Tip Sheet

MyChart Video Visit – eCheck-in

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Sites impacted:	All sites using MyChart Video Visits
Users impacted:	All MyChart users

eCheck-in is a MyChart feature that lets patients check in online and complete tasks before arriving for their visit. Here's how it works for video visits:

1. A patient logs in to MyChart for his/her scheduled video visit.

2. A message on the Appointment Details page indicates that eCheck-in must be completed before joining the visit.

3. The patient clicks the eCheck-in button and completes the eCheck-in steps that may include insurance, payment and possible eConsent.

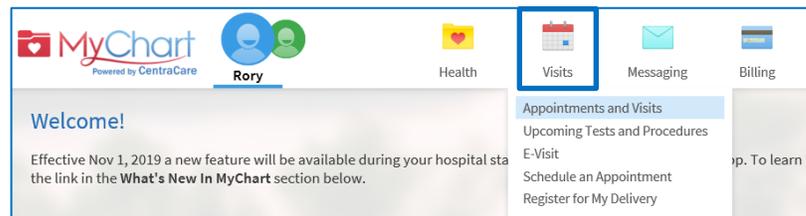4. He/she can then click Begin Video Visit to connect.

Patient Workflow Functionality

1. Patient logs into their MyChart account (web or mobile app).
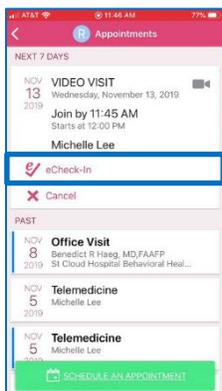2. Patient locates and opens Video Appointment.
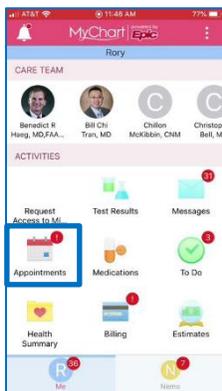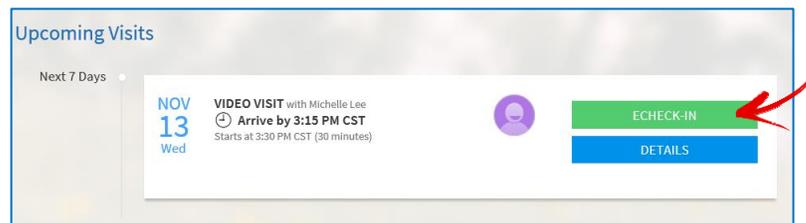
Mobile   Website

3. Patient selects the **eCheck-In** option.
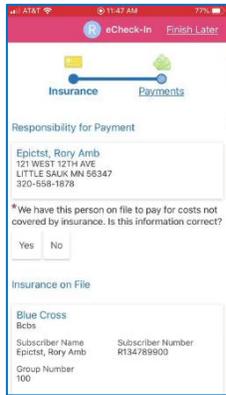
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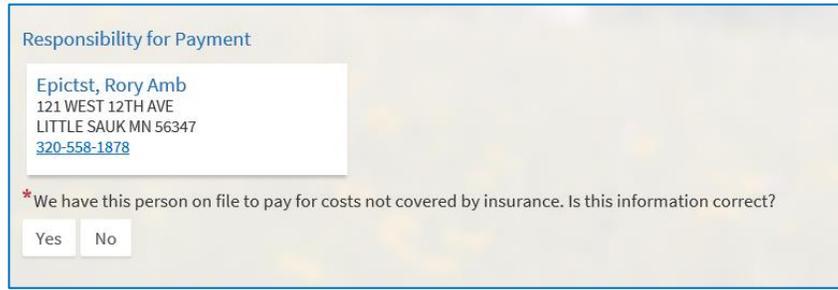
4. Within the eCheck-In window, the patient is asked to confirm **Responsibility for Payment**.

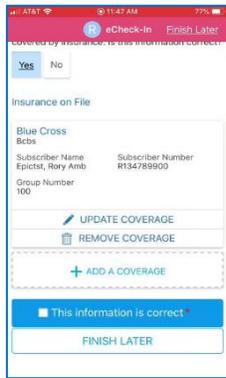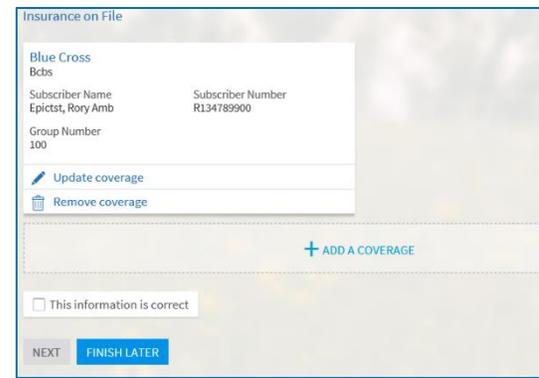Mobile   Website

5. Next, the patient is prompted to update, add and validate insurance on file.
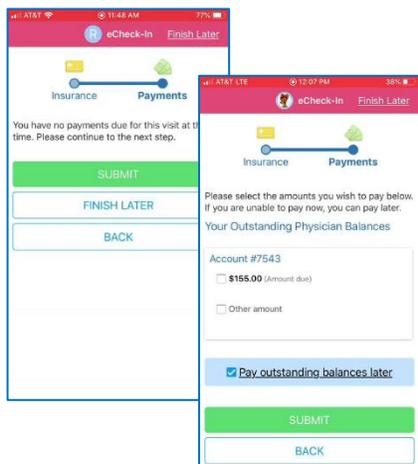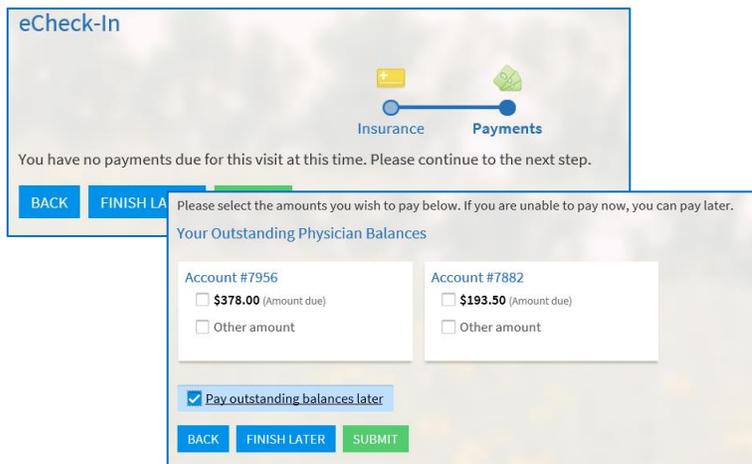
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6. To advance, the patient will select **NEXT**.
7. The Payments section will display. If there is no balance due, a message will prompt them to Submit. If there is a balance due, the patient will have an opportunity to make a payment or check the **Pay outstanding balances later** box.
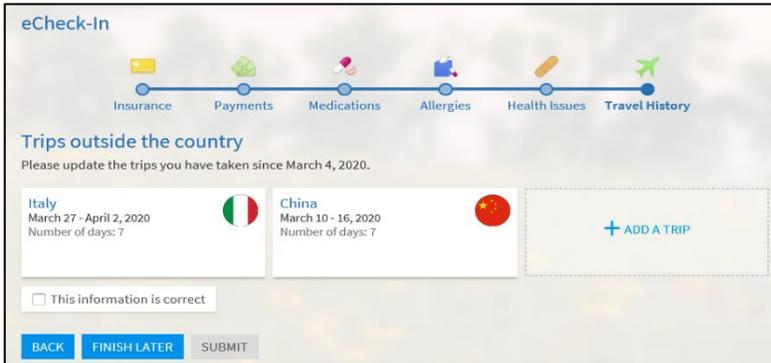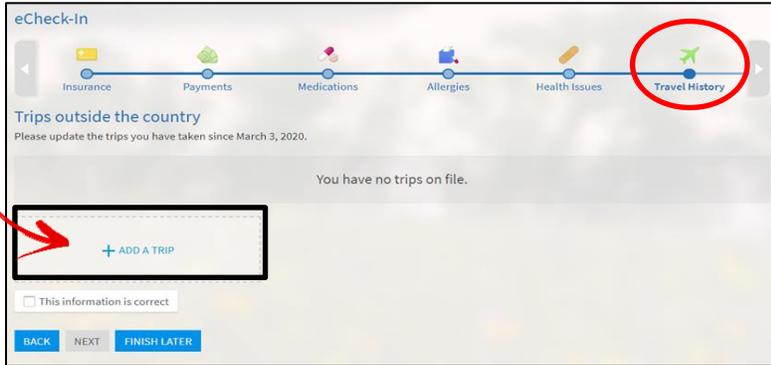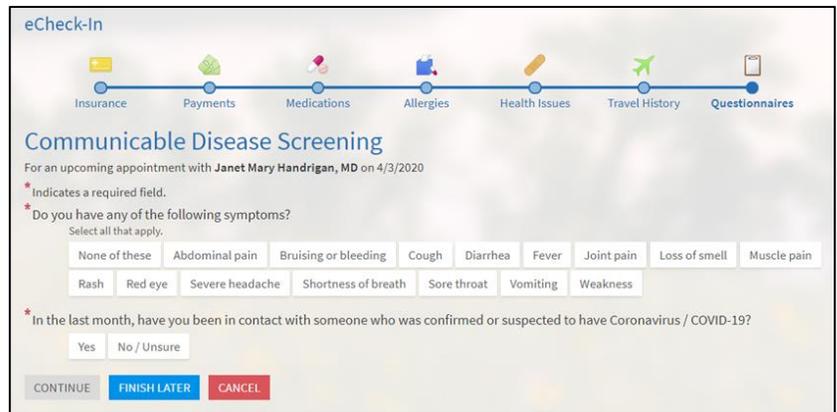
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8. To advance, the patient will select **SUBMIT**.

9. Next, the patient will complete each section of the eCheck-in including a **Travel History** section. The patient will use the **+ ADD A TRIP** button to update their travel history.
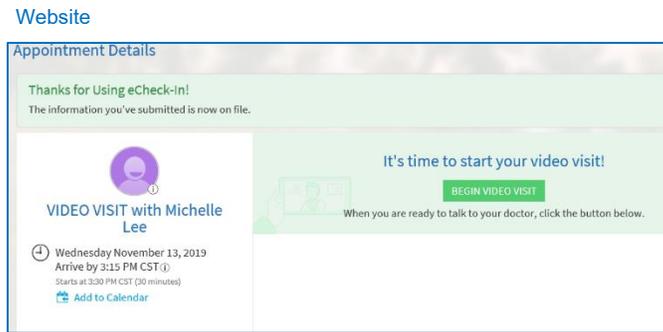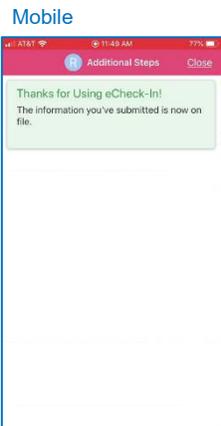

10. Next, the Questionnaires page will prompt the patient to complete the Communicable Disease Screening section.

11. This is the last step of the questionnaire and when complete, the option to **SUBMIT** is available.
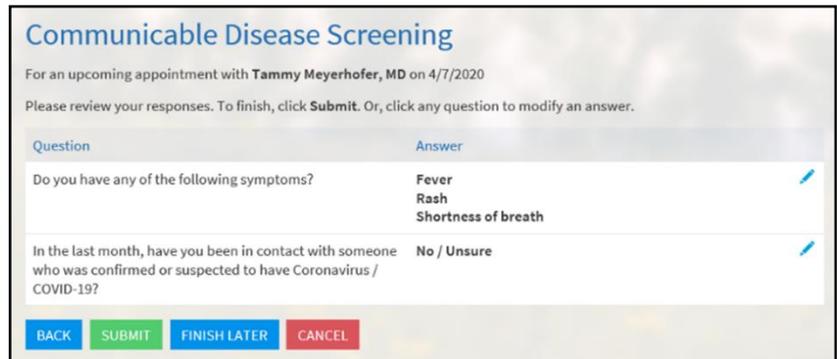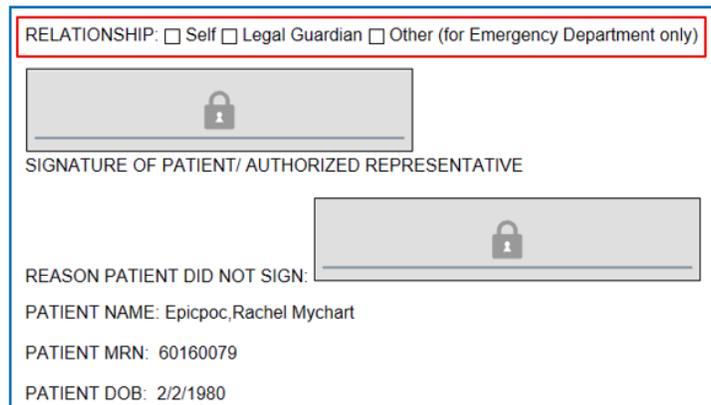
12. With the eCheck-in complete, the patient will receive a thank you message.
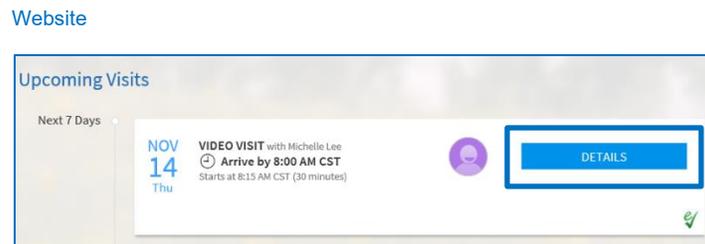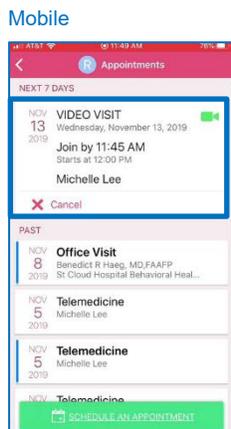
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13. **If the patient is due to sign a yearly consent**, then from within the eCheck-in steps they will be prompted to complete it.
14. When obtaining e-signatures a patient is required to select the appropriate relationship - Self, Legal Guardian and Other. (Emergency Departments only).
15. After a patient has chosen the Relationship to Patient, they will electronically sign their name and enter their MyChart password to validate.
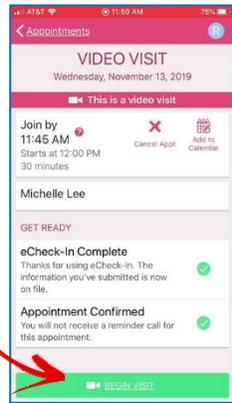

16. After completing the eCheck-in and **within 30 minute**s of their appointment time, the patient will return to the Visits window and tap or click the **Details** button to open the Video Visit.
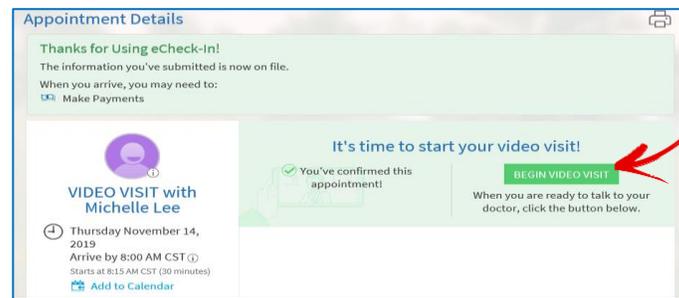
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17. Patient will tap or click the option to start the **Begin Visit**.
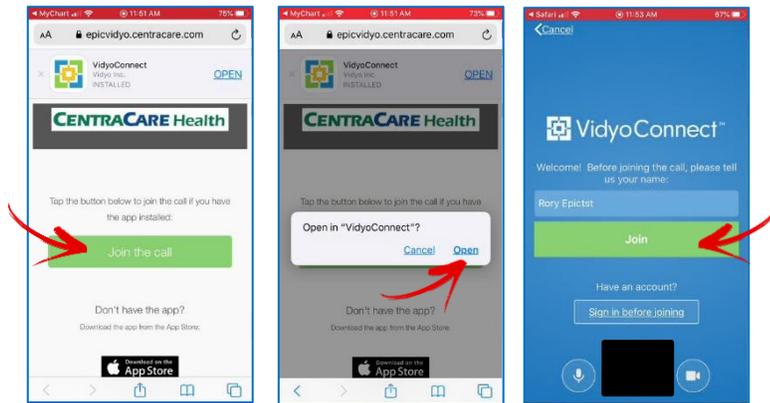
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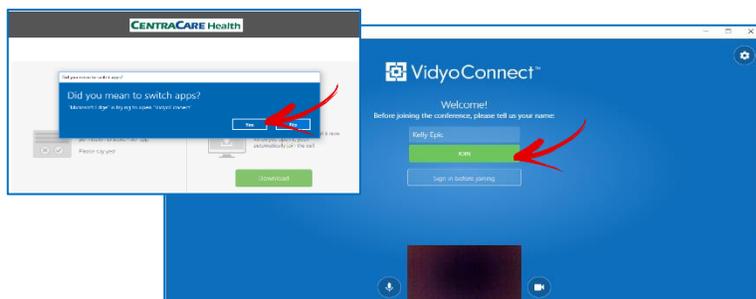18. A window will prompt the patient to **Join the call.**

    If using a mobile device, the patient will first be prompted to **Open** the VidyoConnect app.

Mobile

If using a computer and accessing through our Website, the patient will first be asked to switch apps.

Website

19. From Hyperspace, Haiku or Canto, the provider will open and join the video visit. The provider will see their patient and begin their video visit.