

Telehealth Video Visit

Patient who uses MyChart

**HAWAI'I
PACIFIC
HEALTH**

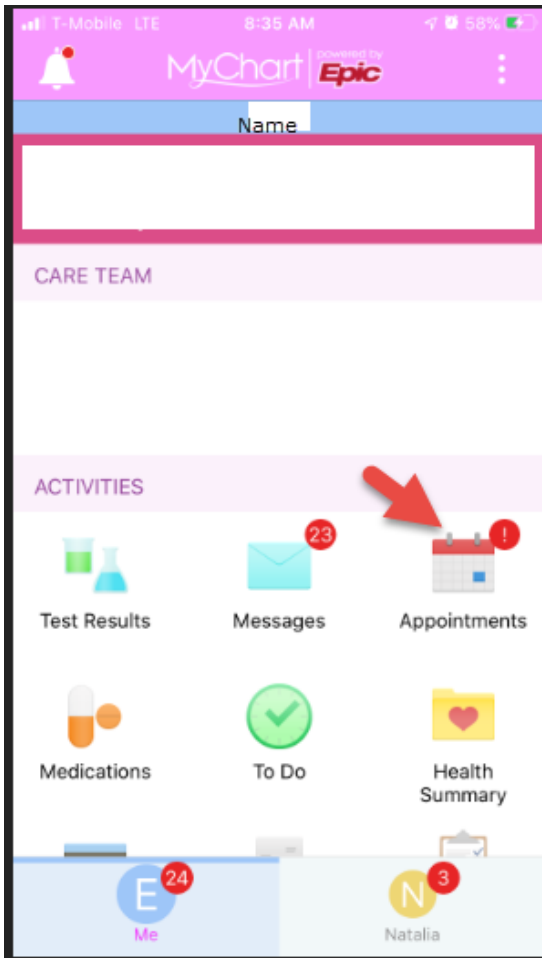
KAPI'OLANI
PALI MOMI
STRAUB
WILCOX

Steps to Take to Have a Telehealth Video Visit

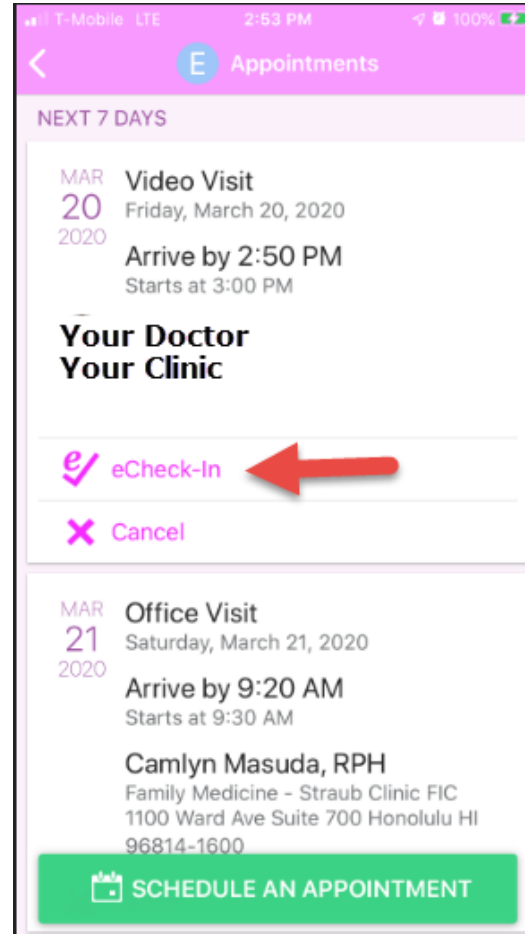
1. Call the clinic.
2. Ask to schedule a Telehealth Video Visit.
3. If you do not have an active MyChart account, the scheduler will activate one for you.
4. The appointment will be sent to your smartphone.

MyChart on Your Smartphone

1. Click on Appointments.



2. Find the Video Visit appointment.
3. Click echeck-In.



eCheck-in

- eCheck-in includes screens to confirm your address, insurance, medications you are taking, allergies, a consent form and two (2) screening questions.

eCheck-in

4. Click the buttons to answer the questions.

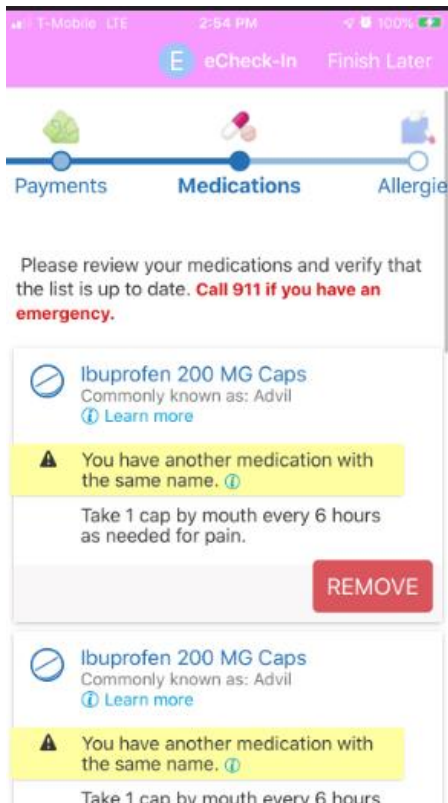
The Next button will turn green when all required questions are answered.

5. Click Next.

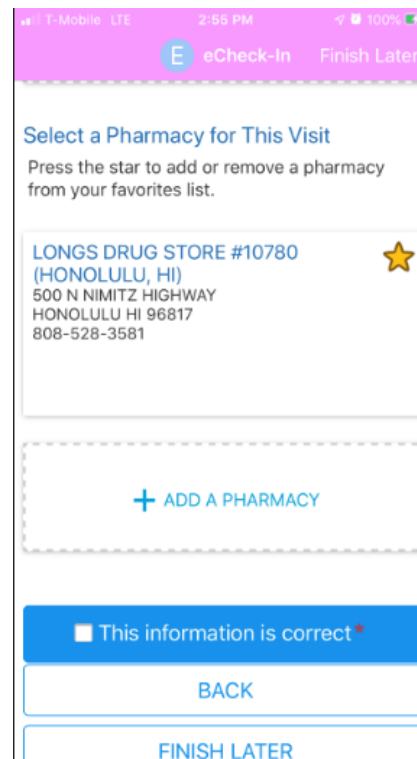
The screenshot shows a mobile app interface for eCheck-in. At the top, there's a pink header with 'E eCheck-In' and 'Finish Later'. Below the header is a progress bar with three steps: 'Insurance', 'Payments', and 'Medi'. The 'Insurance' step is currently active. Below the progress bar is a section titled 'Responsibility for Payment'. It displays the name 'Ambtest, Eric' and address '888 South King St, Honolulu HI 96813, 808-522-4000'. To the right of this information, it says 'This will be your name and address.' Below this, there are two questions with radio button options. The first question is '* We have this person on file to pay for costs not covered by insurance. Is this information correct?' with 'Yes' and 'No' options. The second question is '* Would you like to use insurance to pay for this appointment?' with 'Use insurance' and 'Do not bill insurance' options. At the bottom, there is a large green 'NEXT' button and a smaller blue 'FINISH LATER' button.

eCheck-in

6. Scroll through this list to review/remove medications you are taking.

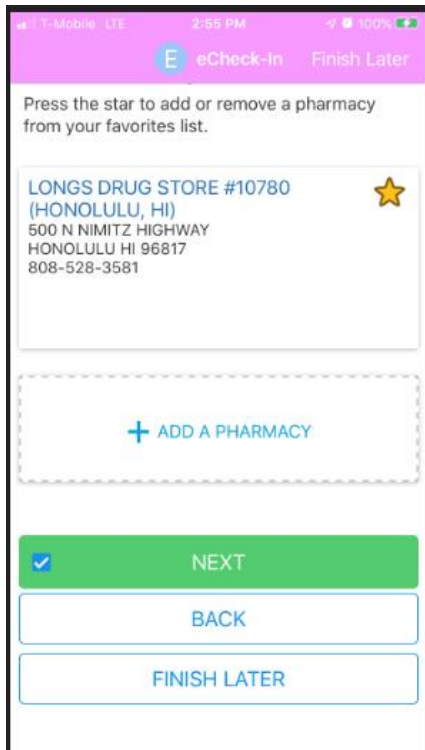


7. If you have not selected a preferred pharmacy you can add one.

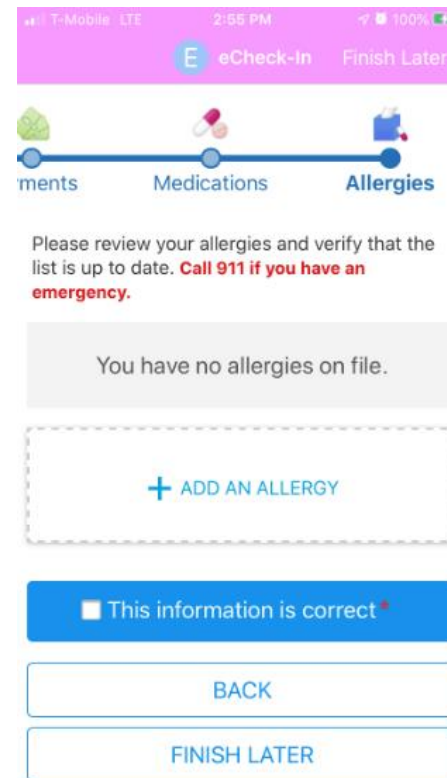


eCheck-in

8. Click the check box.
9. The Next button turns green.
10. Click Next.

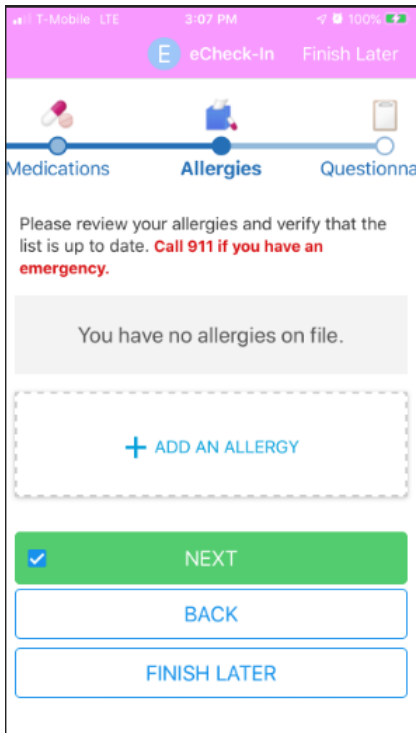


11. Confirm or add your allergies.
12. Click the box when finished.

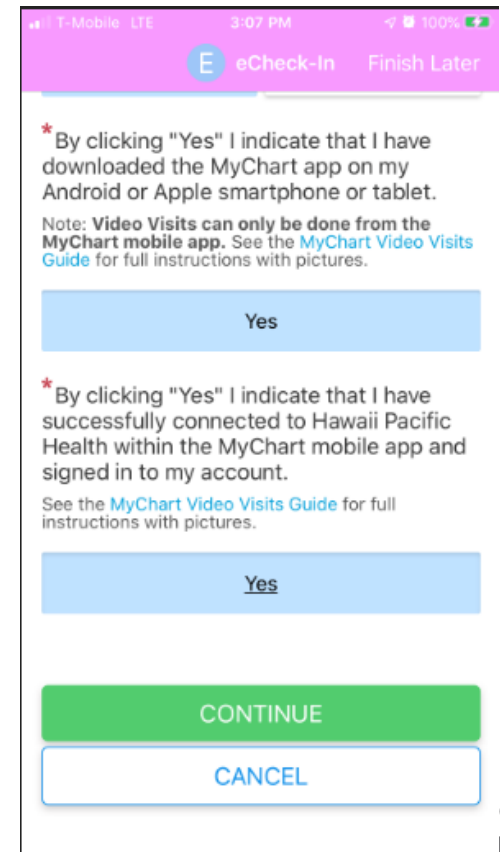
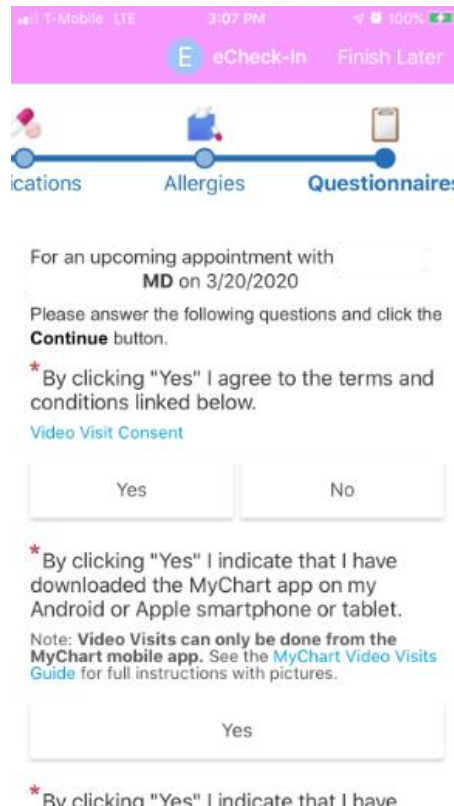


eCheck-in

- 13. The button turns green.
- 14. Click Next.



- 15. This is the Video Visit Consent Form.
- 16. Click “Yes” if you consent to this visit.
- 17. Click “Yes” to the next 2 questions to complete the consent form.
- 18. Click Continue.



eCheck-in


19. Review the consent form. You can change answers by clicking on the pencil icon.



Video Visit Consent Form

For an upcoming appointment with .
MD on 3/20/2020


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

By clicking "Yes" I agree to the terms and conditions linked below. 

Yes

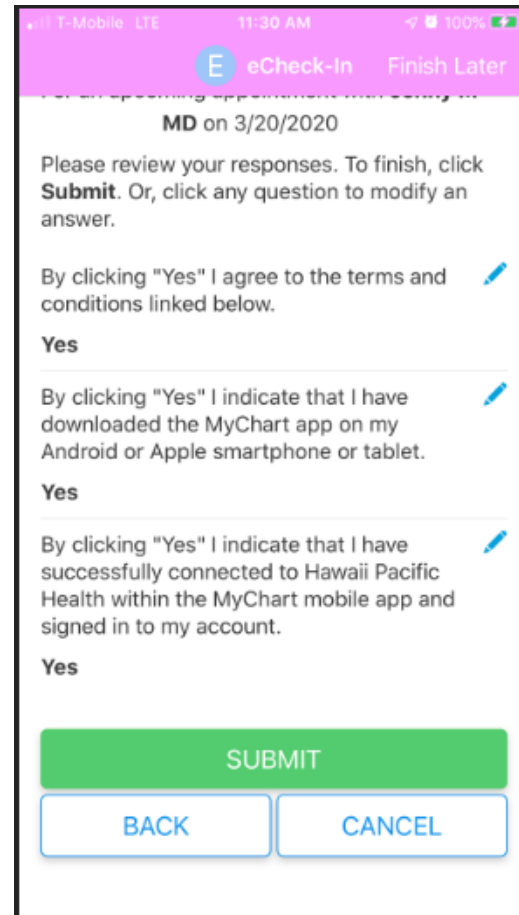
By clicking "Yes" I indicate that I have downloaded the MyChart app on my Android or Apple smartphone or tablet. 

Yes

By clicking "Yes" I indicate that I have successfully connected to Hawaii Pacific Health within the MyChart mobile app and signed in to my account. 

Yes

20. Click Submit.



eCheck-in

21. Answer these two (2) questions. Both are required.

T-Mobile LTE 11:31 AM 100%

E eCheck-In Finish Later

Medications Allergies Questionnaires

For an upcoming appointment with .
MD on 3/20/2020

*Do you have a fever?

Yes No

*Do you have a cough?

Yes No

CONTINUE

CANCEL

22. Continue button turns green.
23. Click Continue.

T-Mobile LTE 11:31 AM 100%

E eCheck-In Finish Later

Medications Allergies Questionnaires

For an upcoming appointment with .
MD on 3/20/2020

*Do you have a fever?

Yes No

*Do you have a cough?

Yes No

CONTINUE

CANCEL

eCheck-in

24. Review the answers. To change the answer, use the pencil icon.

25. Click Submit.

T-Mobile LTE 11:31 AM 100%

E eCheck-In Finish Later

ications Allergies Questionnaires

Covid-19 Screening

For an upcoming appointment with ,
MD on 3/20/2020

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

Do you have a fever?

No

Do you have a cough?

No

SUBMIT

BACK CANCEL

26. eCheck-in is completed!
27. Ignore the rest of the words on this screen.

T-Mobile LTE 11:32 AM 100%

E Additional Steps Close

Thanks for Using eCheck-In!

**Please note that if you do not confirm your appointment in MyChart 48 hours prior to your upcoming visit, you will still receive a phone call or text reminder for this appointment. To confirm your appointment, click 'Back to Appointment Details' and select the 'Confirm Appointment' button.

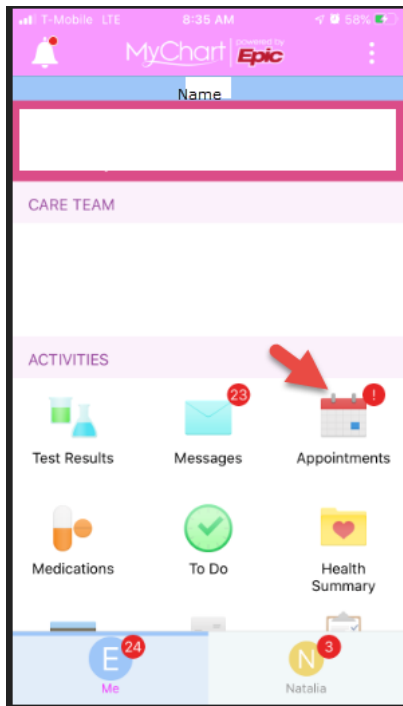
The information you've submitted is now on file – **On the day of your appointment, please let the front desk staff know that you have arrived.**

Start the Video Visit

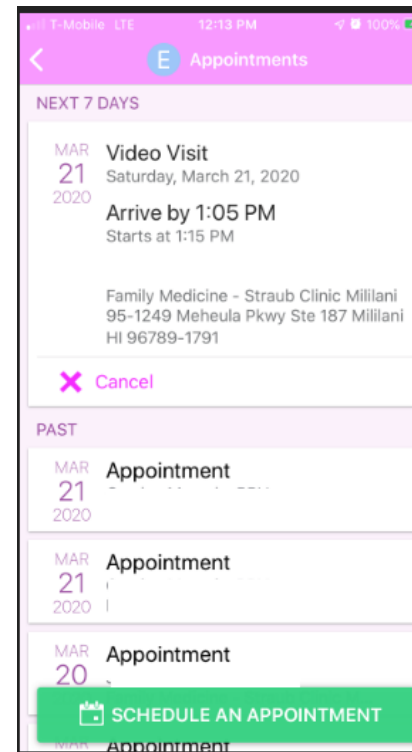
- Do not be confused by the next set of screen shots.
- They will show a different appointment date and time.
- The process is the same.

Start the Video Visit

1. Find the Video Visit appointment.
2. Click on Appointments.

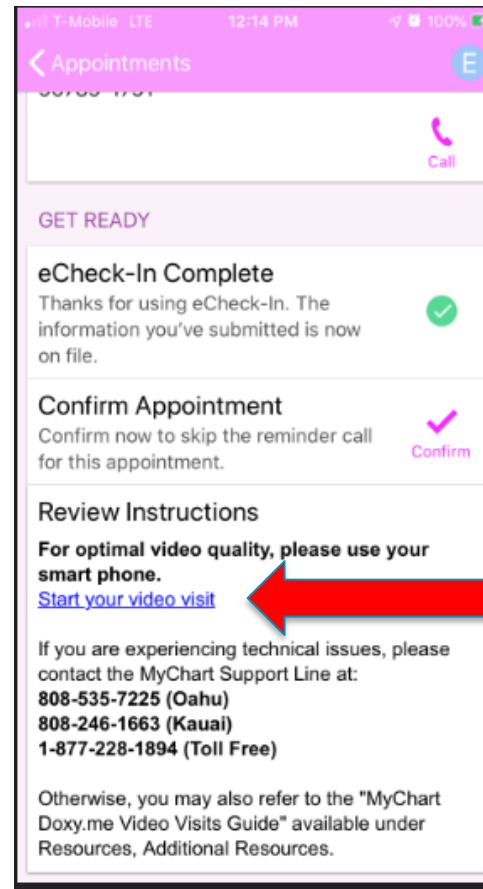
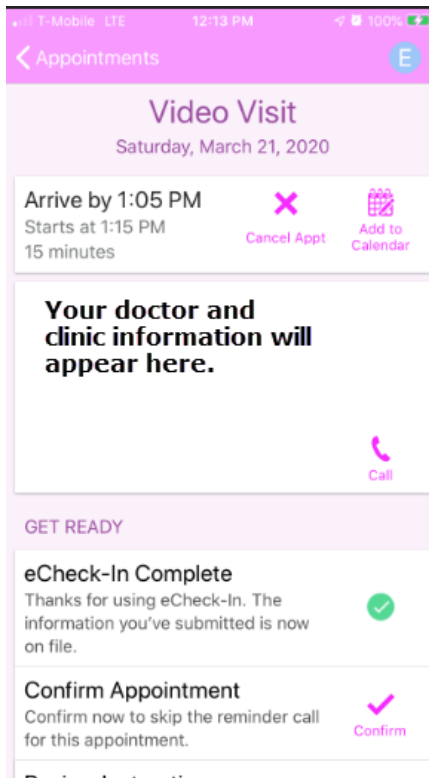


3. Look for Video Visit, on the date and time of your appointment.
4. Click on the information. It will open to display details on the appointment.



Start the Video Visit

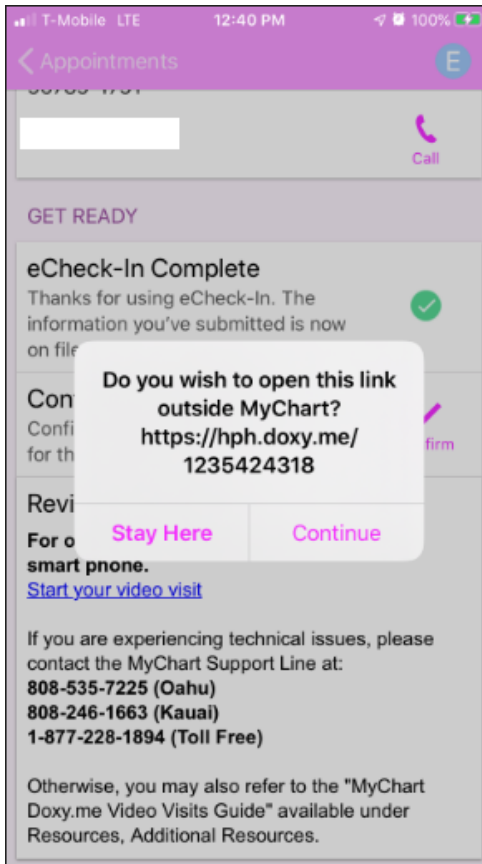
5. Scroll to the bottom of this screen.



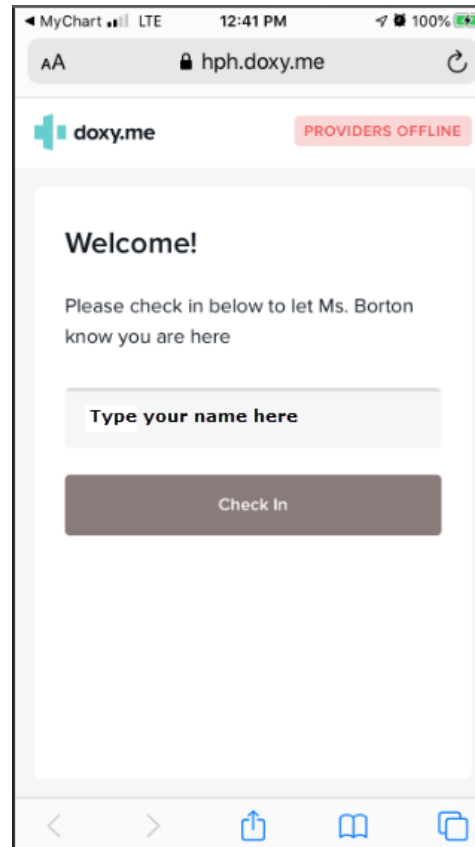
6. Click to start the video visit.

Start the Video Visit

7. Click Continue.

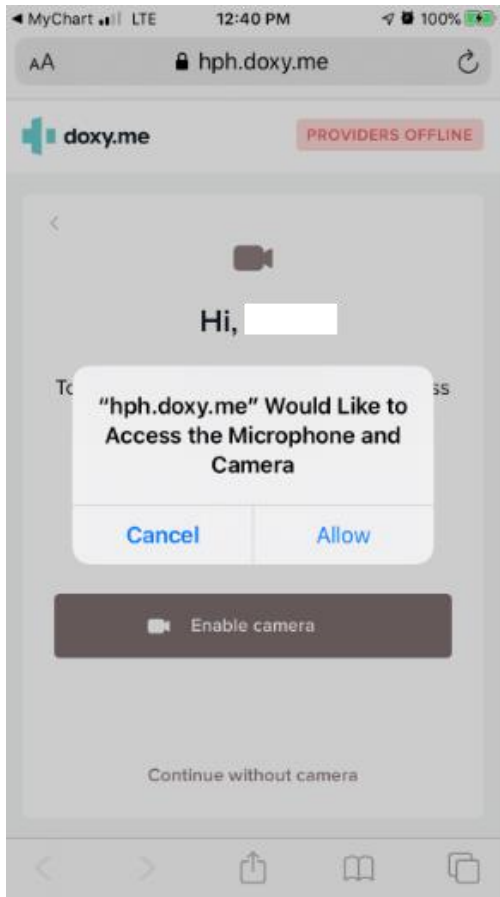


8. Type in your name.
9. Click Check In.

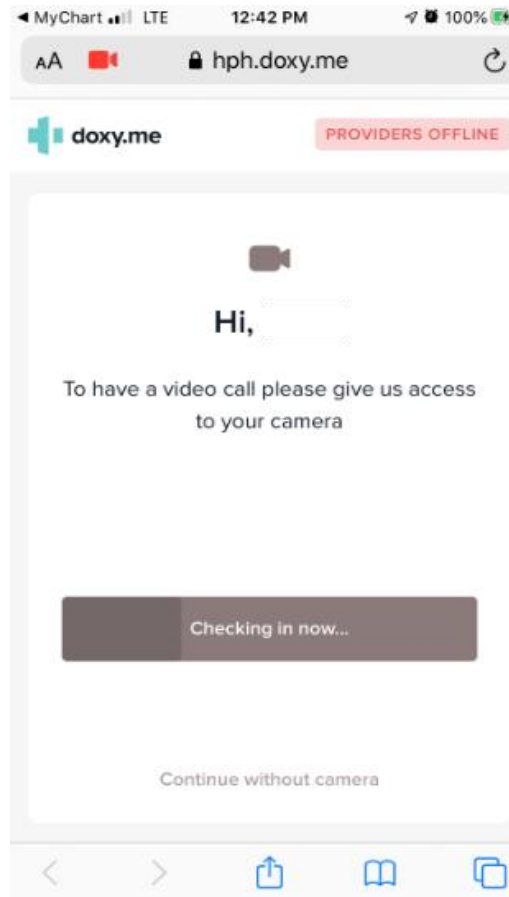


Start the Video Visit

10. Click Allow.



11. Waiting to start the visit.



Start the Video Visit

12. Your provider will start the video visit with you.

13. After the session is finished, you can close doxy and MyChart.

