-Step Patient Guide (Mobile Devices: iPhone, iPad, & Android phone)

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?

- ✓ All participants must have an **active** MyChart account.
- ✓ Video Visits may be conducted via iPhone, iPad or Android phone.
 - Please be sure your device has a camera and microphone



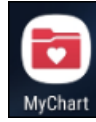
Helpful Information

- 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 2 hour time frame from your Video Visit.
- DO NOT tap the Begin Video Visit button at the end of your check in process if your office is not using MyChart to complete the Video Visit. Your provider's office will be communicating the way in which you will complete your video visit.
- Call 317.355.2273 for MyChart support.

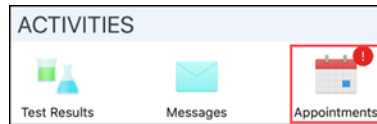


Using a Mobile Device for Video Visits?

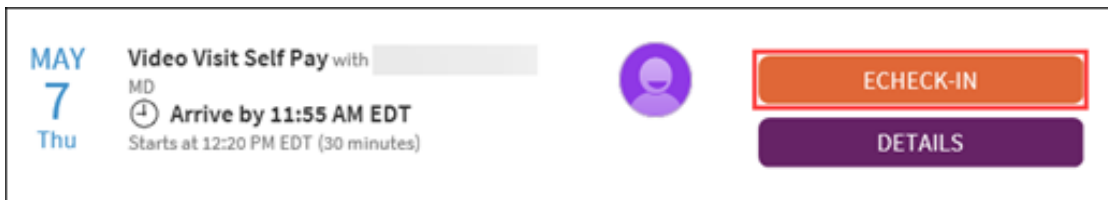
Mobile devices can be used and work very well for Video Visits. If you are using a mobile device the MyChart mobile application must be downloaded and installed.



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

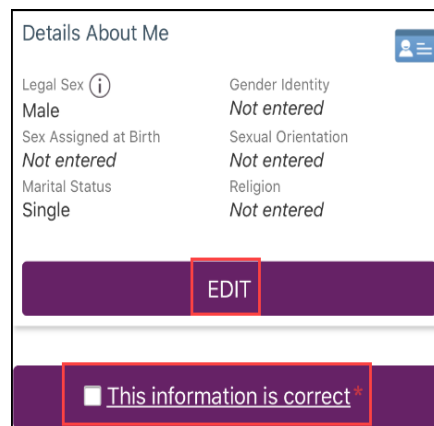


3. Tap **eCheck-In** (this is required before the Video Visit can start).



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**.



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**.

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. *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**.

Sign Documents

1. *Tap* the **Review and Sign button** to electronically sign the Ambulatory Consent Agreement and then the HIPAA.

Ambulatory Consent Agreement
Not Signed Yet

REVIEW AND SIGN

HIPAA Notice of Privacy
Not Signed Yet

REVIEW AND SIGN


2. Review the **Ambulatory Consent Agreement**. 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.

3



4

*Patient/Legal Representative Signature



Guarantor Signature (if other than patient/legal representative)

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

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CONTINUE

CLEAR FORM CANCEL

Ambulatory Consent Agreement
✔ Signed on 5/7/2020

REVIEW

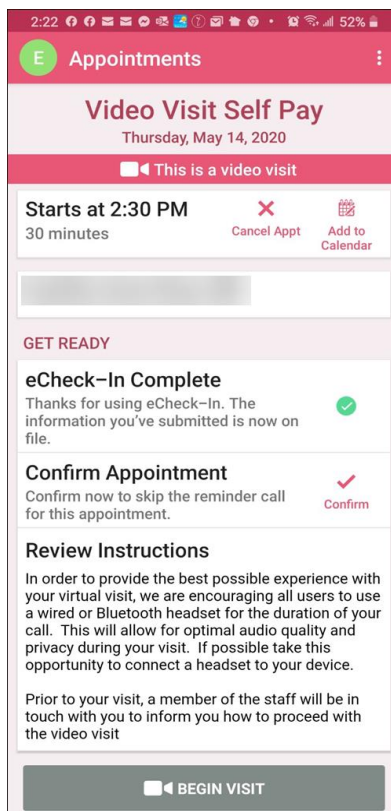
6. Sign any other **forms** that need signed.
7. Tap **Next**.

Questionnaires

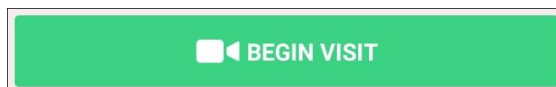
1. Answer any questions related to the questionnaires listed in your MyChart.
2. If you have Medicare please see the Medicare Section below.

Final Page

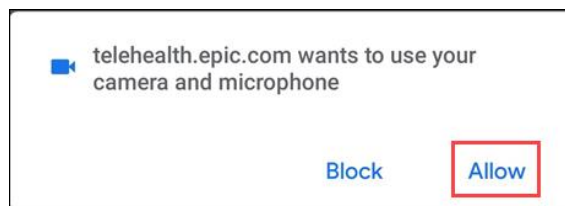
1. A message will display indicating you have completed the eCheck-In process. Tap **Close (X)** in the top right corner of the screen.
2. You will return to the Appointment Screen.
3. Tap on your **appointment**.
 - a. Appointment details are at the top of the screen.
 - b. There will be a green check mark next the items you completed (i.e. eCheck-In, Appointment confirmation) and a red check mark next to the ones you didn't.



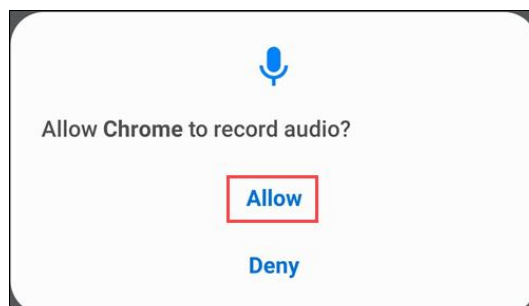
4. Tap **Begin Visit** located at the bottom of the list.



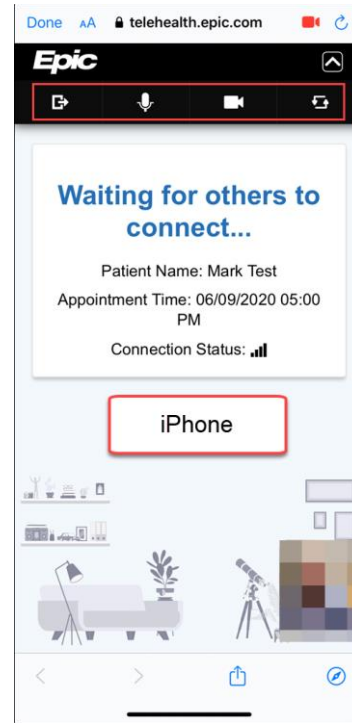
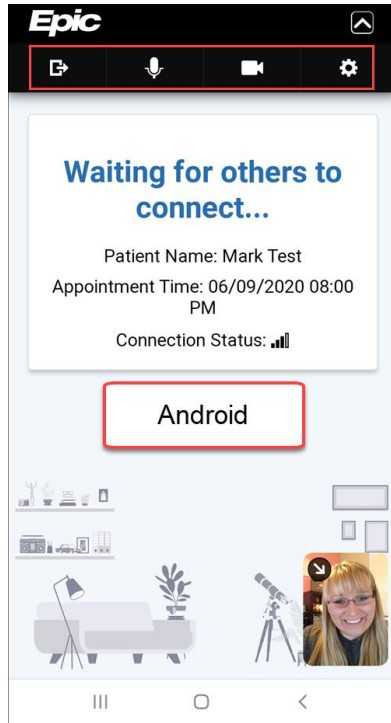
5. Tap **Allow** on the pop ups to use your device's microphone and camera.



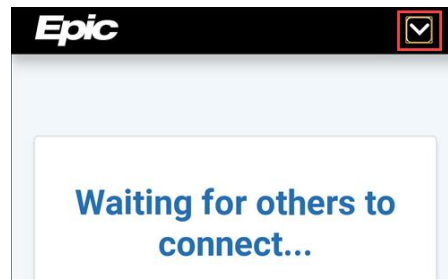
6. Tap **Allow** on the pop up to allow chrome to record audio.




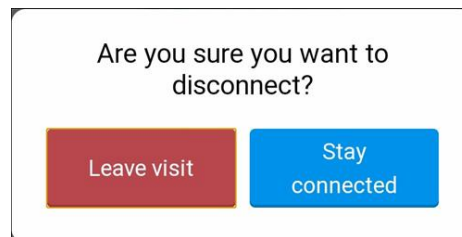
7. Once connected to the video visit you will see the following screen while you wait on the provider to join you:







8. At the top of the screen you will see a toolbar of buttons. If you do not see the toolbar you should see an arrow in the top right corner of the screen. Tap the **arrow** to see your toolbar.



- a.  **Leave the Visit** – Tap this when you are ready to leave. You will see a pop up asking you if you are sure you want to disconnect.

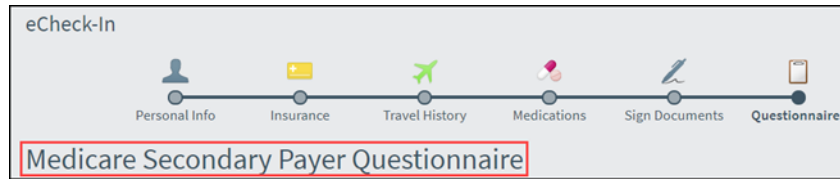


- b.  **Mute** – tap this if you need to mute yourself
- c.  **Disable Camera** – tap this if you need to turn off your camera
- d.  **Gear (Android)** or  **Arrows (iPhone)** – tap this if you need to change the devices (camera, microphone, and speakers) you are using. If you make changes be sure to tap the Accept button.



Medicare Questionnaire

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



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**.