

PATIENT FACING MYCHART VIRTUAL VISITS

Patients are able to schedule, prepare, and attend Virtual MyChart Visits.

Scheduling a MyChart Virtual Visit

Patient's can request an appointment via MyChart. Here are the steps the patient needs to take to complete the request.

- 1. Patient enters https://mychart.ochin.org (OCHIN MyChart Login Page) into address bar.
- 2. Enter MyChart Username and Password.
- 3. Select Visits < Schedule an Appointment. The Schedule an Appointment window opens.
- 4. Select Telemedicine.

In MyChart patients will see Telemedicine visit type not MyChart Virtual Visit

	Visits	Messaging Billing	Profile	Test Zzzochin Log Out
Schedule an Appointment Schedule with a provider you've seen before Choose a provider who matches your specific needs.	OR	Tell us why yo Choose a specific reason fo	pu're coming in rscheduling an appointment.	For urgent medical matters, contact your provider's office. For a life threatening emergency, please call 911 for immediate assistance.
Provider Ochin Primary Care Provider NonBilling		New Problem Visit A general visit to address a new medical concern.	Problem Follow-Up Visit A visit to follow up on a specific medical concern.	Related LINKS
		Annual Physical A complete physical exam.	Lab Only Visit	
	ſ	Telemedicine An anline video visit with your provider.		

- 5. Select a **Provider**. Only providers with telemedicine appointment types will be available to select.
- 6. Select preferred dates.
- 7. Select **preferred times**. All available times is the default but the time can be made more specific. Select **Filter** times for more scheduling option requests.
- 8. Enter Comments about reason for requesting a visit.
- 9. Click SEND REQUEST.
- 10. Once the request has been confirmed with the scheduling staff, the patient will receive a MyChart message confirming the scheduled virtual visit.



	Health Visits Messa	ging Billing Profile
Schedule an Appointment		START OVER
Reason for visit Edit Telemedicine	Providers Edit Provider Ochin	Request
Confirm the request details you are abo	out to send:	
Telemedicine with Provider Ochin Date and time to be determined Ascheduler will reach out to about a specific time OCHIN PRIMARY CARE BORTLAND OR 97201	Preferred dates: Preferred times: All available times Filter times Additional details: What is the most important thing you wa	ant addressed during this visit?
	SEND REQUEST	

Appointment Confirmation

The telemedicine appointments are confirmed by clinical staff. A message is sent to patient's MyChart Message Center and appointment is viewable in MyChart Appointments and Visits.

From patient's MyChart:

- 1. Enter MyChart Username and Password.
- 2. Select Messaging > Message Center. The Message Center window opens.
- 3. Select an Appointment Scheduled message to view appointment details and instructions.
- 4. Select **Visits > Appointments and Visits**. The Appointments and Visits window opens. Any upcoming appointments and past appointments will display.



Appointments a	nd Visits						SCHEDULE AN APPOIN		1				
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opcoming visits								2	3	4 5	6	7	8
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4	26	Starts at 1:00	PM PDT(30)	minutes)	9		ECHECK-IN	16	17	18 19	20	21	22
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	-							30					
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Past Visits													
Select a past visit from b	elow to see	a summary of yo	ur visit.										
1 Year Ago													
		Office Visit Nonbilling Provide	r										

Consent Form for Patients

OCHIN has added a consent form for patients to sign prior to attending their first MyChart Virtual Visit. When a patient scheduled with the visit type **MyChart Virtual Visit [733]**, for the first time, during MyChart eCheck-in, the patient will sign a consent form **Informed Consent for Telehealth Consultations.** Signed consents file to the **Documents** activity. This consent is only needed once per patient.

Personal Info Sign Medications	Allergies Health Issues Insurance
Documents	Informed Consent for Telehealth Consultations
Please review and address the following documents.	Informed Consent for Telehealth Consultations
Informed Consent for Telehealth Consultations	To better serve the needs of people in the community, health care services are now available by interactive valued communications using MyChart Virtual Visit. This may assist in the evaluation, diagnosis, management and treatment of a number of health care problems. This process is referred to as "virtual visit", "telemedicine" or "telehealth." This means that you can log on to MyChart from home and may be evaluated and treated by a health care provider specialist from another location, such as the clinic. Since this may be different than the type of consultation with which you are familiar, it is important the you understand and agrees to the following statements .
	1. The consulting health care provider or specialist will be at a different location from me. I will connect to the virtual visit from home.
	I will be informed if any additional personnel are to be present other than myself, individuals accompanying me, and the clinician or specialist. I will give my verbal permission prior to the entry of the additional personnel.
	3. The provider will keep a record of the consultation in my medical record.
	4. RELEASE OF INFORMATION: Ochin and/or providers who provide professional services to the patient are authorized to furnish medical information from my medical record to the referring physician, if any, and to any insurance company or third party payer for the purpose of obtaining payment of the account. Ochin is authorized to release information from my medical record to any other health care facility or provider to which my care m be transferred.
	5. I voluntarily consent to health care services provided by my doctor(s) or a designee, which may include diagnostic tests, drugs, and examinations.
	6. I understand that I have the option to refuse telehealth service at anytime without affecting the right to future care or treatment and without risk losing benefits. I do not have to answer any questions that I consider to be inappropriate or am unwilling to have heard by other persons.
	I understand that if I do not choose to participate in a telemedicine session, no action will be taken against me that will cause a delay in my care an that I may still pursue face-to-face consultation.
	 I understand that as with any technology, telemedicine does have its limitations. There is no guarantee, therefore, that this telemedicine session will eliminate the need for me to see a specialist in person.
	Click to Sign
	CONTINUE CLEAR FORM CANCEL

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Preparing for a MyChart Virtual Visit

Before the scheduled virtual visit is ready to begin the patient can follow the steps below to prepare for the visit. A patient can attend the MyChart Virtual visit on any device that provides webcam capabilities.

The **Zoom** application needs to be downloaded if you are joining the virtual visit on a mobile device. The patient does not need to log into Zoom with a username and password. The application just needs to be on their device to launch the video feature.

- 1. Log in to MyChart
- 2. Enter MyChart Username and Password
- 3. Select Visits> Appointments and Visits.
- 4. Select **ECHECK-IN** to begin telemedicine visit. The Telemedicine with provider name window opens. The ECheck-in button is available up to three days before telemedicine appointment. The option to start the video portion of the visit is 30 min before appointment time up to 60 min after appointment time.
- 5. Click **UPDATE INFORMATION**. The eCheck-in window opens.

CHIN	Test	Health Visit	s Messaging	Billing	Profile	
lyChart Virtu	al Visit with Pro	vider Ochin				
You must co Verify Persor Verify Medici Verify Allergi Verify Health	mplete eCheck-In before nal Information ations es Issues	re joining the video visit.	Once eCheck-in is a	complete, start yo below olete eCheck-In be	our video visit with the fore joining the video v	butto
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- 6. Click check box for **This information is correct** or click button **Edit** information on each screen. Then click **CONTINUE**.
 - a. If it's the first MyChart Virtual Visit, a consent will appear that will need to be signed.
 - b. Verify Demographics.

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- c. Verify Medications.
- d. Verify Allergies.
- e. Verify Health Issues.
- f. Update Coverage information
- g. Complete Appointment Questionnaires
 - i. Relevant screenings may pop-up automatically for the patient to fill out.
- 7. Click SUBMIT AND CONTINUE to complete eCheck-in. The eCheck-in Complete window opens.

eCheck-In					
Personal Information	Medications	Allergies	Current Health	Issues Insuran	ce
Please enter contact and personal inf updated in the legal medical record.	ormation here, and click Save C	Changes to send a m	nessage to the clin	ic. Allow 24 hours for th	e information to be
Contact Information 1881 SW Naito Parkway PORTLAND OR 97206 Going somewhere for a while? Add a Temporary Address	 not entered Not entered Not entered Not entered Not entered w rodriguezm@ochin.org 	Details A Preferred N Not enten Not enten Race White Language English	kbout Me ame ed ntity ed ntation ed	Legal Sex Male Sex Assigned at B Not entered Marital Status Not entered Ethnicity Hispanic Religion Not entered	Birth
This information is correct CONTINUE FINISH LATER					

The CONTINUE button will not become clickable until the This information is correct box is checked.

8. Click the **BEGIN VIDEO VISIT** button to begin video visit. Zoom will open in your web browser with a message stating Please wait for the host to start this meeting if the provider has not started their Zoom video session.



MyChart Virtual Visit wi	ith Provider Ochin 🔒
	When you are ready to talk to your doctor, click the button below. BEGIN VIDEO VISIT
Thanks for Using eCheck-In! The information you've submi	tted is now on file.

	Launching	
	Your video will turn on automatically when the meeting starts	- ×
	Please wait for the host to start this meetin	ıg.
Pleas	Start: 2:15 PM Zoom Video Visit	ialog.
If nothing pror	If you are the host, please $\underline{\text{login}}$ to start this meeting.	d & run Zoom.
	Test Computer Audio	
	Privacy & Legal Policies	

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Updated by: Kim Howard, 3/31/2020

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