

Sites Impacted: All Sites
Users Impacted: All MyChart Users

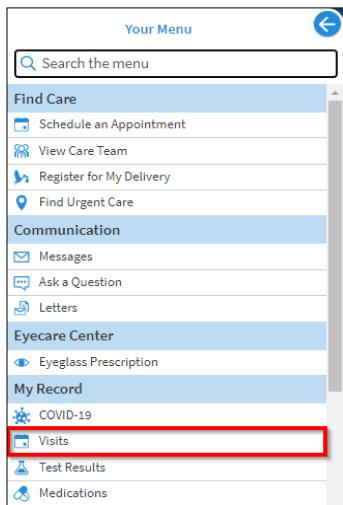
Prior to scheduled appointments, patients with MyChart accounts can take care of registration-related tasks online using eCheck-In, completing questionnaires, copay payments, and verifying demographics, insurance, and more from the comfort of their home before arriving for their visit. Once complete, patients can print a barcode or save it in their MyChart mobile app. When patients arrive for their appointment, they scan their barcode to jumpstart the remainder of their check-in process on a kiosk, which notifies the clinical team that the patient is present and ready for their appointment.

Use this guide to support patients as they navigate through the eCheck-in process.

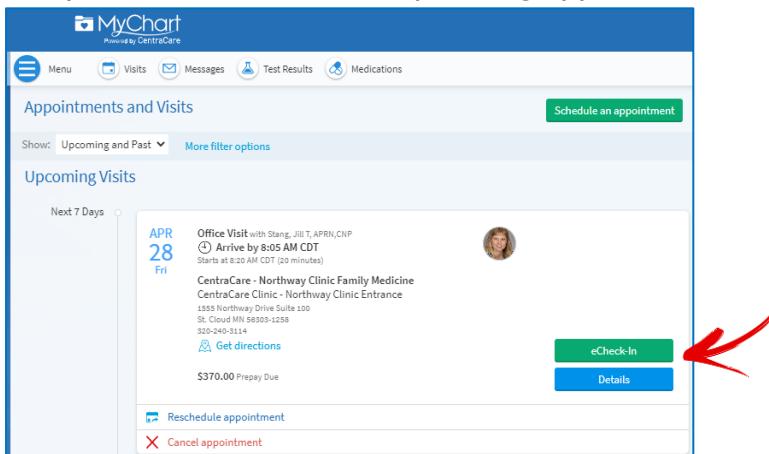
Patient eCheck-In Workflow

1. The patient opens their MyChart account (mobile or web version).
2. From the **Menu**, search or scroll to locate **Visits**.

NOTE: This option may also be available as a short-cut button on the top of their screen.



3. The patient will locate the upcoming appointment and select the **eCheck-In** option.



4. Patients are prompted to complete the tasks across the top of their screen, including:

- Verify their **Personal Information**.
- Verify their **Emergency Contacts**.
- Confirm **Responsibility for Payment** and verify **Insurance on File**, with options to update, remove, or add coverage.

Information can be updated or edited using the pencil icon in each section.

The screenshot shows the eCheck-In process. The top navigation bar has icons for Personal Info, Contacts, Insurance, Sign Documents, Medications, Allergies, and Health Issues. The 'Personal Info' icon is highlighted with a red box. A red dashed arrow points from this icon to the 'Edit' button in the 'Details About Me' section. The 'Details About Me' section includes fields for Preferred first name (Francis), Race (White), Ethnicity (Non-Hispanic), and Preferred language (English). At the bottom of the screen are 'Next' and 'Finish later' buttons.

5. Patients will click the “Next” button to continue between steps or select “Finish Later” if they are unable to complete check-in in one sitting.

Next **Back** **Finish later**

! Some patients are experiencing challenges at the Payment step and are struggling to locate the option to Pay Later, preventing them from completing eCheck-in. To assist them in completing their eCheck-in, patients should follow the guidance below.

Patient with a Previous Balance and Copay/Prepay Amount

For patients with a copay/prepay amount and a previous balance, this screen will display multiple cards. If patients are struggling to locate the option to Pay Later, it will prevent them from completing eCheck-in.

To create a clearer process for patients, the Guarantor section link has been relabeled **“Other Payment Options or Pay Later”** and directs the patient to a new page where they can choose to pay later or make a payment.

Patients must click the hyperlink in each card and make a selection of a zero balance in order to bypass the payment screen.

If the patient does not click into each card and instead just clicks **“Next,”** they will get a screen prompting them to make a payment. That screen does not have a **“Back”** button, so patients must click the previous eCheck-in icon/ hyperlinked step from the top menu to return to the previous step.

Then patients can select the hyperlink on the Copay Due card indicating **“I am not able to pay this today”** option to progress through their eCheck-in step.

eCheck-In

Pay for this visit

Copay due
\$1.00

I am not able to pay this today

Do you want to pay the previous balance now?

Guarantor #7581 (Stephanie Hb Epictst)
CentraCare Health
Patients included: You

Amount due
\$881.50

[View balance details](#)

Pay \$881.50

[Other Payment Options or Pay Later](#)

Payment method

[+ Add Payment Method](#)

[Next](#) [Back](#) [Finish later](#)

eCheck-In

Insurance Payments Medications Pharmacies Allergies Health Issues Questionnaires

Payment summary

Paying now
\$1.00

How do you want to pay?

Enter payment information

Payment Method

Add Credit/Debit Card

Name on Card

Card Number

Exp Date CVV

Country: United States ZIP Code

Save Payment Method to My Wallet

[CONTINUE](#)

Patient with a Previous Balance but no Copay/Prepay Amount

If a patient has a previous balance but no upcoming payment, the “Next” button converts into a “Pay Later” button so the patient can easily continue through the eCheck-in process.

However, if the patient does not click the “**Change Payment Amount or Pay Later**” button, they will get a screen prompting them to make a payment. If that was done in error, there is no “Back” button, so patients must click the previous eCheck-in icon/ hyperlinked step from the top menu to return to the previous step.

However, if the patient clicks “Next” without first selecting the “**Change Payment Amount or Pay Later**” button, they will get a screen prompting them to make a payment.

Back **eCheck-In** Close

Insurance Payments Medications

Do you want to pay the previous balance now?

Guarantor #7706 (Stephanie Hb Epictst)
Astera Health
Patients included: You

Amount due
\$2,754.45

[View balance details](#)

Pay \$2,754.45

[Change payment amount or pay later](#)

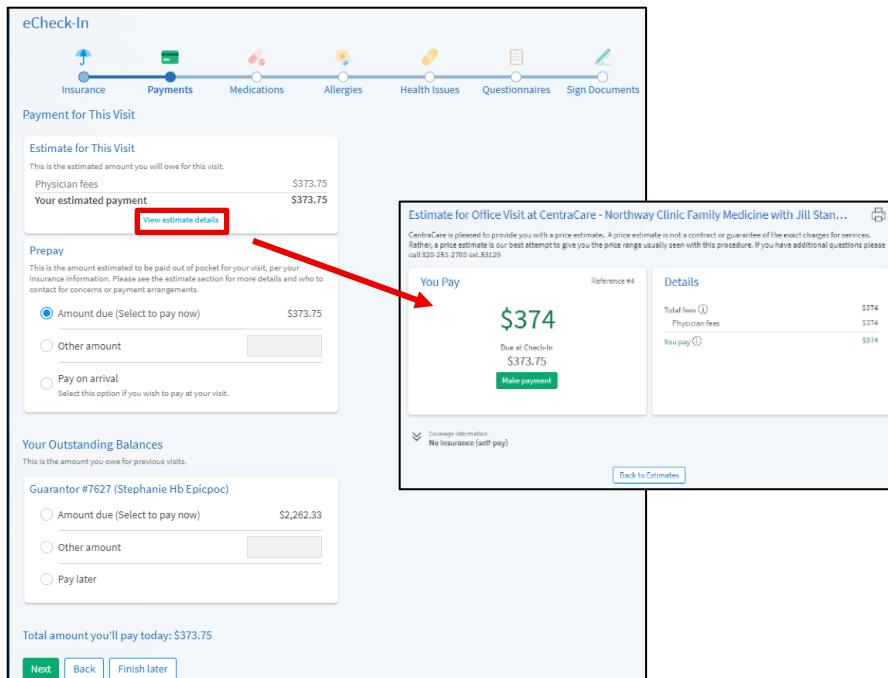
[Pay later](#)

[Back](#) [Finish later](#)

6. The **Payments** section, through multiple pages, allows the patient to view their Estimate Summary, prepay an amount from the estimated out-of-pocket expense or copay, and pay their Outstanding Balance, if applicable.

Estimate Summary

Most scheduled services will have an estimate generated prior to the services. The estimate is based on information known at the time it was created. To see detailed estimate information, the patient can click on the **View estimate details** link.



eCheck-In

Payment for This Visit

Estimate for This Visit

This is the estimated amount you will owe for this visit.

Physician fees \$373.75

Your estimated payment \$373.75

[View estimate details](#)

Prepay

This is the amount estimated to be paid out of pocket for your visit, per your insurance information. Please see the estimate section for more details and who to contact for concerns or payment arrangements.

Amount due (Select to pay now) \$373.75

Other amount

Pay on arrival Select this option if you wish to pay at your visit.

Your Outstanding Balances

This is the amount you owe for previous visits.

Guarantor #7627 (Stephanie Hb Epicpoc)

Amount due (Select to pay now) \$2,262.33

Other amount

Pay later

Total amount you'll pay today: \$373.75

Next Back Finish later

Estimate for Office Visit at CentraCare - Northway Clinic Family Medicine with Jill Stang, APRN,CNP

CentraCare is pleased to provide you with a price estimate. A price estimate is not a contract or guarantee of the exact charges for services. Rather, a price estimate is our best attempt to give you the price range usually seen with this procedure. If you have additional questions please call 507-251-2700 ext. 63129

You Pay

Reference #: Details

\$374

Due at Check-In \$373.75

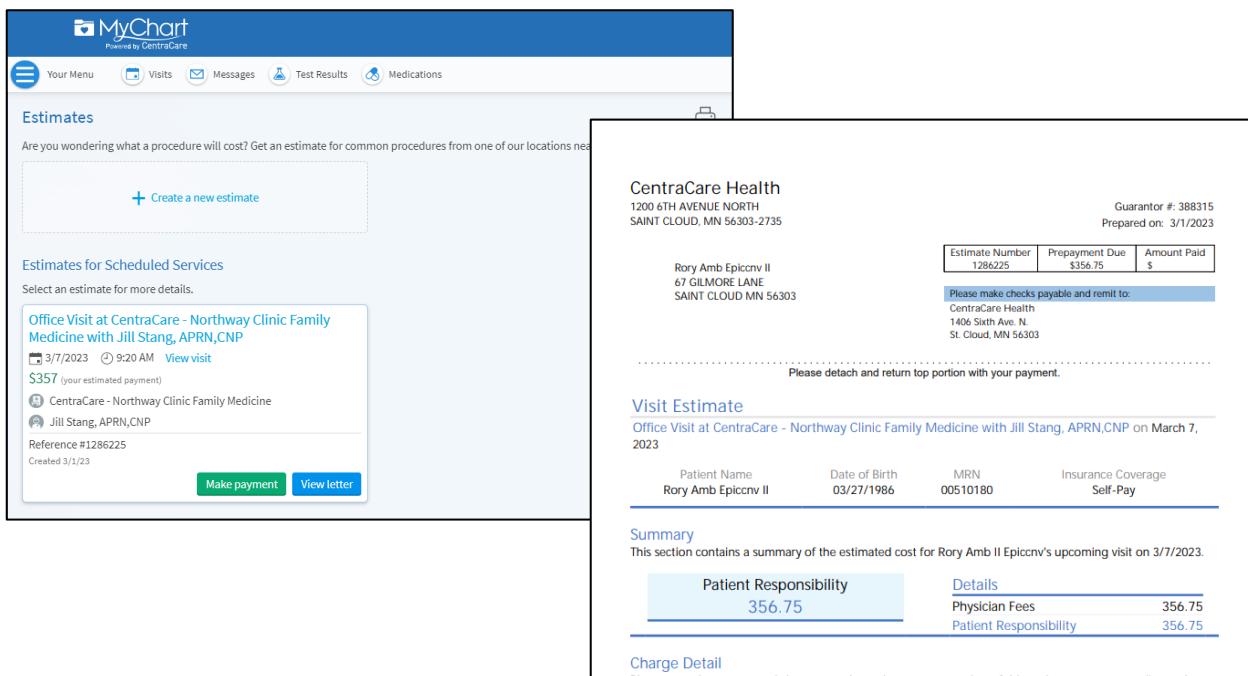
[Make payment](#)

Coverage Information

No Insurance (Self-pay)

[Back to Estimates](#)

NOTE: Outside of eCheck-In, patients can also locate and view details of estimates under **MyChart Menu > Billing > Estimates**. Additionally, all estimates generate a letter that pushes out to the patient's MyChart account and can be found under the **Menu > Communications > Letters** section.



MyChart
Powered by CentraCare

Your Menu Visits Messages Test Results Medications

Estimates

Are you wondering what a procedure will cost? Get an estimate for common procedures from one of our locations near you.

[+ Create a new estimate](#)

Estimates for Scheduled Services

Select an estimate for more details.

Office Visit at CentraCare - Northway Clinic Family Medicine with Jill Stang, APRN,CNP

3/7/2023 9:20 AM [View visit](#)

\$357 (your estimated payment)

CentraCare - Northway Clinic Family Medicine

Jill Stang, APRN,CNP

Reference #1286225

Created 3/1/2023

[Make payment](#) [View letter](#)

CentraCare Health
1200 6TH AVENUE NORTH
SAINT CLOUD, MN 56303-2735
Guarantor #: 388315
Prepared on: 3/1/2023

Rory Amb Epicnvc II
67 GILMORE LANE
SAINT CLOUD MN 56303

Estimate Number 1286225 Prepayment Due \$356.75 Amount Paid \$

Please make checks payable and remit to:
CentraCare Health
1406 Sixth Ave. N
St. Cloud, MN 56303

Prepared on: 3/1/2023

Visit Estimate

Office Visit at CentraCare - Northway Clinic Family Medicine with Jill Stang, APRN,CNP on March 7, 2023

Patient Name Rory Amb Epicnvc II Date of Birth 03/27/1986 MRN 00510180 Insurance Coverage Self-Pay

Summary

This section contains a summary of the estimated cost for Rory Amb II Epicnvc's upcoming visit on 3/7/2023.

Patient Responsibility	Details
356.75	Physician Fees 356.75
	Patient Responsibility 356.75

Charge Detail

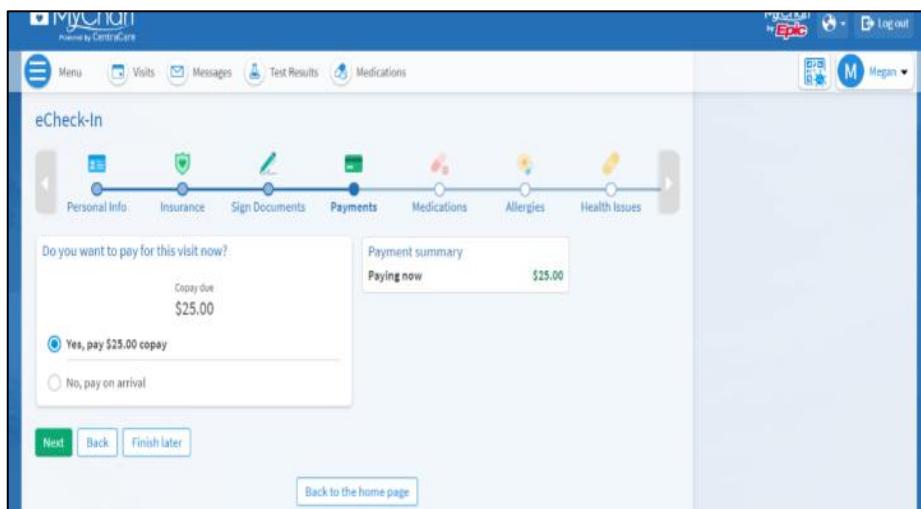
Please note that your actual charges are dependent upon a number of things that we cannot predict, such as

Prepay

Prepay is the estimated amount for the upcoming service that a patient may owe out-of-pocket, based on insurance or no insurance, as well as a copay due for the appointment.

This section gives the patient two payment options:

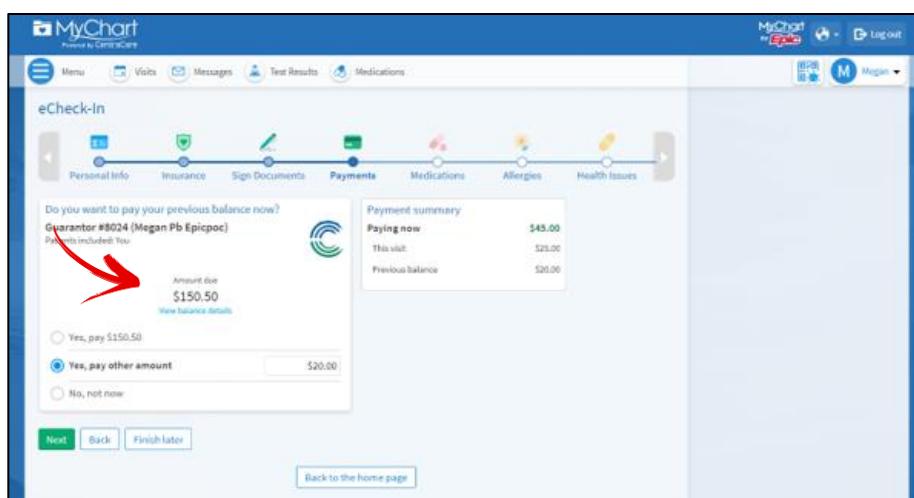
- **Amount Due.** Prompts the patient to provide a payment method.
- **Pay at Arrival.** Provides the patient with an opportunity to bypass making a pre-payment during eCheck-In. The patient will be asked again at the time of their arrival.



The screenshot shows the 'eCheck-In' process on the MyChart platform. The 'Payments' step is currently selected. A prompt asks, 'Do you want to pay for this visit now?' with 'Copay due \$25.00'. Two options are available: 'Yes, pay \$25.00 copay' (selected) and 'No, pay on arrival'. To the right, a 'Payment summary' box shows 'Paying now \$25.00'. At the bottom are 'Next', 'Back', and 'Finish later' buttons, along with a 'Back to the home page' link.

Outstanding Balance

If a patient has an outstanding balance on their guarantor account, they are given the opportunity to pay during eCheck-In. Patients have the option to pay the full amount, other amount, or pay the outstanding balance later. If a patient is unsure where this balance is coming from, the “View Balance Details” link will take them out of eCheck-In to view more details in **Billing Summary**.



The screenshot shows the 'eCheck-In' process on the MyChart platform. The 'Payments' step is selected. A prompt asks, 'Do you want to pay your previous balance now?' with 'Guarantor #8024 (Megan Pb Epicop)' and 'Patients included: You'. It shows 'Amount due \$150.50' and a 'View balance details' link. Three payment options are listed: 'Yes, pay \$150.50' (radio button), 'Yes, pay other amount' (radio button selected), and 'No, not now'. To the right, a 'Payment summary' box shows 'Paying now \$45.00', 'This visit \$23.00', and 'Previous balance \$20.00'. At the bottom are 'Next', 'Back', and 'Finish later' buttons, along with a 'Back to the home page' link. A red arrow points to the 'View balance details' link.

7. After making payment selections, a summary page displays the total a patient has elected to pay. Selecting **Next** here charges the chosen payment method.

MyChart eCheck-In

Payments (highlighted with a red box)

Paying now

Payment amount: \$45.00

Copay: \$25.00

Previous balance: \$20.00

Payment method: **VISA**

**** 1111 Test Card exp. 09/2025

Change payment method

Pay Back Finish later

8. If there are any **consent forms** associated with the upcoming appointment or any that are due to be signed, the patient will next be prompted to Review and Sign them.

eCheck-In

Sign Documents (highlighted with a red box)

By signing this form, you are stating that you have been offered a copy of the [Minnesota Patients' Bill of Rights](#). Please review and sign the documents below. There may be additional documents to sign at the clinic.

CentraCare Clinic/Outpatient Consent

Not Signed Yet

Review later Review and sign

HIPAA Notice of Privacy

Not Signed Yet

Review later Review and sign

Patient Restriction Information

Not Signed Yet

Review later Review and sign

Next Back Finish later

9. Next, the patient will verify their current **Medications**, **Allergies**, and **Health Issues**.

eCheck-In

Medications (highlighted with a red box)

Current Medications

Please review your medications and verify that the list is up to date. Call 911 if you have an emergency.

+ Report a medication

Select a Pharmacy for This Visit

Next Back Finish later

eCheck-In

Allergies (highlighted with a red box)

Current Allergies

Please review your allergies and verify that the list is up to date.

+ Report an allergy

eCheck-In

Health Issues (highlighted with a red box)

Current Health Issues

Please review your health issues and verify that the list is up to date. Call 911 if you have an emergency.

Anxiety and depression (Added 3/24/2022) Learn more Remove Report a health issue

Osteoarthritis of both elbows (Added 4/29/2022) Learn more Remove Report a health issue

Next Back Finish later

10. The **Questionnaires** page will prompt the patient to complete any questionnaires associated with the visit or patient record. As the last step of each questionnaire, the patient will see a summary page with the option to submit the questionnaire.

eCheck-in

Patient Health Questionnaire (PHQ-9)

For an upcoming appointment with **Becky J Mueller, DO** on 3/3/2023

If you are currently suicidal or experiencing suicidal thoughts, please go directly to the Emergency Room.

* Indicates a required field.

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

	Not at all	Several days	More than half the days	Nearly every day
* Little interest or pleasure in doing things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Feeling down, depressed or hopeless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Trouble falling / staying asleep, sleeping too much	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Feeling tired or having little energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. The patient may be prompted to provide a Photo ID. Providing a Photo ID is an optional step in the process and can be bypassed by clicking the **CONTINUE** button.

eCheck-in

Photo ID

For an upcoming appointment with **Becky J Mueller, DO** on 3/3/2023

Please take a photo of your current driver's license or state-issued ID and upload it here. ⓘ

Add a document

Continue Finish later Cancel

12. With all questionnaires completed and documents signed, the patient will click on the **Submit** button.

13. With their eCheck-in complete, the patient will see a confirmation thank you message. Patients can print their QR code or present it on their mobile device at the registration kiosk upon arriving for their appointment.

eCheck-In Complete

Thanks for using eCheck-In!

The information you've submitted is now on file. Scan this barcode when you arrive to save time. You can use the MyChart app or a printed barcode.

When you arrive, you may need to:

- Financial Assistance Screening
- Verify Travel History

AC19714

Print your barcode

Office Visit with Camelia Florea

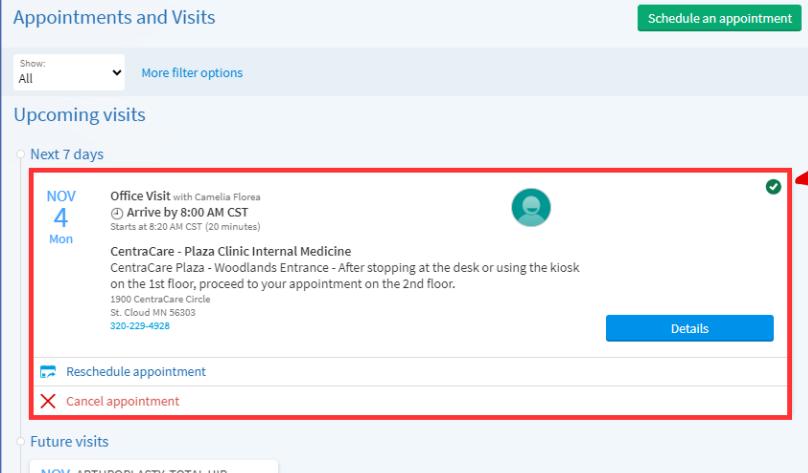
Monday November 04, 2024
Arrive by 8:00 AM CST ⓘ
Starts at 8:20 AM CST
Add to calendar

CentraCare - Plaza Clinic Internal Medicine
CentraCare Plaza - Woodlands Entrance - After stopping at the desk or using the kiosk on the 1st floor, proceed to your appointment on the 2nd floor.
1900 CentraCare Circle
St. Cloud MN 56303
320-229-4928

Back to Visit Details

Additional Notes

When a patient completes their pre-registration tasks through the eCheck-In process, the option to **confirm** their appointment is automatically removed from the Appointment Detail and the eCheck-In is marked as completed.



Appointments and Visits Schedule an appointment

Show: All More filter options

Upcoming visits

Next 7 days

NOV 4 Mon

Office Visit with Camelia Flora
Arrive by 8:00 AM CST
Starts at 8:20 AM CST (20 minutes)

CentraCare - Plaza Clinic Internal Medicine
CentraCare Plaza - Woodlands Entrance - After stopping at the desk or using the kiosk on the 1st floor, proceed to your appointment on the 2nd floor.
1900 CentraCare Circle
St. Cloud MN 56303
320-229-4928

Details

Reschedule appointment

Cancel appointment

Future visits

NOV ARthroplasty, Total Hip.

Welcome and eCheck-In integrate with the **Registration Checklist** to determine which workflow steps to show patients so they don't have to complete steps that are already verified, such as information that was verified on another recent visit.

For example, if a patient has a verified coverage but not a verified member/guarantor for that coverage, the patient is asked to verify or add a guarantor when they begin a workflow in Welcome or eCheck-In. If both the coverage and member are verified, the insurance workflow step doesn't appear at all.

Patients can complete eCheck-In even **without a MyChart account**, but the patient or proxy will only have access to a limited set of features. When a patient or proxy clicks the link from a notification or other communication, they identify themselves with their demographic information and can begin eCheck-In. They can choose to sign up for a MyChart account upon completing eCheck-In.