

# MyChart Virtual Visit

As a patient, you can prepare and attend Virtual MyChart Visits.

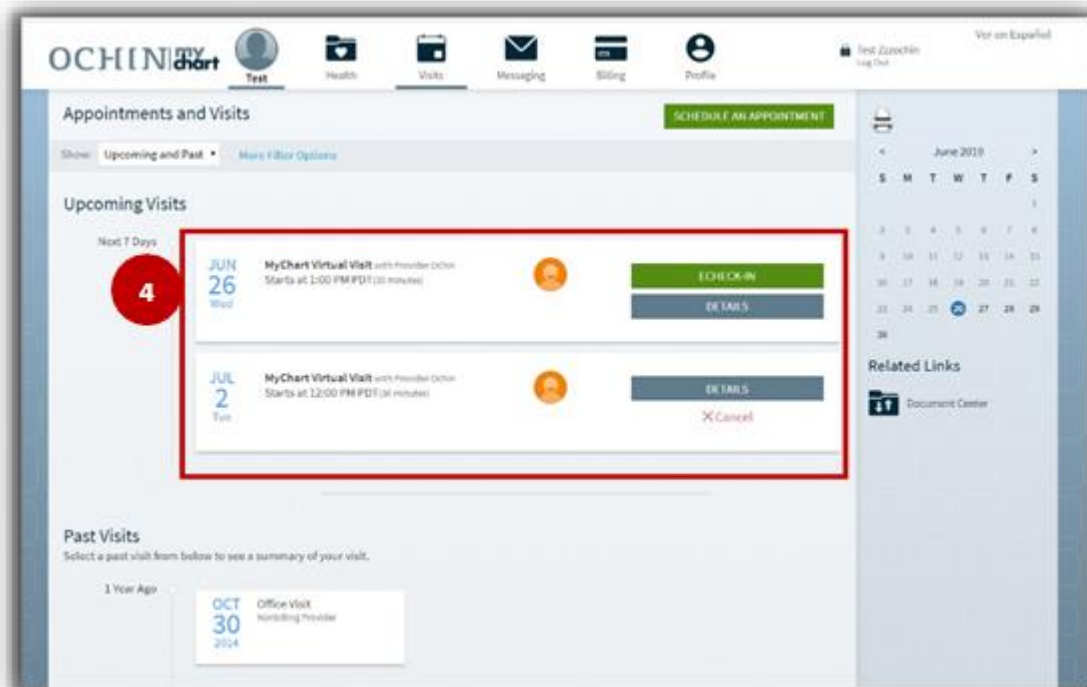
## Appointment Confirmation

The telemedicine appointments are confirmed by clinical staff. A message is sent to your MyChart Message Center and appointment is viewable in MyChart Appointments and Visits.

From your MyChart:

1. Enter **MyChart Username** and **Password**.
2. Select **Messaging > Message Center**. The **Message Center** window will open.
3. Select the **Appointment Scheduled** message to view appointment details and instructions.

Select **Visits > Appointments and Visits**. The Appointments and Visits window will open. Any upcoming appointments and past appointments will display.



## Consent Form

When you schedule MyChart Virtual Visit, for the first time, during MyChart eCheck-in, you will sign a consent form: Informed Consent for Telehealth Consultations. This consent is only needed once.

The image shows a screenshot of the MyChart user interface. At the top, a navigation bar includes icons for Personal Info, Sign Documents (highlighted with a red box), Medications, Allergies, Health Issues, and Insurance. Below this, a message reads: "Please review and address the following documents." A card displays "Informed Consent for Telehealth Consultations" with a "Not Signed Yet" status and a "REVIEW AND SIGN" button. A pop-up window titled "Informed Consent for Telehealth Consultations" is overlaid on the right. It contains the following text:

Informed Consent for Telehealth Consultations

To better serve the needs of people in the community, health care services are now available by interactive video communications using MyChart Virtual Visit. This may assist in the evaluation, diagnosis, management and treatment of a number of health care problems. This process is referred to as "virtual visit", "telemedicine" or "telehealth." This means that you can log on to MyChart from home and may be evaluated and treated by a health care provider or specialist from another location, such as the clinic. Since this may be different than the type of consultation with which you are familiar, **It is important that you understand and agree to the following statements.**

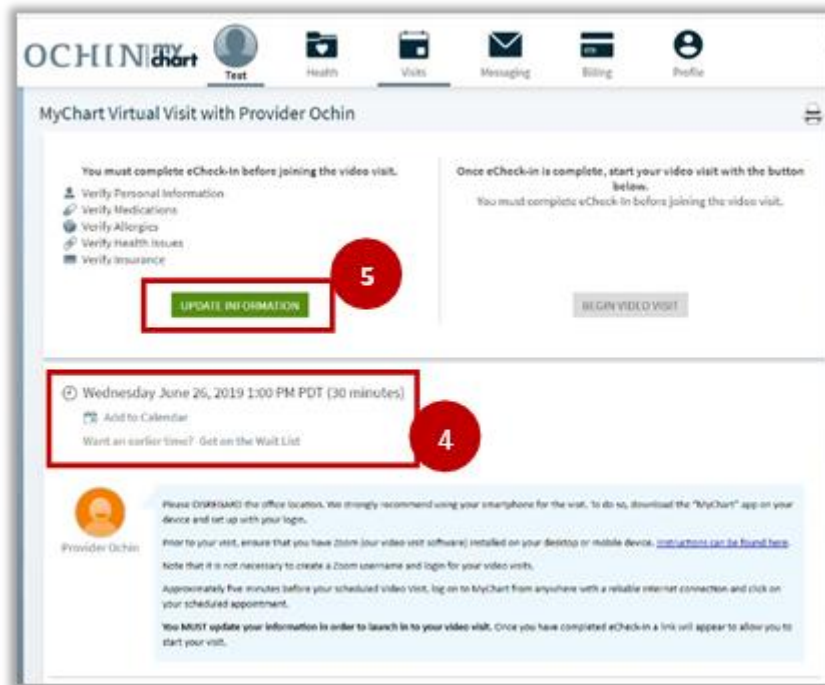
1. The consulting health care provider or specialist will be at a different location from me. I will connect to the virtual visit from home.
2. I will be informed if any additional personnel are to be present other than myself, individuals accompanying me, and the clinician or specialist. I will give my verbal permission prior to the entry of the additional personnel.
3. The provider will keep a record of the consultation in my medical record.
4. **RELEASE OF INFORMATION:** Ochin and/or providers who provide professional services to the patient are authorized to furnish medical information from my medical record to the referring physician, if any, and to any insurance company or third party payer for the purpose of obtaining payment of the account. Ochin is authorized to release information from my medical record to any other health care facility or provider to which my care may be transferred.
5. I voluntarily consent to health care services provided by my doctor(s) or a designee, which may include diagnostic tests, drugs, and examinations.
6. I understand that I have the option to refuse telehealth service at anytime without affecting the right to future care or treatment and without risk losing benefits. I do not have to answer any questions that I consider to be inappropriate or am unwilling to have heard by other persons.
7. I understand that if I do not choose to participate in a telemedicine session, no action will be taken against me that will cause a delay in my care and that I may still pursue face-to-face consultation.
8. I understand that as with any technology, telemedicine does have its limitations. There is no guarantee, therefore, that this telemedicine session will eliminate the need for me to see a specialist in person.

At the bottom of the pop-up window, there is a signature line with a red asterisk and the text "Click to Sign". Below the signature line are three buttons: "CONTINUE", "CLEAR FORM", and "CANCEL".

## Preparing for a MyChart Virtual Visit

Before the scheduled virtual visit is ready to begin you can follow the steps below to prepare. You can attend the MyChart Virtual visit on any device that provides webcam capabilities.

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 your provider name" window will open. 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 will open.



1. Click **check box for This Information Is Correct** or click Edit information button 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.

2. Click **SUBMIT AND CONTINUE** to complete eCheck-in. The eCheck-in Complete window will open.

**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@m@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

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

3. 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.

**MyChart Virtual Visit with Provider Ochin**

When you are ready to talk to your doctor, click the button below.

**BEGIN VIDEO VISIT**

Thanks for Using eCheck-In!  
The information you've submitted is now on file.