

# MyHealth: Begin a Video Visit

This reference guide provides an overview and steps for beginning a video visit with MyHealth. The target audience for this quick reference guide is patients with active MyHealth accounts.

## Overview

Video visits allow providers to communicate remotely with patients. In order to use the video visit functionality, you will need to schedule an appointment and you must also have an active MyHealth account. This reference guide contains information on how to start video visits via MyHealth.

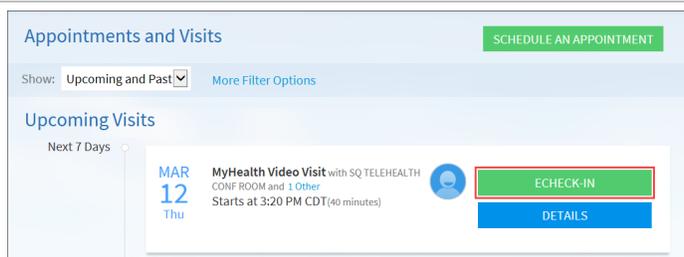
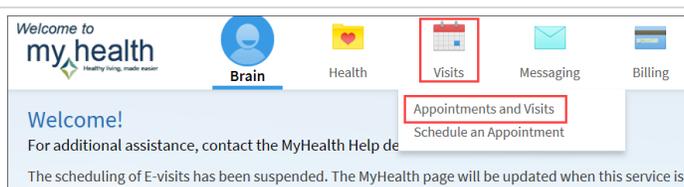
## Access the Appointment and Begin eCheck-In

Once you have signed up for MyHealth and logged on to the home page, you will perform the below steps to find the appointment and begin eCheck-In.

1. Click the **Visits** tab.
2. Select the **Appointments and Visits** option from the drop-down menu.

***Note:** In the appointments and visit section, the patient can see all scheduled and upcoming visits.*

3. For the appropriate appointment, click the green **eCheck-In** button to begin the eCheck-In.



# MyHealth: Begin a Video Visit

## Enter Personal, Insurance and Clinical Information

In this section of MyHealth, you will enter personal, insurance, and clinical information that the provider will be able to review once the video visit begins. You will have to learn how to sign consent forms via MyHealth.

1. Enter your personal information in the Personal Info screen.

**Note:** Also fill out all mandatory information highlighted in red.

2. Click **Edit** to make additional changes.
3. Click **Save Changes** to save any entries or changes to your personal information.

4. Click the **This information is correct** checkbox.
5. Click **Next**.

6. To enter insurance information, click **Use Insurance**. You can also click **Do not bill insurance** since you are not charged for this video-visit.
7. Click the **This information is correct** checkbox.
8. Click **Next**.



# MyHealth: Begin a Video Visit

9. On the Sign Documents screen, click **Review and Sign** for each form.

eCheck-In

Personal Info Insurance Sign Documents

Please review and address the following documents.

HIE Authorization All  
Not Signed Yet

REVIEW AND SIGN

Once this step is completed, documents will be submitted for clinic review.

BACK NEXT FINISH LATER

10. Review the form.

11. Sign the form.

12. Click **Continue**.

✓ Brain Zztest  
Signature generated for Brain Zztest  
03/12/20 5:04 PM

CONTINUE CLEAR FORM CANCEL

13. Upon return to the Sign Documents screen and once all forms have been signed, click **Next**.

Once this step is completed, documents will be submitted for clinic review.

BACK NEXT FINISH LATER

14. To add medications to a list of medications they are currently taking, click **Add a Medication**.

15. To add your preferred pharmacy, click **Add a Pharmacy**.

16. Click the **This information is correct** checkbox.

17. Click **Next**.

eCheck-In

Personal Info Insurance Sign Documents Medications

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

You have no medications on file.

+ ADD A MEDICATION

Select a Pharmacy for This Visit

+ ADD A PHARMACY

this information is correct

BACK NEXT FINISH LATER



# MyHealth: Begin a Video Visit

18. To add your allergy information, click **Add an Allergy**.

19. Click the **This information is correct** checkbox.

20. Click **Next**.

eCheck-In

Personal Info Insurance Sign Documents Medications Allergies

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

You have no allergies on file.

+ ADD AN ALLERGY

This information is correct

BACK NEXT FINISH LATER

21. To add other health issues you currently have or would like to communicate with the physician, click **Add a Health Issue**.

22. Click the **This information is correct** checkbox.

23. Click **Next**.

eCheck-In

Personal Info Insurance Sign Documents Medications Allergies Health Issues

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

You have no health issues on file.

+ ADD A HEALTH ISSUE

This information is correct

BACK NEXT FINISH LATER

## Complete a Travel Screening

You must complete a travel screening via MyHealth. Add each trip separately and ensure that you include travel to any hotspots or areas with high infection rates. Edit the questionnaires as needed.

1. To add any trips that you have taken outside the country, click **Add a Trip**.

2. Enter the **Destination**.

3. Enter the duration of the trip in the **Start Date** and **End Date** fields.

4. Click **Accept**.

+ ADD A TRIP

Add a Trip

Enter details about any trips you have taken outside of the country between @MYCHART@TRIPEARLIESTSTARTDAY@ and today.

Destination:  
Italy

Start Date: 03/11/2020 End Date: 03/17/2020

ACCEPT GO BACK

# MyHealth: Begin a Video Visit

- Complete the screening questions in the required fields.
- Click **Continue**.

eCheck-In

Personal Info Insurance Sign Documents

## Communicable Disease Screening

For an upcoming appointment with on 3/12/2020

Indicates a required field.

Do you have any of the following symptoms?  
Select all that apply.

- Abdominal pain
- Bruising or bleeding
- Cough
- Diarrhea
- Fever
- Rash
- Red eye
- Severe headache

Have you recently been in contact with someone who was sick?

Yes No / Unsure

CONTINUE CANCEL

- Upon return to the Travel History screen and after you have added all trips, click the **This information is correct** checkbox.
- Click **Next**.

eCheck-In

Sign Documents Medications Allergies Health Issues Travel History

## Trips outside the country

Please update the trips you have taken since February 12, 2020.

Italy  
March 11 - 17, 2020  
Number of days: 7

+ ADD A TRIP

This information is correct

BACK NEXT FINISH LATER

- To edit answers to the questionnaire or to make corrections or additions in any of the criteria listed, click the pencil icon for each question.

eCheck-In

Sign Documents Medications Allergies Health Issues Travel History Questionnaires

## Communicable Disease Screening

For an upcoming appointment with on 3/12/2020

Please review your responses. To finish, click **Submit**. Or, click any question to modify an answer.

| Question   | Answer      |
|--|-------------|
| Do you have any of the following symptoms?                   | Diarrhea    |
| Have you recently been in contact with someone who was sick? | No / Unsure |



# MyHealth: Begin a Video Visit

## Complete eCheck-In and Begin Video Visit

After you have completed all of the required portions of eCheck-In, the Submit button will turn green and become available to click. Once the eCheck-In has been submitted, you may begin the video visit.

1. Click **Submit** to begin the video visit.



2. Begin the video visit by clicking on the green **Begin Video Visit** button.

