


MyChart Epic Telehealth Visits - Scheduling

Scheduling Epic Telehealth Visits

Patients can schedule a video visit to have a face-to-face interaction with a provider from the convenience of their home or work through MyChart.

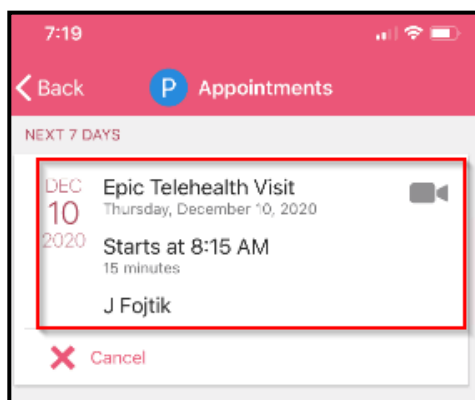
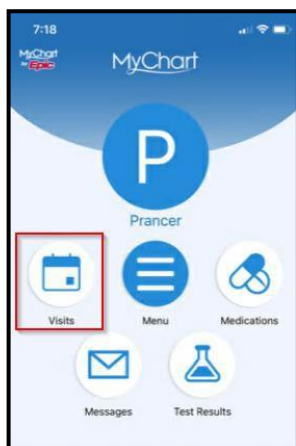
✓ Access MyChart

1. MyChart can be accessed from your mobile device, or from a web browser.

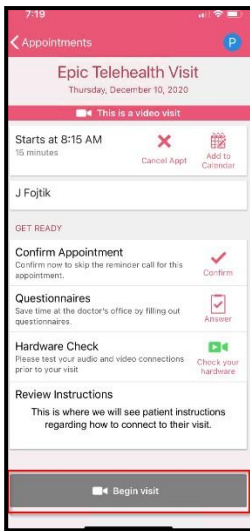
- a. Download the **MyChart**  App from the App Store  or Google Play 
- b. From a web browser, visit <https://mychart.mercyhealthsystem.org>.

✓ Join a Visit Using the MyChart App

1. Log into the MyChart App using your username and password.
2. Tap the Visits activity, and select your scheduled Telehealth Visit.

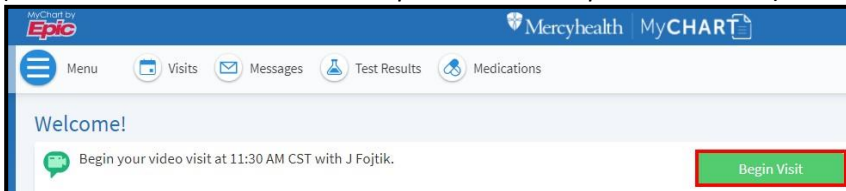


3. You will be reminded via email to complete eCheck-In approximately five days before your scheduled video visit. You will need to complete the eCheck-In steps before you are able to join your video visit. ECheck-In involves verifying all of your personal information, as well as insurance and payment information. *****Please see steps 2-13 below to see all of the specific eCheck-In screens.** Once eCheck-In screens are completed, you will be able to join your video visit.
4. From the appointment details screen, tap the **Begin Visit** button to join the video visit. You can join the visit **up to 15 minutes before the visit start time.**

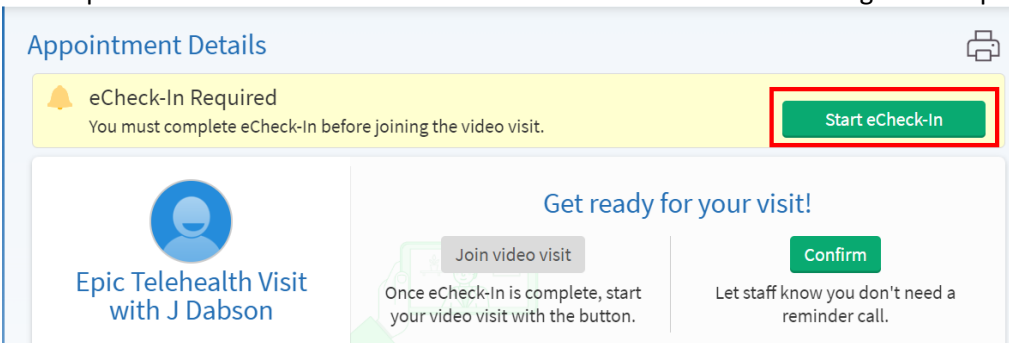


✓ Join a Visit From Your Web Browser

1. From the MyChart homepage, your upcoming visits will show. Select **Begin Visit** when you are ready to start your visit. *(Note: The visit will be available up to 15 minutes prior to the visit)*



2. You will be reminded via email to complete eCheck-In approximately five days before your scheduled video visit. You will need to complete the eCheck-In steps before you are able to join your video visit. ECheck-In involves verifying all of your personal information, as well as insurance and payment information. If you have not yet completed eCheck-In, you will need to complete it on the day of your visit before you are able to join the visit. Please allow yourself a few extra minutes to complete the eCheck-In details. Select **Start eCheck-In** to start the registration process.



3. Verify the state that you are presently located in for the video visit. Click **Next**.

eCheck-In

Location Insurance Payments Medications Allergies Health Issues Questionnaires

Location

To confirm a provider is available for your visit, we need to know your current location.

Where are you currently located?

Country: United States of America
 *State, province, or territory: Wisconsin

Next Finish later

Back to the home page

4. You may be asked to verify your address and personal information. Verify the information and click **Next**.

Verify Your Personal Information

Contact Information

1416 Snow Lane
 JANESVILLE W...
 608-755-5555
 [email]

Details About Me

Marital Status: Married
 Religion: Lutheran

Next Back Finish later

5. You may be asked to verify your Emergency contact information. To add additional contacts, simply click the **Add contact** button. Click **Next** once ready to move on.

Verify Your Contacts

These people may be contacted in the event of an emergency.

Friend Test
 Address not entered
 608-741-2007 (preferred)

+ Add contact

Next Back Finish later

Back to the home page

6. At the Insurance screen, it will ask you to verify who the responsible person is for payment, and if you would like the video visit billed to your insurance company. Answer both of these questions and click **Next**.

eCheck-In

Location Insurance Payments Medications Allergies Health Issues Questionnaires

Responsibility for Payment


Epictelhealth, Rudolph
800 Candyane Lane
JANESVILLE WI 53548
608-888-8888

*We have this person on file to pay for costs not covered by insurance. Is this information correct?
 Yes No

*Would you like to use insurance to pay for this appointment?
 Use insurance Do not bill insurance

- You may be prompted to sign any consent forms that are needed. Click **Review and sign** for each of the forms that appear for you.

Please review and address the following documents.

Telemedicine Consent for Billing & Treatment 

Not Signed Yet


- Please read through the consent and click on the **Sign Here** box. A signature will appear here with your name in it. Click **Accept** to approve the signature and continue.

Telemedicine Consent for Billing & Treatment

MRN: **000000000**
 Patient Name: **West, Linda**
 Preferred Name:
 Contact Serial #: **8035688005**

Mercyhealth Telehealth Consent

Mercyhealth provides some services over real time audio and video. This is called *telehealth*. Although telehealth is convenient, it is only as good as the technology. Poor resolution or a choppy video or audio feed may interfere with your health care provider's medical decision making. And some medical conditions are assessed better in person. You should tell us if you are unable to see or hear your health care provider. If your health care provider can't get the information they need, they may ask for you to be assessed in person. Due to state licensing rules you will need to be in Wisconsin at the time of telemedicine visit. Do you agree that you will physically be in Wisconsin at the time of your visit?

Patient
 Sign Here 
 Unsigned Patient signature field

Accept Cancel

9. At the Payments screen, you will have the opportunity to make a payment to your account if you have a balance due. You can also choose to pay later. Click **Next**.

eCheck-In

Location Insurance **Payments** Medications Allergies Health Issues Questionnaires

Your Outstanding Balances
 This is the amount you owe for previous visits.

Guarantor #101100893 (Rudolph Epictelehealth)

Amount due \$62.67

Other amount

Pay later

Total amount you'll pay today: \$0.00

Next Back Finish later

10. At the Medications screen, you will be asked to verify any medications that you are taking.

eCheck-In

Location Insurance Payments Medications Allergies Health Issues Questionnaires

Current Medications
Please review your medications and verify that the list is up to date. **Call 911 if you have an emergency.**

pregabalin 100 mg Cap
Commonly known as: Lyrica
[Learn more](#)

Take 1 capsule by mouth 2 (two) times daily

[Remove](#)

HYDROcodone-acetaminophen 5-325 mg Tab
Commonly known as: NORCO
[Learn more](#)

Take 1 tablet by mouth every 6 (six) hours as needed for Pain Quantity to dispense one

[Remove](#)

traMADoL 50 mg Tab
Commonly known as: ULTRAM
[Learn more](#)

Take 1 tablet by mouth 3 (three) times daily

[Remove](#)

Medications You Reported Taking
Medications will not be added until your provider reviews them in a future visit.

TYLENOL PM EXTRA STRENGTH
PO
[Learn more](#)

[Remove](#)

Select a Pharmacy for This Visit

- CVS#08551/Osco Drug #5089 - Janesville, WI - 1832 W Court St
1832 W Court St Janesville WI 53548
- Yalaha Pharmacy - Yalaha, FL - 8735 County Rd 48
8735 County Rd 48 Yalaha FL 34797

[+ Add a pharmacy](#)
[Clear pharmacy selection](#)

[Next](#) [Back](#) [Finish later](#)

11. At the Allergies screen, verify any allergies you have listed. Select **Next**.

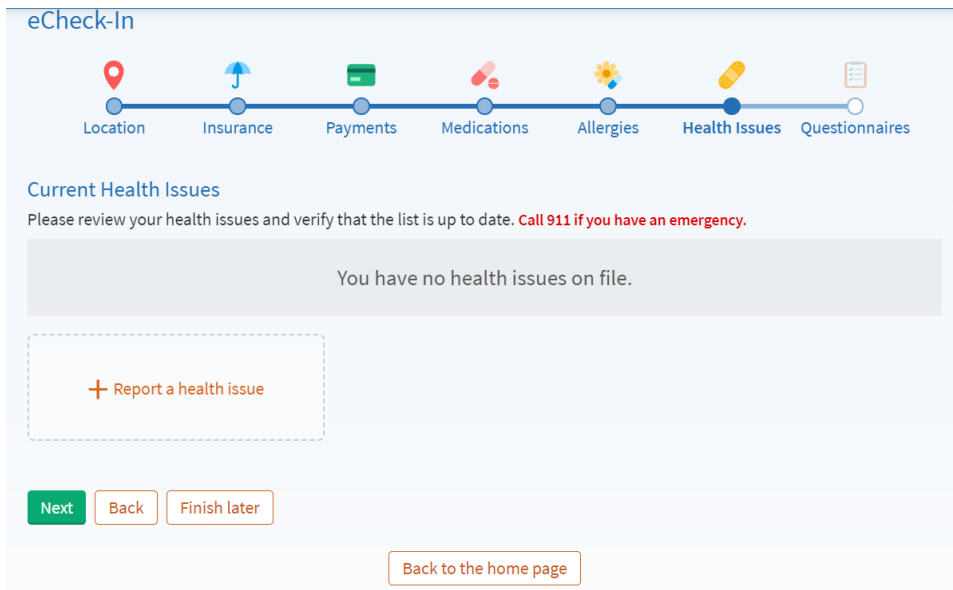
Current Allergies
Please review your allergies and verify that the list is up to date. **Call 911 if you have an emergency.**

You have no allergies on file.

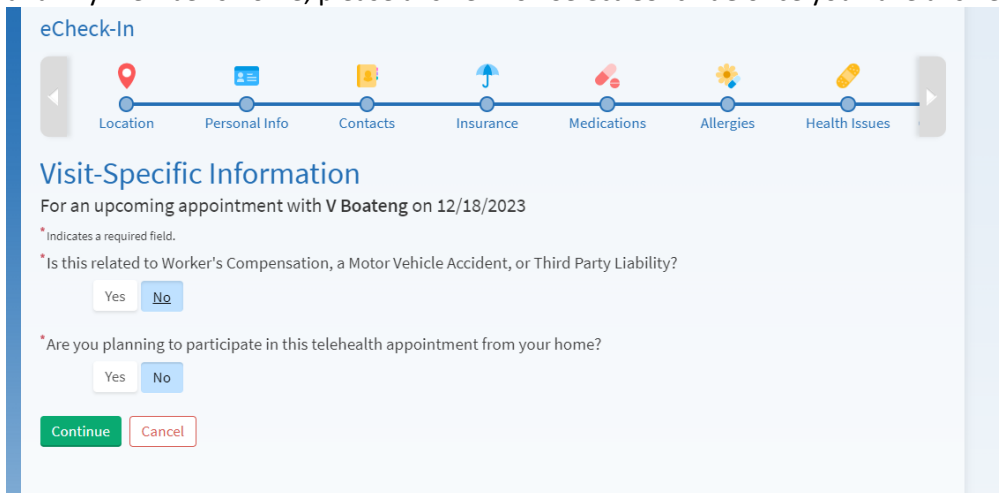
[+ Report an allergy](#)

[Next](#) [Back](#) [Finish later](#)

12. At the Current Health Issues screen, you will have the opportunity to list any health issues you may have. Select **Next**.



13. At the Visit-Specific Information page, you will be asked to verify if the video visit is related to a Worker’s Compensation, motor vehicle accident, or third party liability. Please answer Yes or No. You will also be asked if you are taking the video visit from your home; if you are at home, please answer Yes. If you are elsewhere for the video visit, such as at work or at a family member’s home, please answer No. Select **Continue** once you have answered both of those questions.



14. You will be prompted to verify the answers you have selected at the Visit-Specific Information screen. If everything looks correct, click **Submit** to continue.
15. The next couple screens you will see are History questionnaires. You will be asked to fill out a questionnaire for your specific History as well as your Family History. Click **Continue** through the questionnaires, and then select **Submit and Continue** once completed with the questionnaire forms.

History

Step 1 of 2

Please fill out the following questionnaire. When available, data is pulled from your chart.

Medical History

Question	Response	Date first noted (approx)	Comments
Allergies	Yes <input type="radio"/> No <input checked="" type="radio"/>	<input type="text"/>	<input type="text"/>
Anemia	Yes <input type="radio"/> No <input checked="" type="radio"/>	<input type="text"/>	<input type="text"/>
Arthritis	Yes <input type="radio"/> No <input checked="" type="radio"/>	<input type="text"/>	<input type="text"/>
Asthma	Yes <input type="radio"/> No <input checked="" type="radio"/>	<input type="text"/>	<input type="text"/>
CPAP	Yes <input type="radio"/> No <input type="radio"/>	<input type="text"/>	<input type="text"/>
Hobby Hazards	Yes <input type="radio"/> No <input type="radio"/>	<input type="text"/>	<input type="text"/>
Exercise	Yes <input type="radio"/> No <input type="radio"/>	<input type="text"/>	<input type="text"/>
Military Service	Yes <input type="radio"/> No <input type="radio"/>	<input type="text"/>	<input type="text"/>
Sleep Concern	Yes <input type="radio"/> No <input type="radio"/>	<input type="text"/>	<input type="text"/>

You will have a chance to review your answers before submitting the questionnaire.

CPAP
No Response

Hobby Hazards
No Response

Exercise
No Response

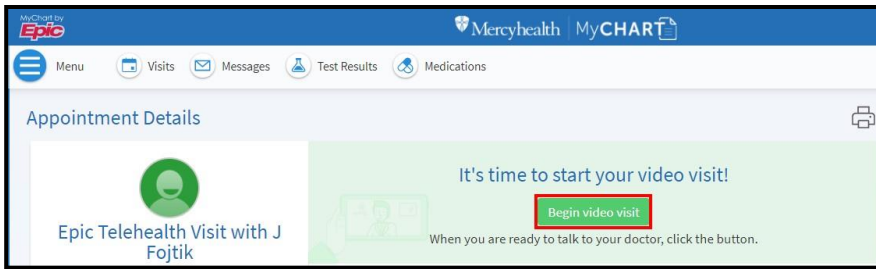
Military Service
No Response

Sleep Concern
No Response

Family History

No problems selected

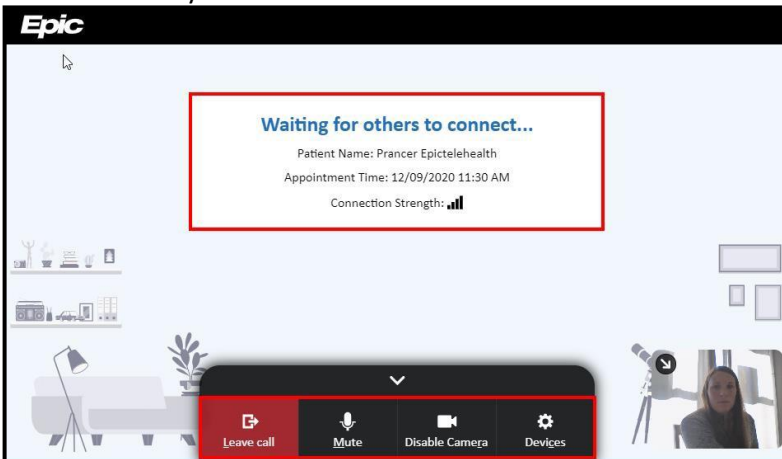
- Once you have finished answering the questionnaires and you have clicked **Submit and Continue**, it will take you back to the Appointment Details screen. If you are completing the eCheck-In steps right before the time of your video visit (within 15 minutes of the scheduled appointment time), then the **Join Video Visit** will turn green and will allow you to join your video visit. If you are completing the eCheck-In steps up to five days before your scheduled visit, then the **Join Video Visit** will remain grayed out until 15 minutes before the scheduled visit time.
- Appointment Details will show for your appointment. Select **Begin Video Visit** when you are ready to jump into your video visit.






18. A Hardware Test will be performed to make sure that your camera, microphone and speaker are working on your device. When this is complete, select **Join Call**.



19. You are now in your virtual visit. Please remain connected until the clinical staff or provider connects.



20. Use the buttons at the bottom of the video window to do the following:

- a. Click  **Mute** to turn your microphone on/off
- b. Click  **Disable Camera** to turn your camera on/off
- c. Click  **Leave call** to disconnect from the video visit.

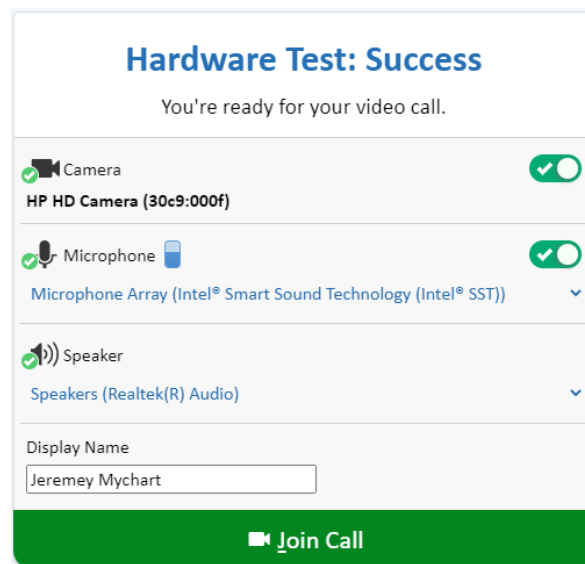
✓ Join a Visit From Your Email

1. If you do not use MyChart, you can still do a video visit with your provider. Your provider's office will send an e-mail to you which will include a link to join the video visit on the day of your visit.
2. Approximately five days before your video visit, however, you will receive an email reminder to complete eCheck-In prior to your visit. The eCheck-In process involves verifying all of your personal information as well as your insurance and payment information. The link in your email for eCheck-In will take you to MyChart to complete the process, but you don't truly need to sign up for a MyChart account in order to complete the eCheck-In information; just follow all of the screens and verify all of your information before submitting.
3. On the day of your video visit, the e-mail link sent from the provider's office will look similar to the image below. To begin the video visit start by clicking the blue hyperlink "[Please click here to join your Video Visit](#)".

*Important: The patient may only join the video visit **15 minutes** prior to the scheduled appointment time.*



4. After clicking the blue hyperlink, will be taken to a "**Hardware Test**" page which will request access to your devices camera and microphone, as pictured below.



Invite others to join your video visit

1. Patients may now invite other participants to their video visit. These other family members or friends do not need to be set up as a proxy in order to join the video visit.

- From within the patient's MyChart account on the Appointment Details screen, patients can click on the link for **View and invite participants**. This can be found under the date and time of the visit on the Appointment Details screen. Click this link.

Appointment Details

Ready to begin video visit
We're ready for you! Begin the video visit, and your provider will be with you shortly.

Epic Telehealth Visit with J Dabson

This is a video visit

Monday October 10, 2022
2:30 PM CDT (15 minutes)
Add to calendar

Manage who will participate in this video visit
View and invite participants

It's time to start your video visit!

Join video visit | **Confirm**

When you are ready to talk to your doctor, click the button. | Let staff know you don't need a reminder call.

Fill out the following questionnaire before your video visit:
 History (Not Started)

Other actions you can take:
Please test your audio and video connections prior to your visit.

Visit Instructions

Your visit will be a secure video visit with your provider through your MyChart account where you will be able to see, hear and talk to your provider. Please dress appropriately and find a quiet, private setting, free of distractions, to ensure we can complete your telehealth visit. You can access MyChart from your computer, or through the MyChart App on your Android or Apple device. If you do not have a MyChart account, your provider will

- To invite another participant, click on the plus sign next to "invite a new guest".

Mercyhealth MyCHART

Menu Visits Messages Test Results Medications

Video Visit Participants
View and manage who is invited to this video visit: Epic Telehealth Visit at 2:30 PM CDT on 10/10/22

Providers and Staff
See who has been scheduled or invited to participate in this visit. Additional staff may join to help with the visit.

J Dabson (Provider)
Scheduled to join

Guests
Invite a guest to join this video visit, such as a family member or caregiver. Guests may have been invited by your provider.

+ Invite a new guest

Back to Appointment Details

- The patient may already have someone listed here. If the patient does not see the person they want to invite, simply click the button **Invite a New Guest**.

Select someone to invite:

Friend Test + Invite a new guest

Cancel

5. Fill in the participant's first and last name, their relationship to the patient, and their email address. To send a link to the participant's email, simply click the green **Send email invitation** button. A link will get sent to the participant's email. The participant would simply click the link to open up the video visit.

Guests

Invite a guest to join this video visit, such as a family member or caregiver. Guests may have been invited by your provider.

Select someone to invite:

Friend Test + Invite a new guest

* First name: Donald

* Last name: Duck

* Relationship: Father

* Email: donald@testmail.com

Guests can join the video visit by clicking a link in their invitation.

Send email invitation Cancel