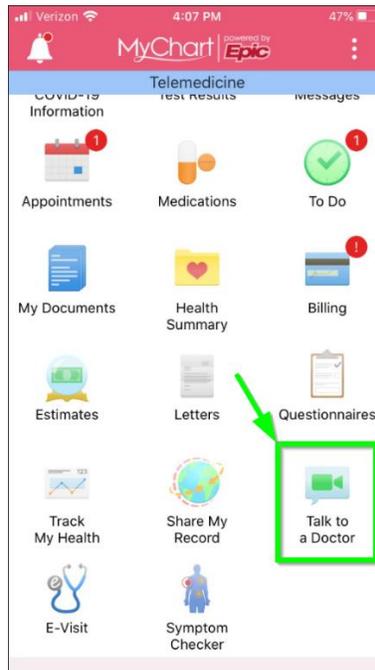
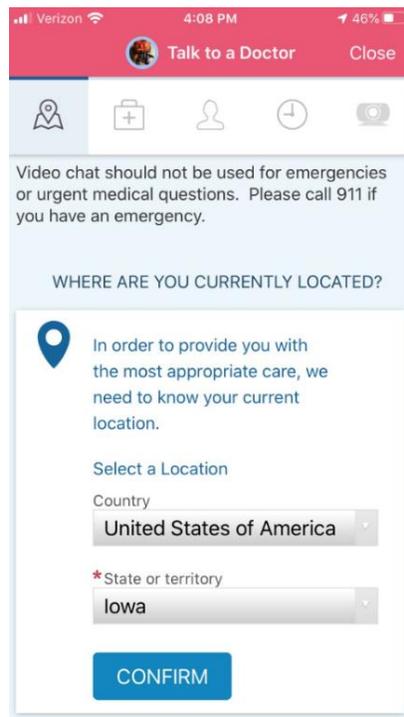


On-Demand Video Visit Steps (Mobile Device)

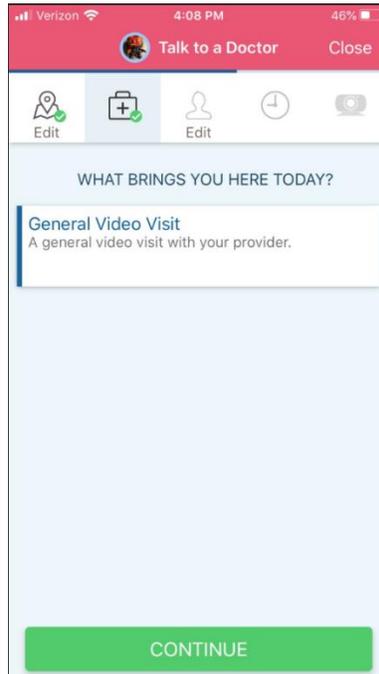
- Open up the MyChart app. From the home screen, select **Talk to a Doctor**.



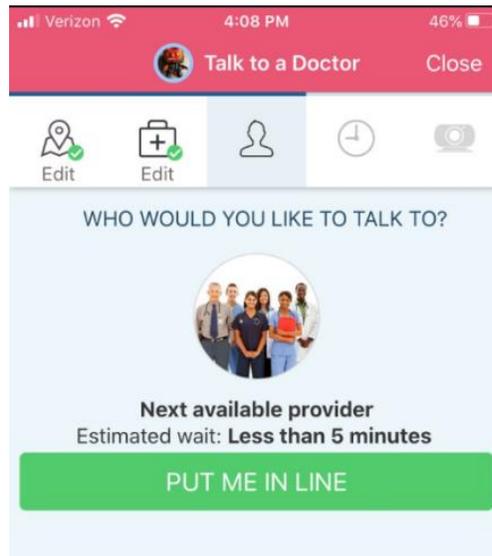
- The first step of the video visit request process is to enter your location. Iowa is populated by default. *If you are currently located in another state, you can still request an on-demand visit as long as your primary insurance payer is based in Iowa.* Press **Confirm** to advance to the next step.



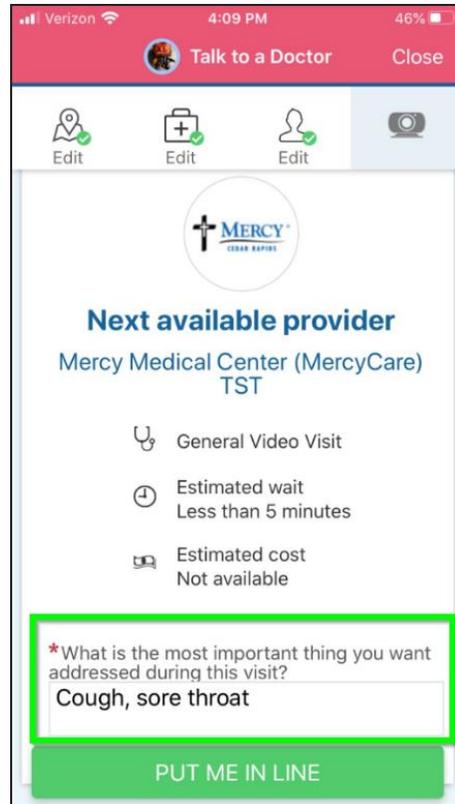
- General Video Visit is Mercy's default reason for visit for the on-demand service. Press **Continue** to accept this reason for visit and advance to the next step.



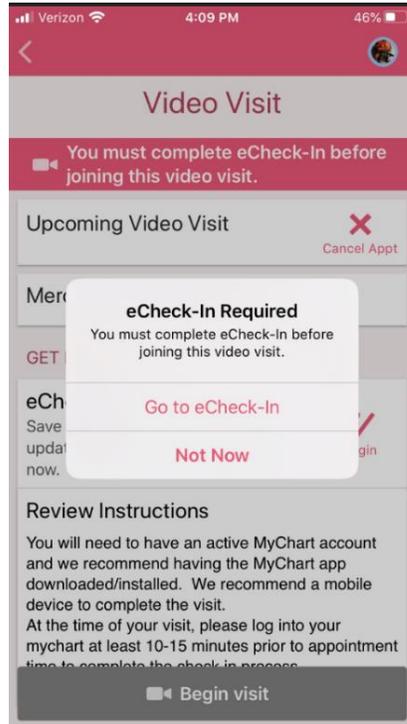
- After you have selected your reason for visit, press **Put Me in Line** to place yourself in line. Please note that the estimated wait time is not a guarantee that you will be seen in that amount of time. Also note that pressing this button *is not the end of the request process. There are still additional steps to complete before your request is submitted.*



- On this final page of the request process, you are required to enter the most important thing you'd like to address during your video visit (in the free text box below). You cannot advance past this screen without entering something in this field. Once you have done so, press **Put Me in Line**.

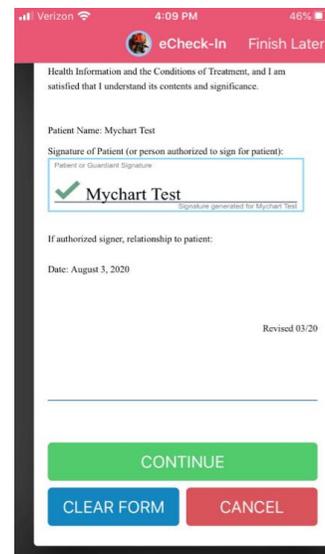
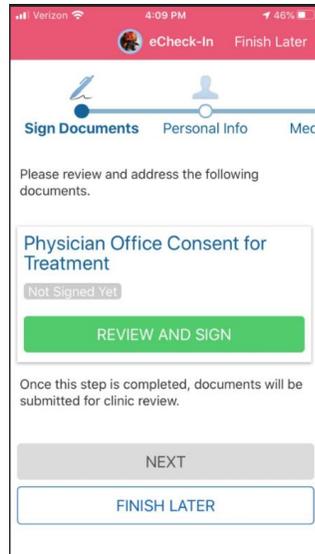


- Once you have submitted your request, you are taken back to the **Appointment Details** page and you should get a pop-up reminding you that eCheck-in is required in order to begin your visit. You may either dismiss the notification by pressing **Not Now** or you can complete the check-in process by pressing **Go to eCheck-in**. Please note that, after you complete eCheck-in, you can still close out of MyChart. You do not need to keep your app open after completing eCheck-in.



- Once you are in line, you need to eCheck-in for your appointment. Click on the **eCheck-in** button to begin that process, which is the same as eCheck-in for all other ambulatory video visit encounters. Once eCheck-in is complete, all the patient needs to do is wait for their text or email notification letting them know that the provider is ready. If they'd like, or if the wait time is short, they can begin the videoconference and wait in the virtual "waiting room" for their provider, as well.

- The first step of eCheck-in is reviewing and e-signing the Physician Consent to Treat form. Click **Review and Sign** to read through the form. The signature field is at the bottom of the form, so you will need to scroll to the very end to sign it. You can just click into the field to sign. Once you've signed, click **Continue**.



- Once you have signed the consent form, continue on through the remaining eCheck-in steps (Personal Information, Medications, Allergies, Health Issues, and Questionnaires). Once you have completed these steps, you are taken back to **Appointment Details** once more. You can click the **Begin Visit** button to enter the virtual waiting room, or if you have requested notifications for this visit, you can close out of the app and your provider will notify you when they are ready.

