

PATIENT FACING MYCHART VIRTUAL VISITS

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

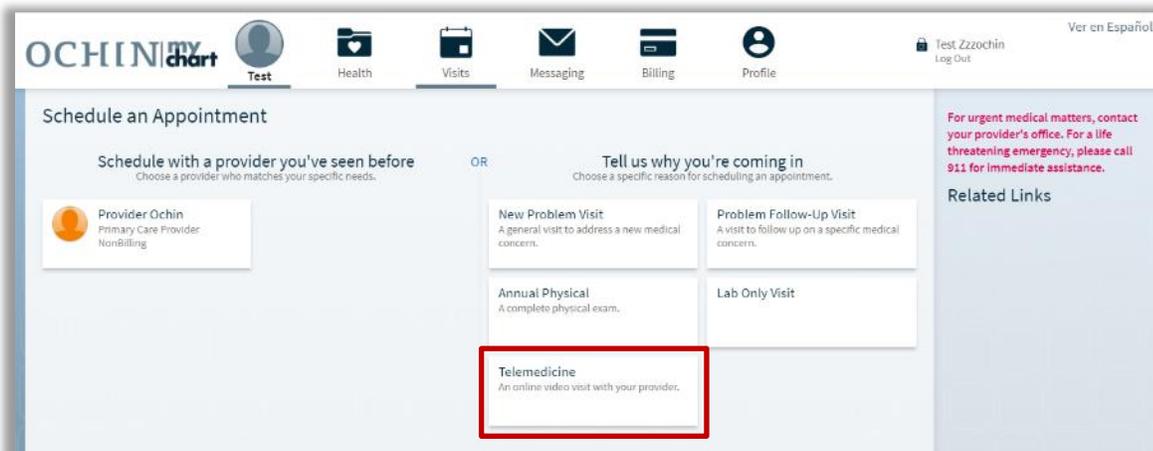
Scheduling a MyChart Virtual Visit

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

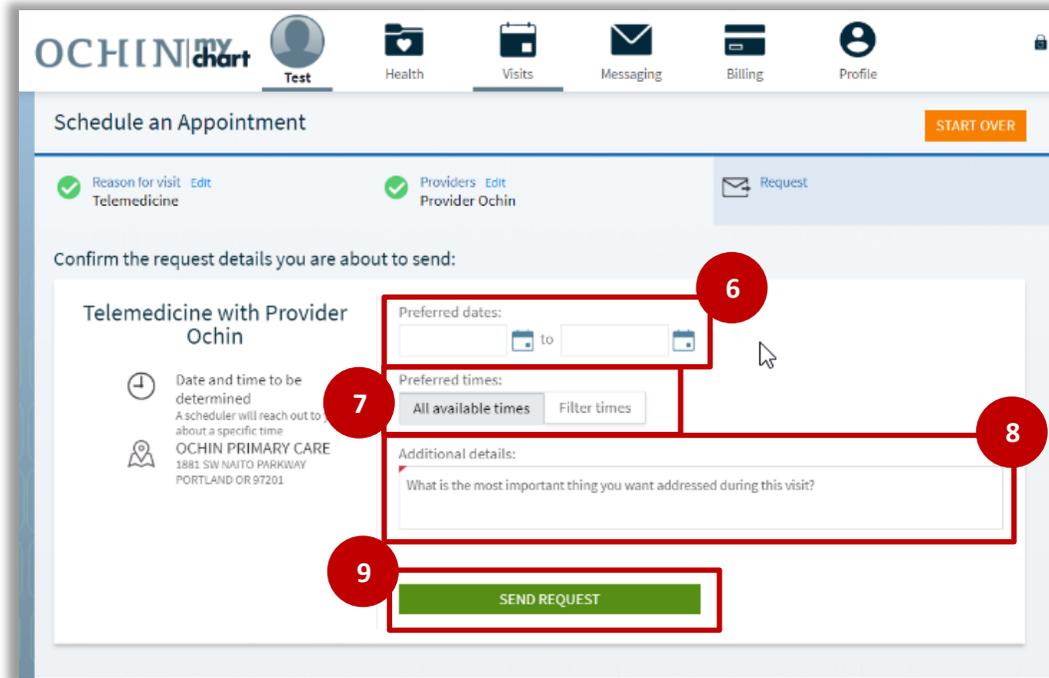
1. Patient enters <https://mychart.ochin.org> (OCHIN MyChart – Login Page) into address bar.
2. Enter **MyChart Username** and **Password**.
3. Select **Visits < Schedule an Appointment**. The Schedule an Appointment window opens.
4. Select **Telemedicine**.



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



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.

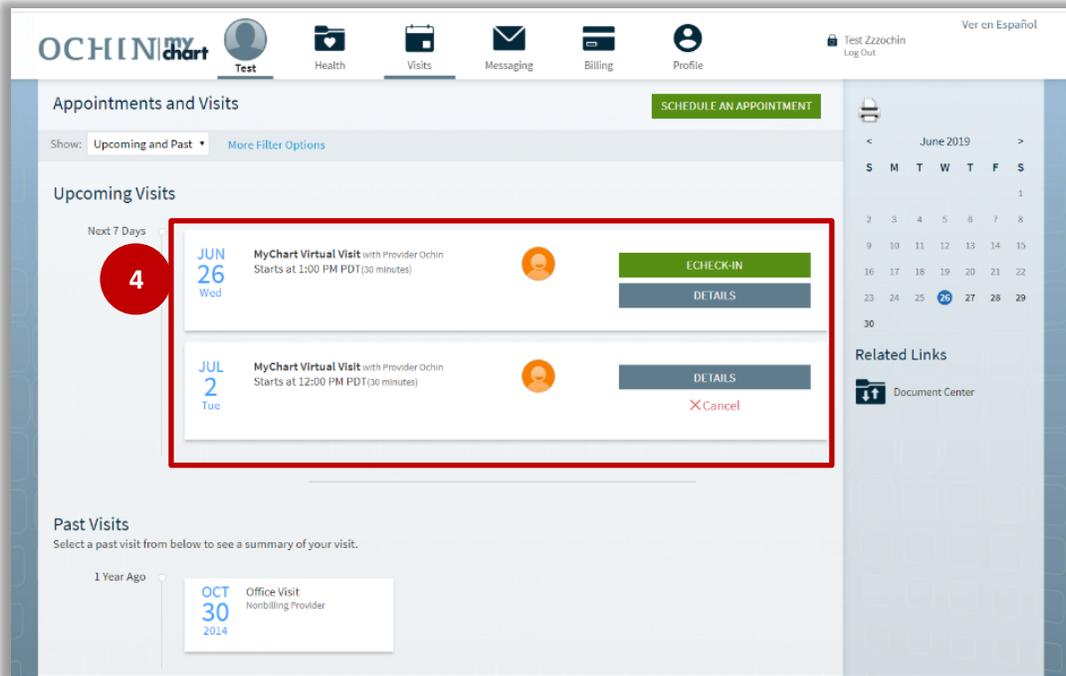


Appointment Confirmation

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.

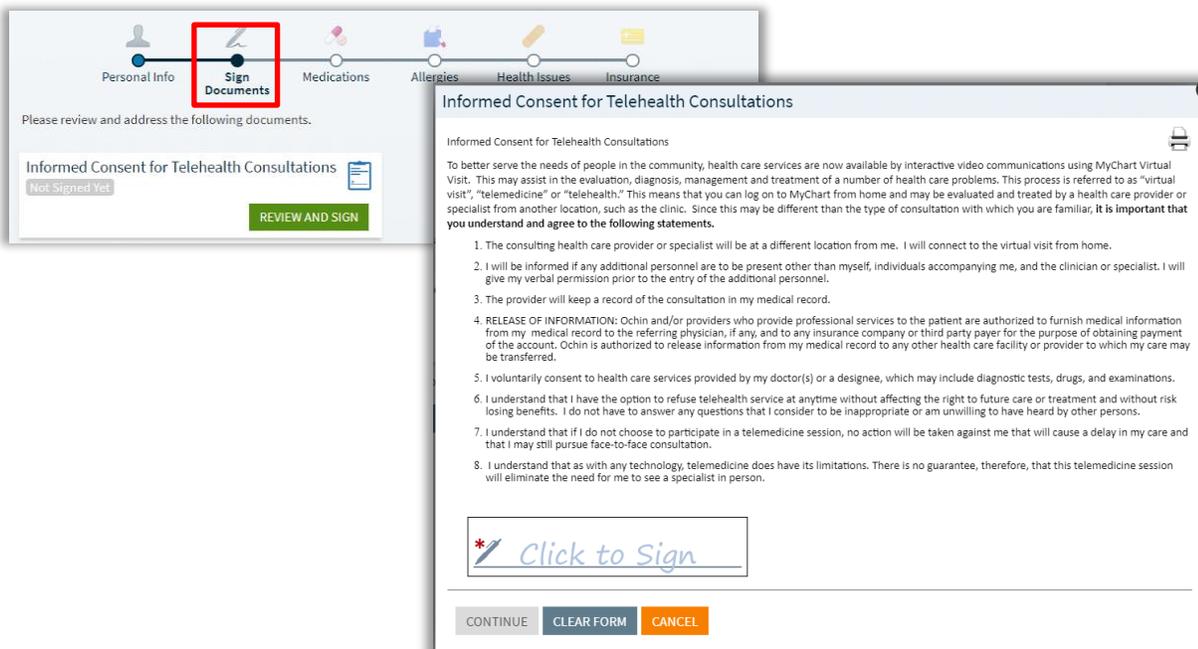
From patient's MyChart:

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.



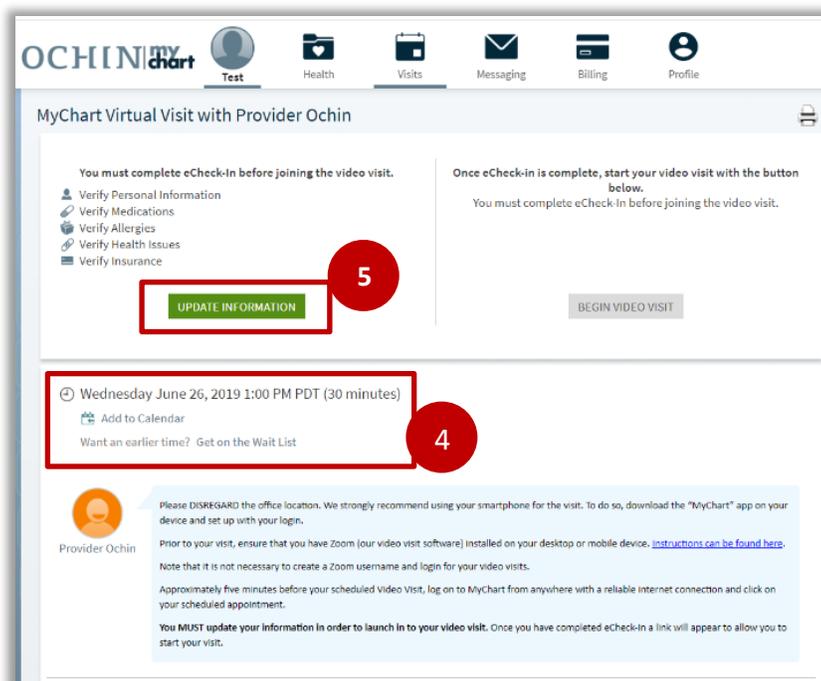
Preparing for a MyChart Virtual Visit

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.

OCHIN my chart Test Health Visits Messaging Billing Profile

eCheck-In

Personal Information Medications Allergies Current Health Issues Insurance

Please enter contact and personal information here, and click **Save Changes** to send a message to the clinic. Allow 24 hours for the information to be updated in the legal medical record.

Contact Information

1881 SW Naito Parkway
PORTLAND OR 97206

Going somewhere for a while?
Add a Temporary Address

999-999-9999
Not entered
Not entered
rodriguez@ochin.org

Details About Me

Preferred Name
Not entered

Gender Identity
Not entered

Sexual Orientation
Not entered

Race
White

Language
English

Legal Sex
Male

Sex Assigned at Birth
Not entered

Marital Status
Not entered

Ethnicity
Hispanic

Religion
Not entered

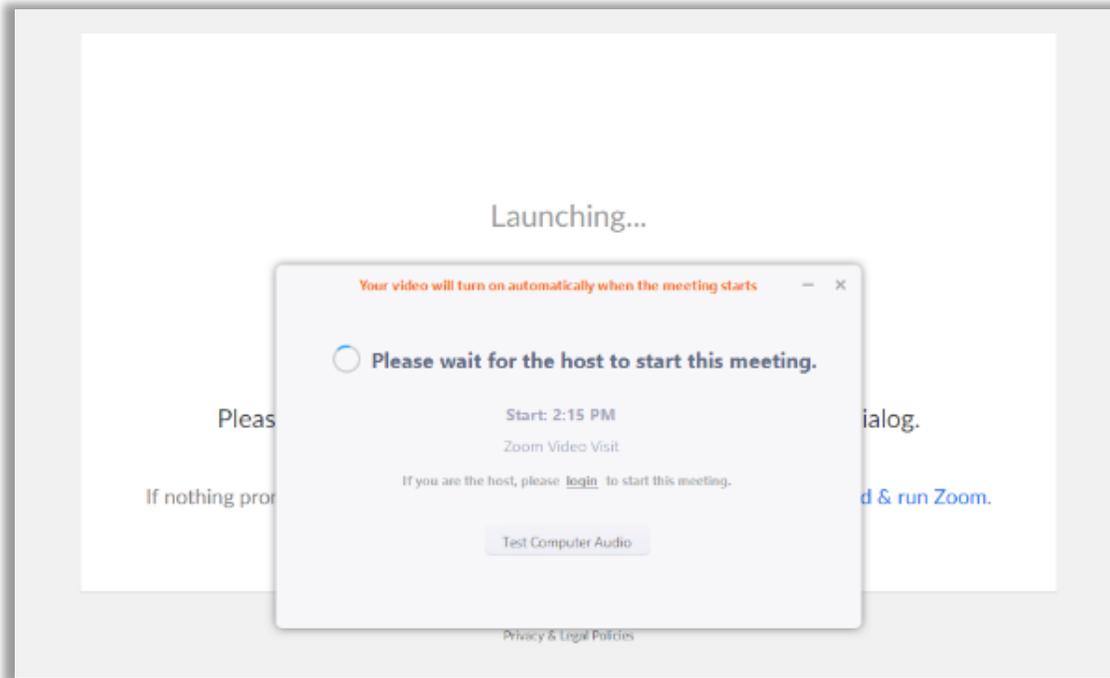
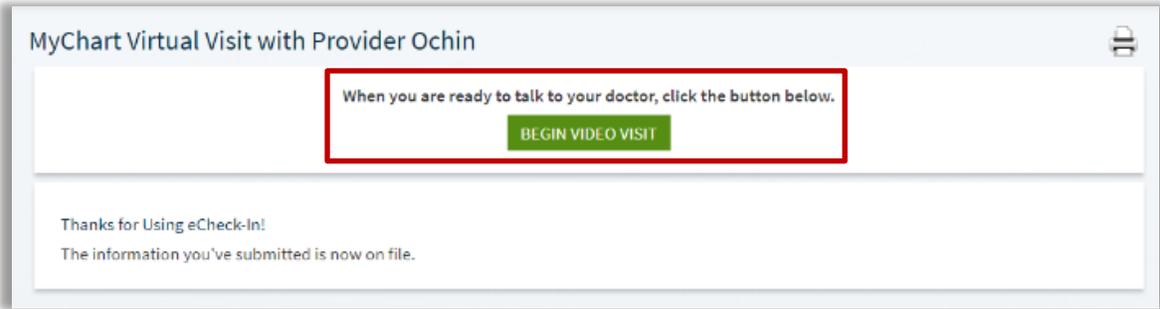
This information is correct

CONTINUE FINISH LATER

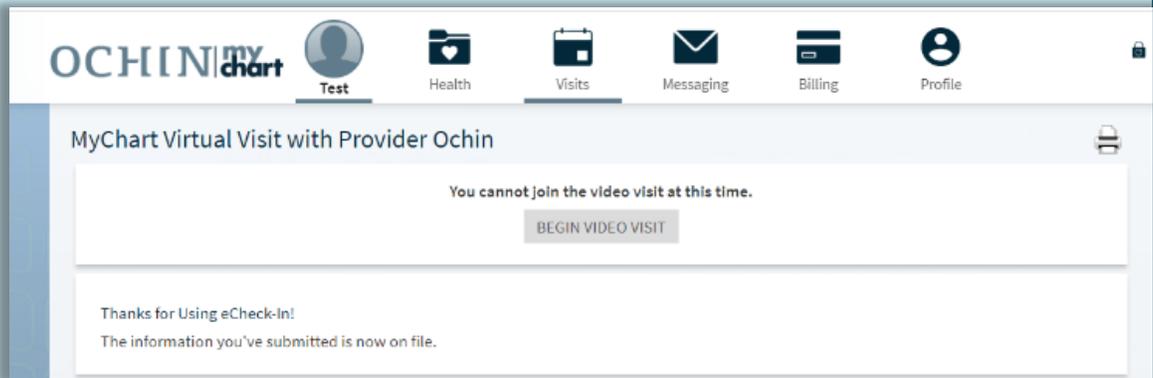


The CONTINUE button will not become clickable until the This information is correct box is checked.

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.



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.



Updated by: Kim Howard, 3/31/2020