

On-Demand Video Visit Steps (Web Site)

- On the MyChart home screen, select **Urgent Care Visits**.







The screenshot shows the MyChart home interface. At the top, there is a navigation bar with the Mercy Cedar Rapids logo, a 'Mychart' button, and several service icons: Health, Visits, Messaging, Billing, Resources, and Profile. A 'Mychart Test Log Out' link is also present. Below the navigation bar, there are several content blocks. On the left, a 'Coronavirus/COVID-19 Alert' is displayed with a red warning triangle icon. Below that, a section asks if the user or their family has received care elsewhere, with an 'EXPLORE' button. Further down, there are messages from Timothy J Sagers, MD. On the right side, a vertical menu contains various options: 'View test results', 'Ask a question', 'Schedule an appointment', 'Refill medications', 'Review health summary', 'View billing summary', 'Urgent Care Visits', 'Get an estimate', and 'Share your record'. The 'Urgent Care Visits' option is highlighted with a red box, and a red arrow points to it from the 'EXPLORE' button.

- The **Urgent Care Visits Options** page presents a list of choices for Mercy Urgent Cares. Select **On-Demand Video Visits** to begin the request process.

The screenshot shows the 'Urgent Care Visit Options' page. The title 'Urgent Care Visit Options' is at the top. Below it, there are three sections: 'Walk-in Information', 'eArrival', and 'On-Demand Video Visits'. The 'On-Demand Video Visits' section is highlighted with a red box. Below this section, there is a 'BACK TO THE HOME PAGE' button.


- The patient will then provide their current location (country and state—United States and Iowa are the default locations) and their reason for visit. The default reason for visit is “General Video Visit.” The patient will enter free-text comments on their reason for visit at the end of the request process.

Urgent Care Video Visit START OVER

 Location
 Reason for visit
 Connect using
 Providers
 Time
 Summary

Video chat should not be used for emergencies or urgent medical questions. Please call 911 if you have an emergency.

Where are you currently located?







 In order to provide you with the most appropriate care, we need to know your current location.

Select a Location

Country * State or territory

CONFIRM

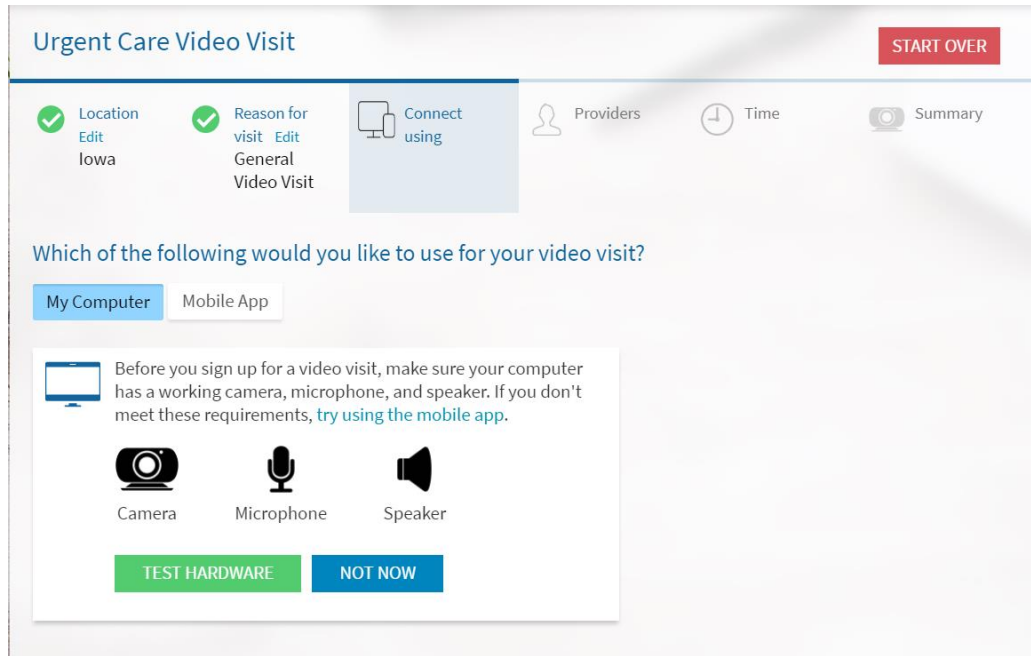
Urgent Care Video Visit START OVER

 Location
Edit
Iowa
 Reason for visit
 Connect using
 Providers
 Time
 Summary

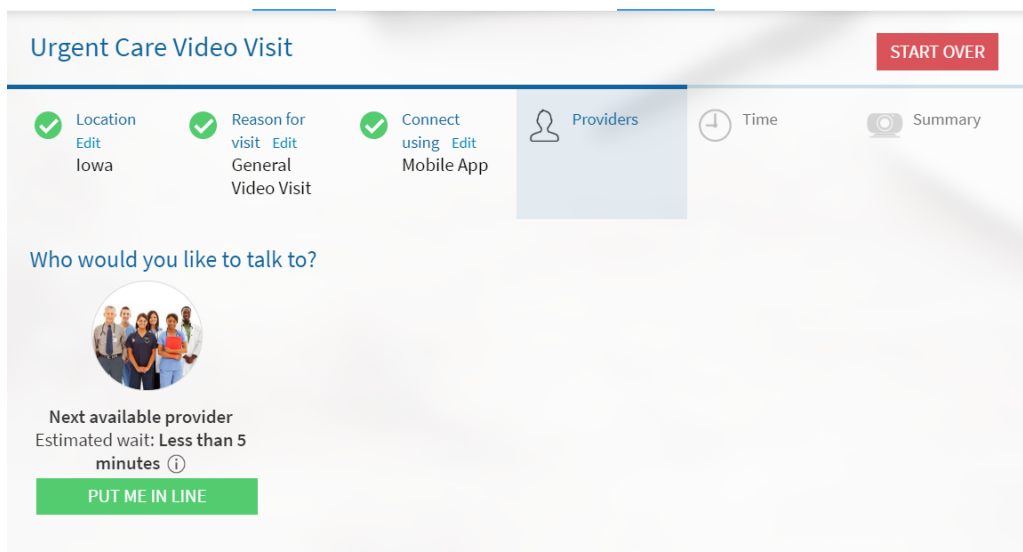
What brings you here today?

General Video Visit
A general video visit with your provider.

- Third step is to indicate which platform the patient will use for their video visit: either their computer or their mobile app. If they select **My Computer**, they are able to test their camera, microphone and speaker before beginning the visit. If they select **Mobile App**, they are prompted to download the app if they don't have it or, if they do, they can select **I've Got the App**.



- The patient will select their provider on the next screen. The wait time is still an estimate, so patients may end up waiting longer than the listed time or their provider may be available sooner. Select **Put Me in Line** to advance to the next screen.



- The final step in the request workflow is entering the reason for visit. Using the free text field “What is the most important thing you want addressed during this visit,” enter a brief description of your symptoms or condition. This field is required, and the **Put Me in Line** button will be grayed out until the patient enters some text in that box. In addition, he or she will need to select a notification method of either text or email in order to complete the request. If a cell phone number or email address is not currently on file for the patient in MyChart, he or she can enter one when they select the notification method.

- Once the patient is in line, they will need to eCheck-in. Click on the **eCheck-in** button to begin that process, which is the same as eCheck-in for all other 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.