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](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.

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.
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.
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.
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.

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.
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 Complete window](image)

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.
When eCheck – in is completed 30 minutes before the start time of the telemedicine visit, the BEGIN VIDEO VISIT button will be greyed out and not available for patients to click.

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