

PATIENT/PROXY MYCHART WORKFLOW

This section reviews the patient/proxy requirements for accessing the Medical Virtual Visit and the steps they need to take to join the Virtual Visit.

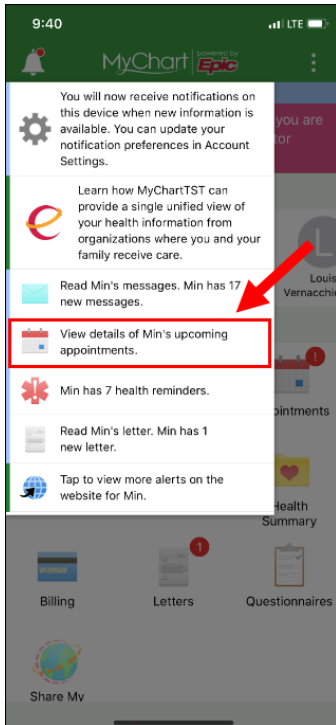
MyChart and Zoom Apps

- The patient/proxy will be required to have the **MyChart** and **Zoom** apps downloaded prior to beginning the virtual visit
- Patients **under 13** years of age will have their proxy log in to **MyChart** for the visit
- Patients **over 13** years of age will log in as themselves to **MyChart**

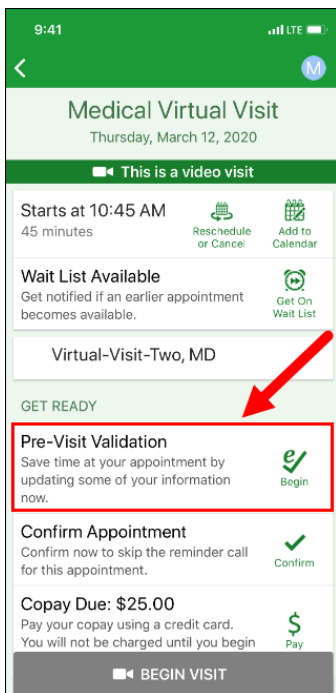
Pre-Visit Validation

- Patient's and proxies will be required to complete the **Pre-Visit Validation** prior to joining the **Virtual Visit**
- Although they cannot begin the virtual visit until 15 minutes before the appointment, they can complete the **Pre-Visit Validation** in advance - they should plan to give themselves time to do this before the actual appointment start time
- Proxys of patients **under 13** years of age will log in to the **MyChart** app
- Patients **over 13** years of age will log in as themselves to the **MyChart** app
- Although **copays** can be collected via the **MyChart** app at the time of **Pre-Visit Validation** as well as before beginning the **Virtual Visit** we suggest advising the patient not to pay and bill them at a later date

- Upon logging in select **View details of the upcoming appointment**

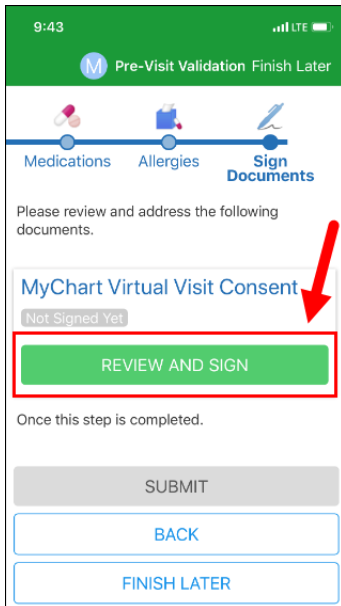


- Click **Pre-Visit Validation** in the **Medical Virtual Visit** appointment window

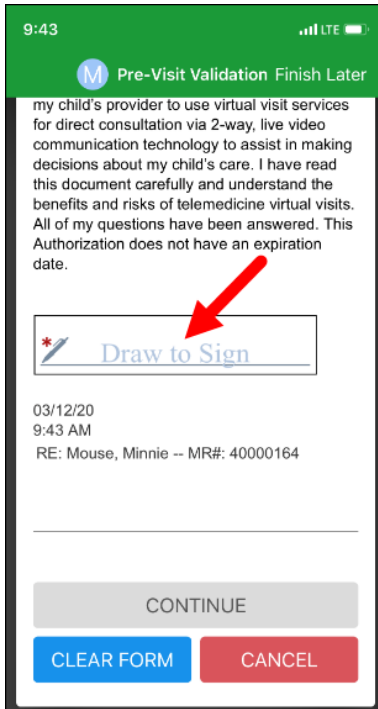


- **Update and Confirm** all patient related information

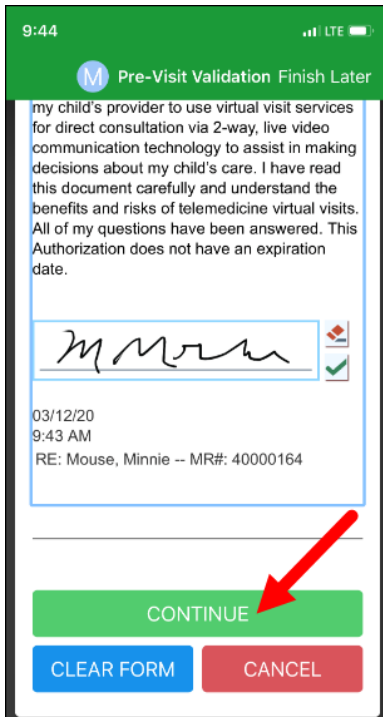
- Patient related information includes **Personal** and **Insurance Information**, **Medications**, and **Allergies**
- Clicking **Confirm this information is correct** followed by **Next** will move you to the next section of items to be reviewed
- The final step, that will only be required once, is **Signing the Consent**
- Click **Review and Sign**



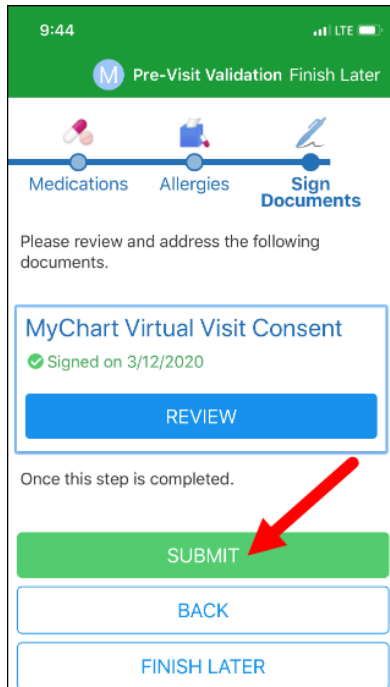
- The **PPOC Consent** form will open
- Scroll to the bottom of the page and click **Draw to Sign**



- Sign the Consent and click Continue**



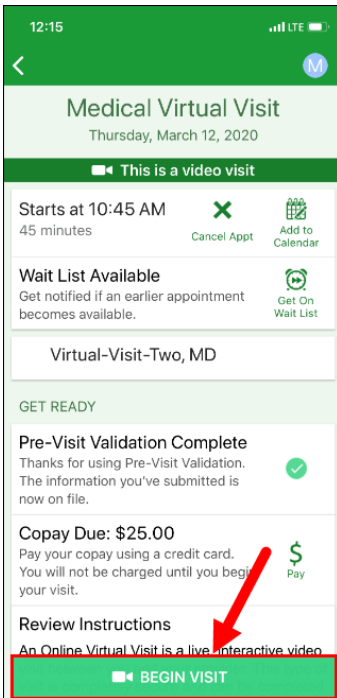
- Once all **Pre-Visit Validation** steps are complete click **Submit**



- A new window will open stating information completed during **Pre-Visit Validation** has been submitted and is now on file

Begin Visit

- Starting a **Medical Virtual Visit** will only be allowed after **Pre-Visit Validation** has been completed and within 15 minutes of the scheduled visit
- Proxys of patients **under 13** years of age will log in to the **MyChart** app
- Patients **over 13** years of age will log in as themselves to the **MyChart** app
- Upon logging in select **Begin patient's appointment**
- Click **Begin Visit**



- The **MyChart** app will minimize and the user will be directed to the **Zoom** page
- In the pop-up **Open this page in “Zoom”?** click **Open**
- From the audio pop-up select either **Call using Internet Audio** or **Dial In** make sure to **Unmute** and **Start Video**