

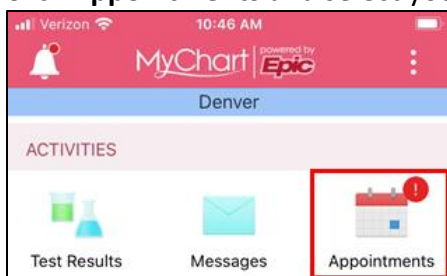
Video Visits for Patients Via MyChart

Confluence Health is now offering visits via MyChart. This option is available to for patients who have a mobile device with a camera and microphone, or have a camera and microphone installed on their desktop or laptop computers.

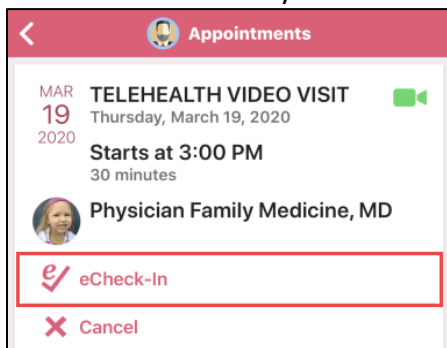
eCheck-In

Complete the eCheck-In process by reviewing and updating your registration information prior to your Virtual Visit. This will also allow you to pay your Copay. Please allow yourself at least 15 minutes prior to your scheduled appointment to complete e-Check-In.

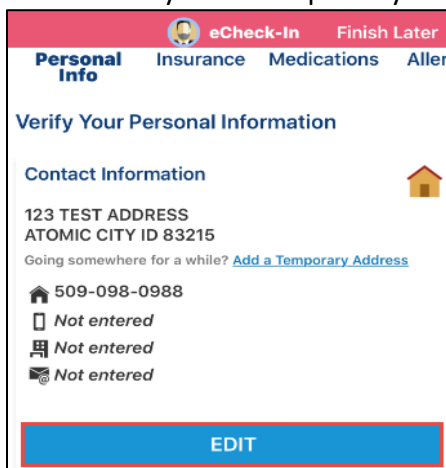
1. Log into MyChart from the App on your mobile device or desktop.
2. Click **Appointments** and select your visit.



3. Click **eCheck-In** from your scheduled appointment.



4. **Personal Info**
 - a. Click **EDIT** if you need update your Personal Information.



- b. Once Patient Information is verified, select the check box by **This information is correct***.

The screenshot shows the 'Details About Me' section of the eCheck-In form. The form is titled 'eCheck-In' with a 'Finish Later' link. The 'Details About Me' section contains the following information:

| | |
|---------------------------|------------------------|
| Gender Identity | Sex Assigned at Birth |
| <i>Not entered</i> | <i>Not entered</i> |
| Sexual Orientation | Marital Status |
| <i>Not entered</i> | Married |
| Race | Ethnicity |
| Black or African American | Not Hispanic or Latino |
| Ethnic Background | Language |
| <i>Not entered</i> | Xhosa |
| Religion | |
| <i>Not entered</i> | |

At the bottom of the form, there is a blue button with a white checkbox and the text 'This information is correct*'. The checkbox is checked.

- c. Click **NEXT**.

The screenshot shows the 'Details About Me' section of the eCheck-In form, identical to the previous one. At the bottom of the form, there is a green button with a white checkmark and the text 'NEXT'. The button is highlighted with a red border.

5. **Insurance**

- a. Indicate who should be billed for this visit by selecting **Yes** or **No**.

The screenshot shows the 'Insurance' section of the eCheck-In form. The form is titled 'eCheck-In' with a 'Finish Later' link. The 'Insurance' section is highlighted in blue. The 'Personal Info' section is visible, showing the following information:

Personal Info

Insurance Payments Medical

Responsibility for Payment

Echo, Denver
123 TEST ADDRESS
ATOMIC CITY ID 83215
509-098-0988

* We have this person on file to pay for costs not covered by insurance. Is this information correct?

Yes No

- b. Indicate if your insurance on file should be billed by selecting **Use insurance** or **Do not bill insurance**.
- c. You can also **ADD A COVERAGE**.
- d. Once Insurance Information is verified, select the check box by **This information is correct***.
- e. Click **NEXT**.

6. **Payments**

Select the **Amount due** to make a payment or select **Pay copay later**.

7. **Medications**

- a. Please review medications and verify that the list is up to date.
- b. Once Medication Information is verified, select the check box by **This information is correct***.
- c. Click **NEXT**.

8. **Allergies**

- a. Please review allergies and verify that the list is up to date.
- b. Once Allergy Information is verified, select the check box by **This information is correct***.
- c. Click **SUBMIT**.

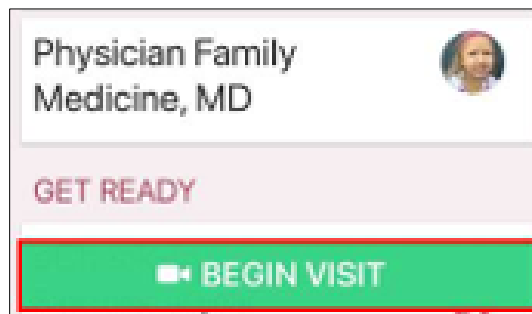
9. Click **Close** on the top right corner once eCheck-In is complete.

Start your visit

1. Complete the eCheck-In process by reviewing and updating your registration information prior to your Virtual Visit.
2. Select your scheduled appointment.

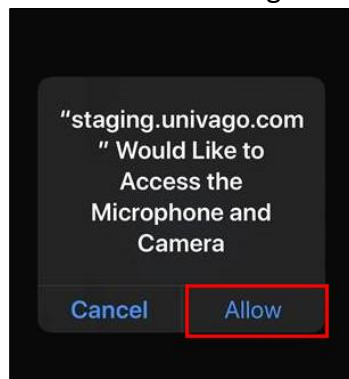


3. Click **BEGIN VISIT**.



You may receive a message from your provider if they have not joined or clicked **Begin Visit**

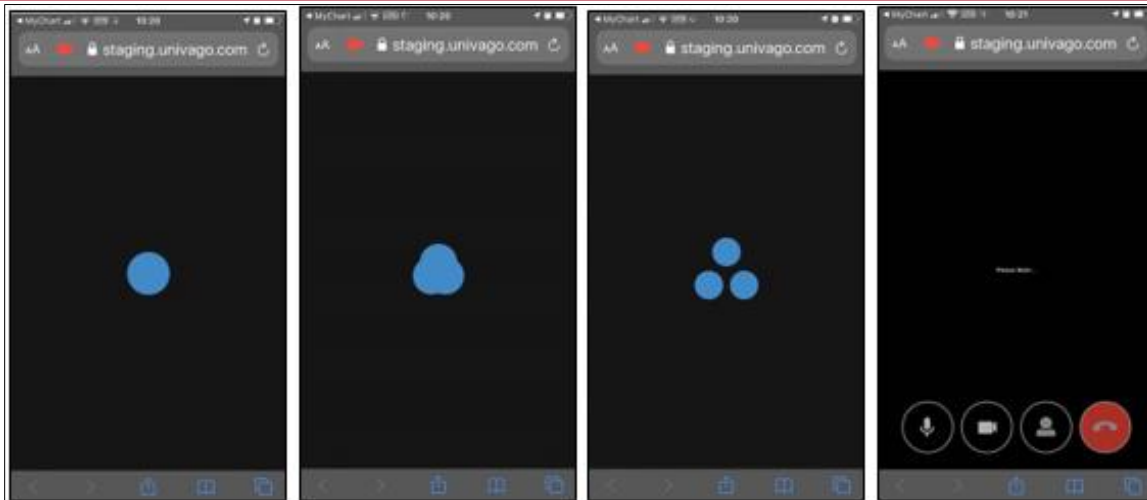
4. **Allow** the Video Program to Access your Device's Microphone and Camera.



5. Your device will now connect to the network and access the video appointment.



It is important to understand that this process may take up to 30 seconds. DO NOT LEAVE THIS SCREEN.



Good to know:

1. There may be a delay for your provider to respond to your request, please remain available and ready during this time period.
2. Once your provider responds, you will begin to see the video on your device.
3. Treat this appointment like you would with any other appointment with your provider, except you are on video instead of face to face.
4. Your Provider will end the Video Visit.
5. Expect to see the After-Visit Summary and any patient instructions in your MyChart account by the end of the day.