

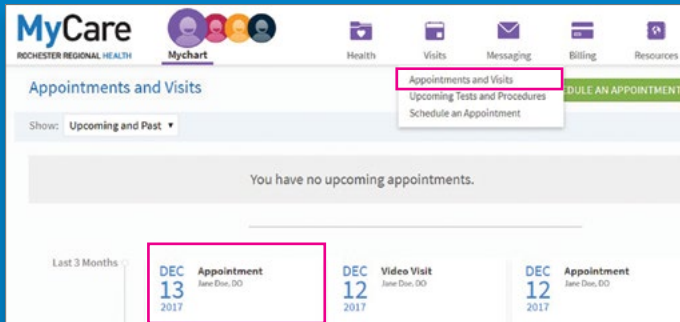


# MyCare **TELEMEDICINE**

SETTING UP YOUR VIDEO APPOINTMENT

ROCHESTER REGIONAL **HEALTH**

# GETTING STARTED

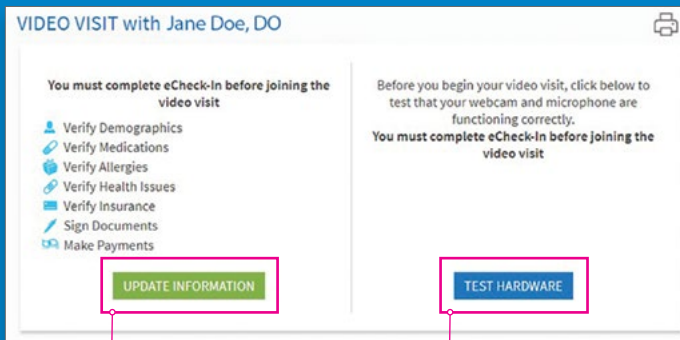


To access a video appointment, it is required to have a MyCare account. Log in or create an account at: [mycare.rochesterregional.org](http://mycare.rochesterregional.org)

Once you are logged in, you can view your scheduled appointments on your calendar, drop-down menu or welcome page.

Prior to each appointment, it is required for all patients to complete a **hardware test** and **eCheck-in** process in order to:

- Address any technical issues that might cause you to miss your appointment
- Confirm any current medications, allergies and health issues
- Verify your insurance information and address
- Pay your copay



**eCheck-in**  
Available 3 days  
prior to your  
appointment

**Hardware Test**  
Available anytime  
before a scheduled  
appointment

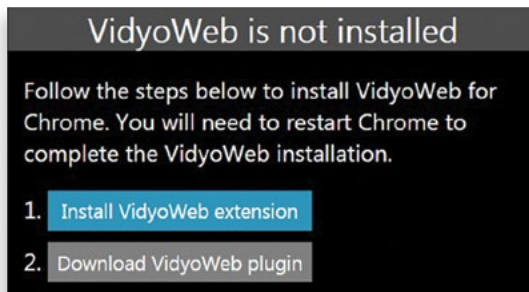
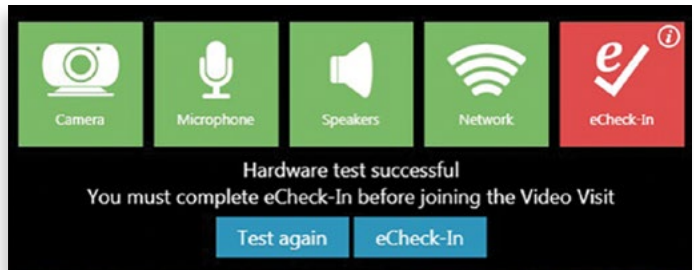
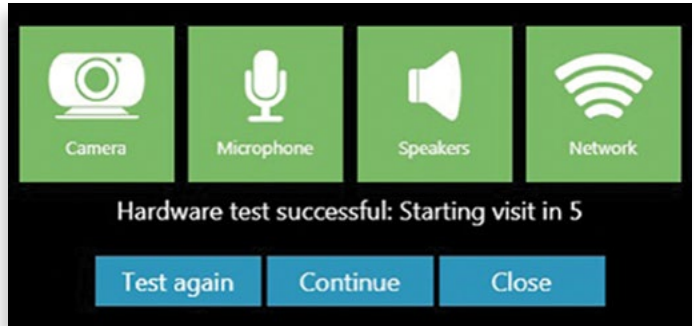
For assistance, please call MyCare Patient Support Team at 585-922-1234 or email [mycare@rochesterregional.org](mailto:mycare@rochesterregional.org)

# HARDWARE

It is recommended to perform the hardware test several days in advance of your appointment. Click the *Test Hardware* button. A screen will appear showing the status of the camera, microphone, speakers and network connection. If all the hardware is compatible and working, select *eCheck-in*, *Continue* or *Close* to exit the testing screen.

If your system requires the plug-in *VidyoWeb*, which runs the video appointment, you will be prompted and walked through the installation process.

**NOTE:** The diagnostic test verifies that all the elements are available and functional on your system. It will not detect if your volume is muted or your microphone is turned off. Please check the setting on your speakers, microphone and camera.



# eCHECK-IN

Your eCheck-in will be available 3 days prior to your appointment—you must complete this process in order to activate your video session. If you start the eCheck-in just prior to your appointment, please allow at least 15 minutes to complete the process.

What you will need to complete your check-in:

- MyCare login credentials: user name and password
- Insurance information (if changes have been made or it has not been previously entered)
- Payment information (credit card, HSA or debit card)

**To Do**

**XR ELBOW LEFT AP AND LATERAL** Expires: Nov 6, 2018  
Ordered by John Doe, MD on Nov 6, 2017  
Expected: Nov 6, 2017

**CBC** Expires: Never  
Ordered by John Doe, MD on Nov 6, 2017  
Expected: Nov 6, 2017

**VIDEO VISIT with Jane Doe, DO**  
Wednesday December 13, 2017 9:00 AM  
Arrive by 8:45 AM

**UPDATE INFORMATION**

**NOTE:** You will see an *Update Information* button on your welcome page, calendar or *visits* drop-down menu.



## Information Verification:

Through this series of screens you will be asked to confirm or edit personal and medical information and pay your copay.

To edit information, select the *Edit* button, and complete any necessary changes.

Once all the information is accurate, check the box next to “This information is correct” and select *Continue* to move to the next screen.

**eCheck-In**

Demographics Medications Allergies Current Health Issues Insurance Documents Payments

Street Address: 123 Happy Street Home Phone: 777-777-7777  
City: ROCHESTER Mobile Phone: 222-222-2222  
State: New York Work Phone:  
ZIP Code: 14617 Preferred Phone: Mobile  
County: MONROE E-mail Address: name@email.com  
Country: United States of America

**EDIT DEMOGRAPHICS**

This information is correct

**CONTINUE FINISH LATER**

Click to make changes or add information



## Patient Consent:

You may be asked to sign a consent form if one is not on file. Select *Review and Sign* to access the Telemedicine consent form.

Click on the designated area to sign and enter your MyCare password.

**NOTE:** You will need to manually enter your password—it will NOT autofill from previously saved settings.

The screenshot shows the 'eCheck-In' process at the 'Documents' step. A progress bar at the top includes Demographics, Medications, Allergies, Current Health Issues, Insurance, Documents, and Payments. Below the bar, a text prompt asks the user to review documents. A pink box highlights a 'Consent Form' section with a 'Not Signed Yet' status and a green 'REVIEW AND SIGN' button. At the bottom, there are three buttons: 'BACK', 'CONTINUE', and 'FINISH LATER'.



## Payment:

You will need a valid credit card, debit card or HSA card. Select the copay box under “Payment for This Visit” and click *Pay \$ amount*.

Enter your payment information, then click *Continue* to process your payment.

Click *Submit eCheck-in* on the payment verification screen. Please note that your card will not be charged until the claim is processed through your insurance carrier.

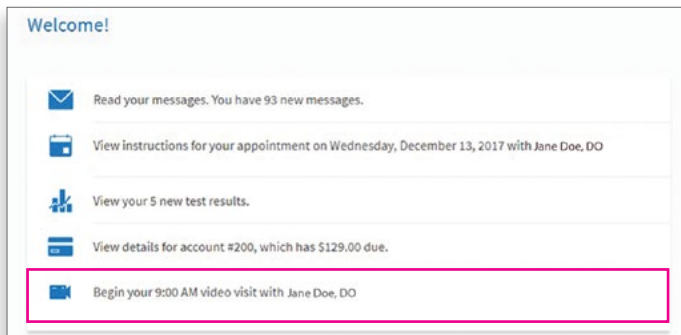
The screenshot shows the 'eCheck-In' process at the 'Payments' step. A progress bar at the top includes Demographics, Medications, Allergies, Current Health Issues, Insurance, Documents, and Payments. Below the bar, a text prompt asks the user to select payment amounts. The screen is divided into two sections: 'Payment for This Visit' and 'Your Outstanding Balances'. In the 'Payment for This Visit' section, a pink box highlights the 'Copay' section with a checked box for '\$20.00 (Amount due)'. In the 'Your Outstanding Balances' section, there are three options: 'Account #200' with a radio button for '\$129.00 (Amount due)', and 'Other amount' with an unchecked radio button. At the bottom, there are three buttons: 'BACK', 'PAY \$20.00', and 'FINISH LATER'.

The screenshot shows the 'Payment Processed' screen. It features a green checkmark and the text 'Your payment has been authorized successfully!'. Below this, there are two columns of information: 'Payment amount' showing '\$20.00' and 'Date' showing '12/13/2017'; 'Copay' showing '\$20.00' and 'Authorization code' showing 'x1111 exp. 10/2021 Ambmychart'. At the bottom left is the 'VISA' logo. At the bottom right, there are two buttons: 'PRINT RECEIPT' and 'SUBMIT ECHECK-IN', with the latter highlighted by a pink box.

# CONNECTING

Access to the video functionality will be available 30 minutes prior to your scheduled appointment.

To begin your Video Appointment from the MyCare Home Page, select the list option that reads “Begin your [time of appointment] video visit with [Physician’s Name]” next to the camera icon.



## After Your Visit:

Your provider will record any necessary details about the appointment, sign the progress note and close the visit. At this time a summary of your visit will be available through your MyCare account at:

**Visits > Appointments + Visits**

**NOTE:** This is only available after the provider closes the appointment and may not be available immediately.

### Technology requirements:

**Windows:** 10, 8.1, 8, or 7

**Mac:** OS X 10.6 or higher

**System:** Core 2 Duo 2GHz, 2GB RAM, 40 MB available disk space

**Audio & SD Video:** minimum 384Kbps

**Audio & HD Video:** minimum 512Kbps

**Functioning built-in video camera**

