



# Patient Guide for Telemedicine at Mercy Health Services

---

Telemedicine.....	3
Telemedicine Visits for Mercy Health Services.....	3
Epic MyChart.....	4
How To Set Up a MyChart Account .....	4
Using MyChart from a Webpage .....	5
Open MyChart from the Web.....	5
Using MyChart from a Mobile App.....	6
Download the MyChart App .....	6
Schedule Your Telemedicine Visit.....	7
Review Upcoming Appointments from the Web.....	7
Find Appointments .....	7
Appointment Details.....	7
Review Upcoming Appointments from a Mobile Phone.....	9
Find Appointments .....	9
Appointment Details.....	9
How to Get Started .....	11
Technical Preparations.....	11
If You are Using a Desktop Computer or Laptop .....	11
Prepare for Your Visit.....	12
MyChart Visit Preparation .....	12
From the Web .....	12
Test Your Hardware .....	13
From a Mobile Device .....	14
eCheck-In Preparation .....	15
eCheck-In on a Computer .....	15
eCheck-In from a Mobile App.....	16
When It's Time for Your Appointment .....	18
During the Visit .....	18



Troubleshooting Tips .....	20
Troubleshooting Before the Visit is Started.....	20
Troubleshooting After Starting the Visit.....	20



# Telemedicine

Telemedicine is the remote treatment of patients by medical professionals through the use of telecommunication tools such as smartphones and computers with video capabilities.

## Telemedicine Visits for Mercy Health Services

Mercy Health Services has implemented telemedicine visits for many providers working both at our downtown campus and satellite locations.



# Epic MyChart

Mercy Health Services is utilizing Epic MyChart for connecting patients and providers during their telemedicine visits. This means you will need to have an active MyChart account in order to schedule a telemedicine visit with your provider. Epic MyChart is an online or mobile application where patients can communicate with their providers, access test results, request prescription refills and manage appointments.

## How To Set Up a MyChart Account

After each visit with a Mercy provider or specialist, patients are given an **After Visit Summary**. The *After Visit Summary* is a document that provides information about the visit, including any follow up instructions from your provider and any future scheduled visits you have with Mercy.

At the bottom of your *After Visit Summary*, you will have a MyChart activation code and instructions for setting up your MyChart account. Epic MyChart for Mercy Health Services can be accessed at: <https://mychart.mdmercy.com>.

Patients can also contact their provider's office and request a MyChart activation code. This will be sent via email directly. If you do not have an active MyChart account and request a telemedicine visit, your provider's office will be required to set up your MyChart before scheduling your visit.



# Using MyChart from a Webpage

## Open MyChart from the Web



- To review your upcoming appointments from the MyChart webpage, open <https://mychart.mdmercy.com>
- Log in with your username and password.
- Select the **Visits** button at the top of the screen.






# Using MyChart from a Mobile App

## Download the MyChart App

- If you have not done so previously, you can download the MyChart app onto your mobile device.
- For Android users: use  **Google Play** and search for **MyChart**.
- For iPhone users: use the  **App Store** and search for **MyChart**.



- The MyChart app will allow you to access your health information on your mobile device.
- MyChart also allows you to link multiple health care facilities to one account.
- The MyChart log in page for Mercy appears below.



MyChart Username

[Forgot MyChart Username?](#)

Password

[Forgot Password?](#)

☒ Remember MyChart Username



# Schedule Your Telemedicine Visit

Patients can contact their provider's office if they are interested in scheduling a telemedicine visit. Mercy providers may also reach out to patients if they think a telemedicine visit should be scheduled.

As a patient, you are able to see upcoming appointments of any kind on your MyChart account.

## Review Upcoming Appointments from the Web

### Find Appointments

- The **Appointments and Visits** screen will show any appointments you currently have scheduled with any providers or specialists at Mercy Health Services.
- View instructions and information about any visit by selecting **Details**.
- For telemedicine visits, eCheck-In will be required.

**Appointments and Visits** [Schedule an appointment](#)

Show: Upcoming and Past [More filter options](#)

**Upcoming Visits**

Next 7 Days

**OCT 27 Thu** **Telemedicine Follow Up** with Fernando Ferro  
⌚ Starts at 8:45 AM EDT (15 minutes)

**eCheck-In**  
**Details**

Future Visits

**NOV 28 2022** **New Patient**  
Sang An, MD  
Mercy Personal Physicians at Overlea  
Arrive by 7:00 AM EST  
Starts at 7:30 AM EST

### Appointment Details

- From the **Appointment Details** screen you can see all the details for your upcoming appointment including:
  - Appointment date, time, location and provider.
- You have the option to **Confirm** your appointment in advance.
- You can begin your eCheck-In process any time prior to your appointment.
  - eCheck-In includes a **Travel Screening** questionnaire.
  - Travel screening needs to be answered every 24 hours.
- You can also view **Visit Instructions** for your upcoming appointments.



## Appointment Details



### Telemedicine Follow Up with Fernando Ferro

This is a video visit

Thursday October 27, 2022  
8:45 AM EDT (15 minutes)

[Add to calendar](#)

This appointment cannot be canceled online. To cancel, please call 410-663-8100.

### Get ready for your visit!

Join video visit

You cannot join the video visit at this time.

Confirm

Let staff know you don't need a reminder call.

eCheck-In

Save time by completing eCheck-In ahead of time.

Test hardware

Test that your camera and microphone are working.

### Visit Instructions

#### Telemedicine Visit Instructions

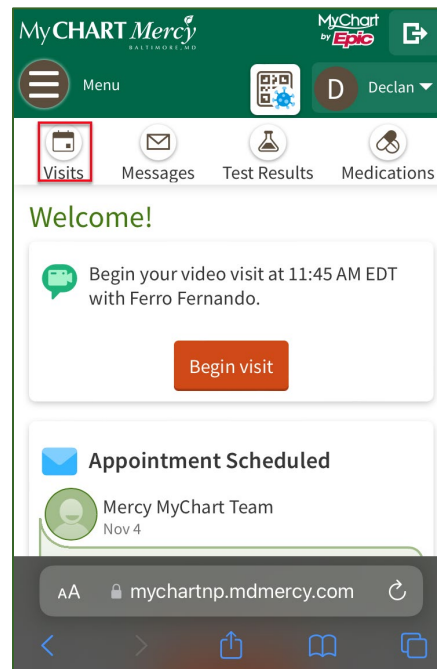
See [Getting Started with Mercy Telemedicine](#) for videos and step-by-step written instructions on setting up your device, completing ECheck-in, and starting your video visit. If you experience technical difficulties, please call our Mercy Telemedicine staff at 410-801-3360.



# Review Upcoming Appointments from a Mobile Phone

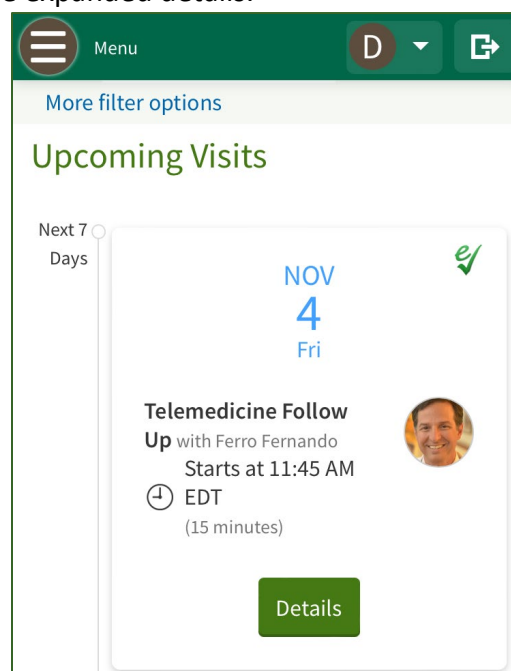
## Find Appointments

- Open your MyChart app on your mobile device.
- Use the **Visits** button to access upcoming appointments.



## Appointment Details

- You will see **Upcoming Visits** at the top of the screen.
- Select a future visit to see the expanded details.





- The **Details** page will display appointment instructions.
- You have the option to **Confirm** your appointment in advance.



# How to Get Started

- Prior to your telemedicine visit, you will need to complete a few steps to prepare for your appointment.
- **Remember:** You will need to disable any popup blockers or settings on your computer or mobile device prior to your visit to avoid complications.

## Technical Preparations

Prior to your telemedicine visit, you should do the following to ensure your connection is working properly.

### If You are Using a Desktop Computer or Laptop

1. Make sure you have a webcam set up.
  - a. The webcam can be part of a laptop or separate USB webcam.



# Prepare for Your Visit

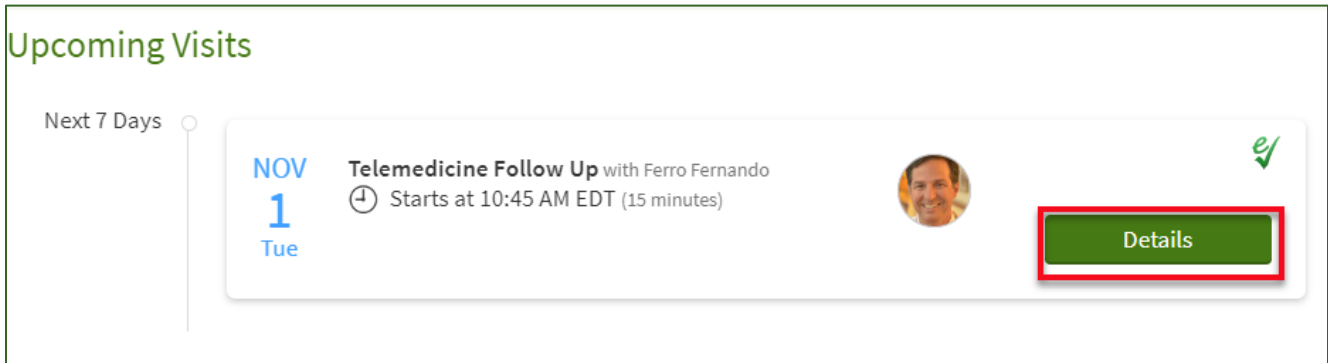
## MyChart Visit Preparation

### From the Web

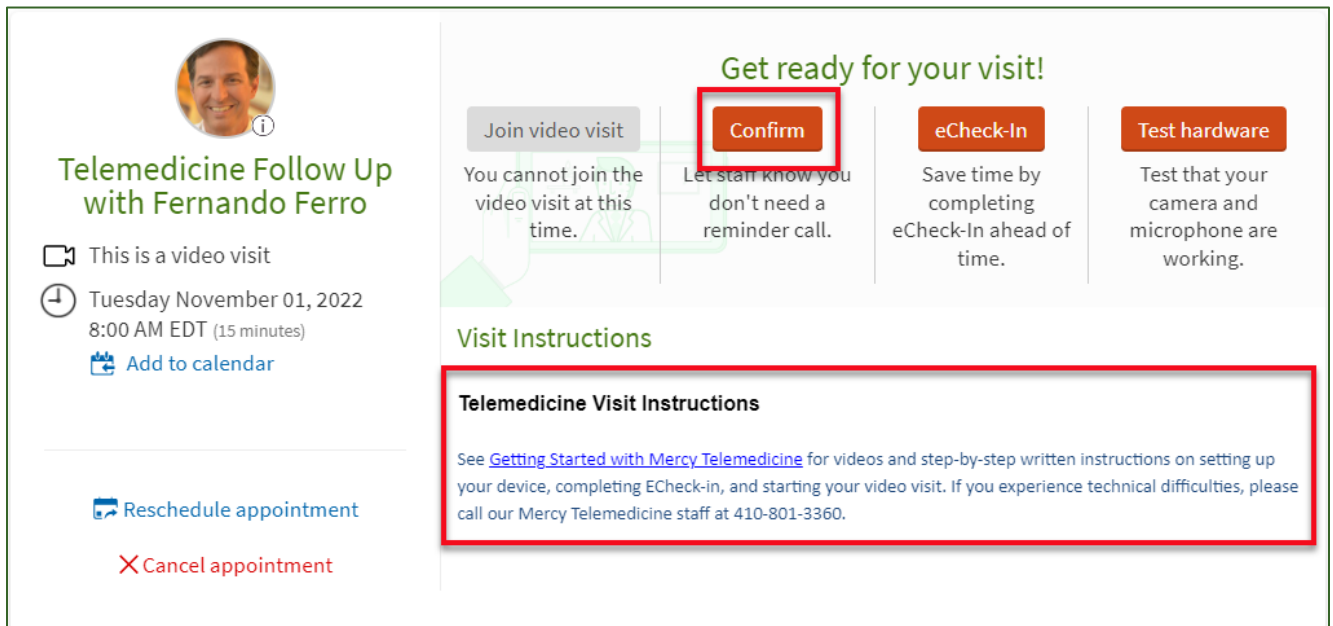
1. Log into MyChart.
2. In the MyChart toolbar, click **Visits**.



3. Select the appointment and click **Details**.



- a. Review the appointment details.
- b. **Telemedicine Visit Instructions** will be listed.
- c. Confirm your appointment using the **Confirm** button.





## Test Your Hardware

Before your appointment, you can test your camera, microphone and audio to ensure that all hardware is working properly.

1. Log into MyChart.
2. In the MyChart toolbar, click **Visits**.
3. Select the appointment and click **Details**.
4. Click the link to test your hardware.

**Telemedicine Follow Up with Ferro Fernando**

This is a video visit

Tuesday November 01, 2022  
10:45 AM EDT (15 minutes)

[Add to calendar](#)

**It's time to start your video visit!**

[Join video visit](#)

When you are ready to talk to your doctor, click the button.

[Confirm](#)

Let staff know you don't need a reminder call.

Review your questionnaire answers below.

☒ Communicable Disease Screening ([Print](#))

Other actions you can take:

[Click Here to Test Your Hardware](#)

**Visit Instructions**

5. You will receive the below popup. Click **Continue**.

For your video visit, we need to connect to your camera and microphone.

**Allow** this page to use your devices.

[Continue](#)

6. If prompted, you may need to allow telehealth.epic.com to access your microphone and camera for the call. Click **Allow**.

[←](#) [→](#) [↻](#) [🔒](#) <https://telehealth.epic.com/TestMode?sessionID=18>

**Epic**

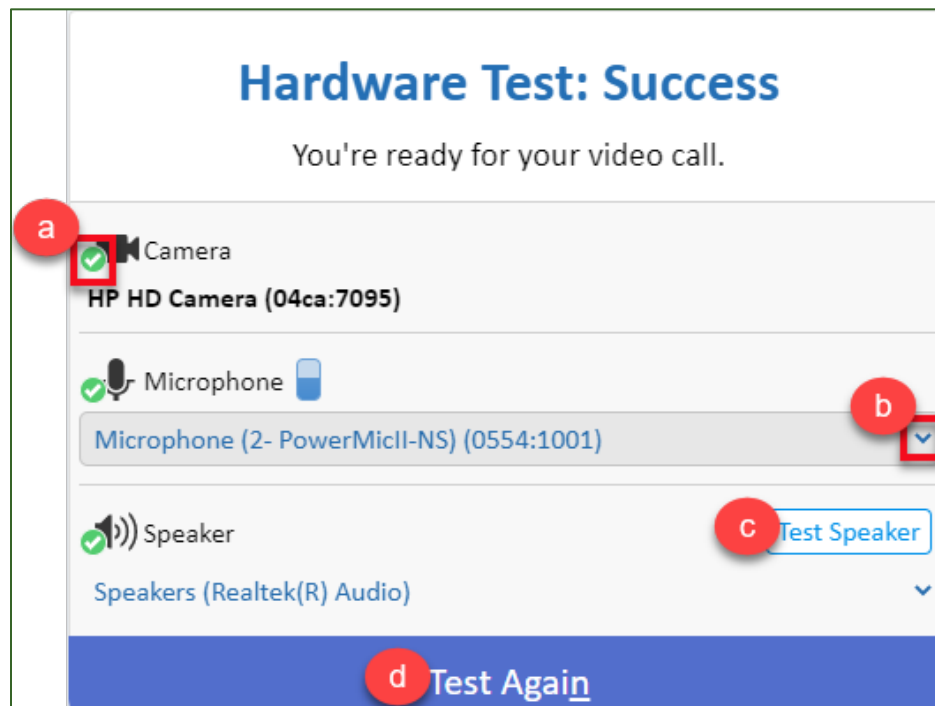
telehealth.epic.com wants to

☒ Use your microphone

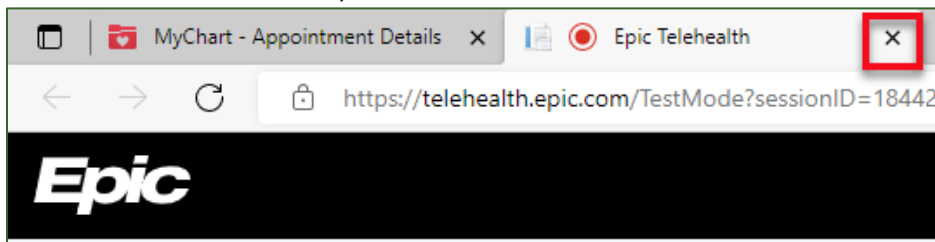
☒ Use your camera

[Allow](#) [Block](#)

7. The **Hardware Test** window will open.
  - a. Devices that were successfully tested will have a green checkmark.
  - b. If multiple microphones are detected, click the drop down menu to select the microphone.
  - c. To test the speaker, click **Test Speaker**.
  - d. To run the tests again, click **Test Again**.



8. To exit the Hardware Test, click the **X** on the browser tab.



## From a Mobile Device

1. Log into MyChart on your device.
2. Use the **Visits** button to access upcoming appointments.
3. You will see **Future Appointments** at the top of the screen.
4. Select your telemedicine visit to see the details.
5. Review instructions.
6. Use the green **Confirm** button to confirm your appointment.



# eCheck-In Preparation

eCheck-In is a **required** step in the telemedicine visit process. You will be reviewing your personal and medical information prior to your appointment. eCheck-In can be completed either on a computer or your MyChart mobile app.

## eCheck-In on a Computer

1. Use the **eCheck-In** button on your MyChart start up screen to begin the process.

The screenshot shows the 'Telemedicine Follow Up' section of a MyChart interface. It includes a calendar icon, the date 'Oct 27 Thu', a clock icon with the text 'Join by 8:45 AM EDT', and a person icon with the text 'With Fernando Ferro'. On the right, there is a red 'eCheck-In' button and a 'View details' link. A calendar icon is also visible in the background.

2. During eCheck-In you will review the following information:

The screenshot shows the 'eCheck-In' progress bar with seven steps: Personal Info, PCP, Insurance, Medications, Allergies, Health Issues, and Travel History. The 'Personal Info' step is currently selected and highlighted with a green dot.

- a. Personal Information
  - b. Insurance Information
  - c. Medication Information
  - d. Allergies
  - e. Current Health Issues
  - f. Travel History
  - g. *Questionnaires – These vary by provider and will not be seen on all visits.*
  - h. *Documents – If you have any documents or consent forms to sign, you will do this electronically during the eCheck-In process.*
    - i. **Note:** *The first time you have a telemedicine visit you will need to sign a consent form.*
3. When reviewing the consent form:

- a. Use the **Review and Sign** button to view the document.

The screenshot shows the 'Consent to Participate Telemedicine Appointment' form. It includes a green header, a 'Not Signed Yet' status, and a red 'Review and sign' button. At the bottom, there are three buttons: 'Submit', 'Back', and 'Finish later'.

- b. Make sure to read the document all the way to the bottom of the page.
- c. At the bottom of the form, you will see a **Signature** box.
  - i. Simply click inside the box to electronically sign the form.




ii. Then press **Accept**.


the telemedicine appointment. You should use a secure internet connection, and do not share your telemedicine platform username or password with anyone.

- o You will not make any audio or video recordings of your telemedicine visit, and you understand that making such recordings without the consent of your health care provider may violate Maryland's Wiretapping and Electronic Surveillance Act and other state and federal privacy laws and could subject you to civil or criminal penalties.

I Test, Declan (print name) have read and understood the information provided above, and agree to participate in a telemedicine appointment.


Patient name: Test, Declan


Signature:  Electronically signed at 11/2/2022, 04:12 PM

  
CONTELEAPPT  
4150068 (9/22/2022)

**Accept** **Cancel**

4. Once the form has been signed, you now will have an option to **Submit** your eCheck-In.
- a. This will finalize your eCheck-In and allow you to begin the visit when it is time.

**Consent to Participate Telemedicine Appointment** 

 Signed on 11/2/2022

**Review**

**Submit** **Back** **Finish later**

## eCheck-In from a Mobile App

1. The process for eCheck-In on a mobile device will be the same as on the website.
2. Once you launch into **eCheck-In** from the appointment details area, you will review the following information:
  - a. Personal Information
  - b. Insurance Information
  - c. Medication Information
  - d. Allergies
  - e. Current Health Issues
  - f. Travel History
  - g. *Questionnaires – These vary by provider and will not be seen on all visits.*



- h. Documents – *If you have any documents or consent forms to sign, you will do this electronically during the eCheck-In process.*

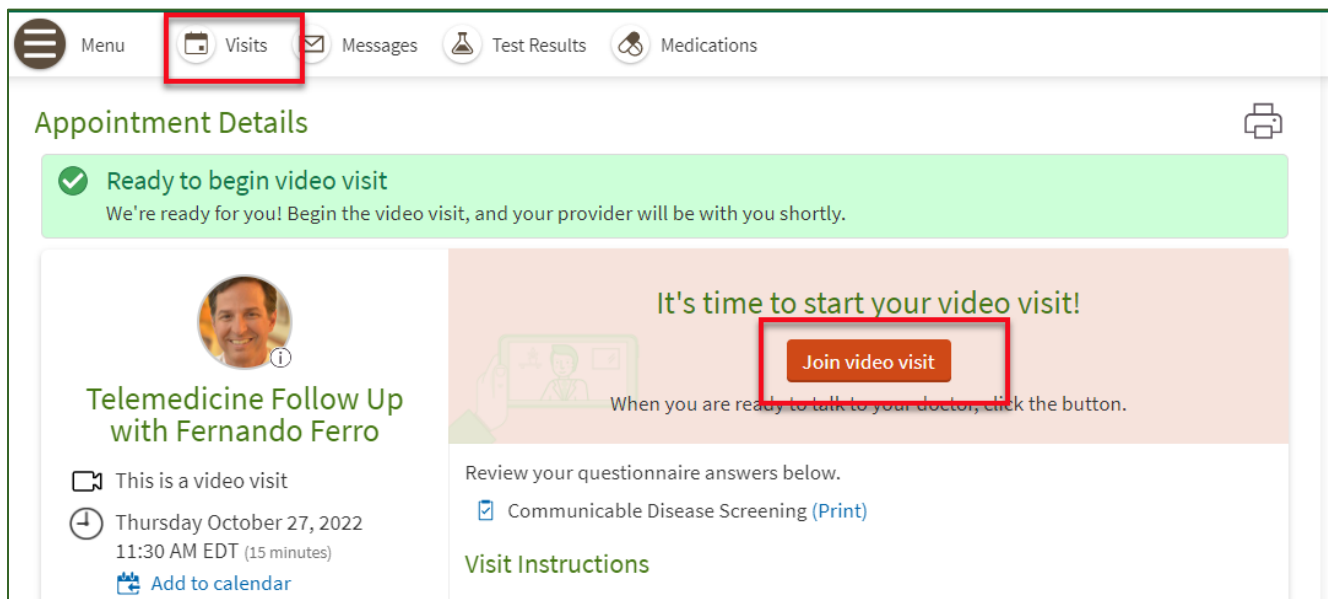
**Note:** *The first time you have a telemedicine visit you will need to sign a consent form.*

- 5. Once all steps are completed you will click **Submit**, which will finalize your eCheck-In and allow you to begin the visit when it is time.



# When It's Time for Your Appointment

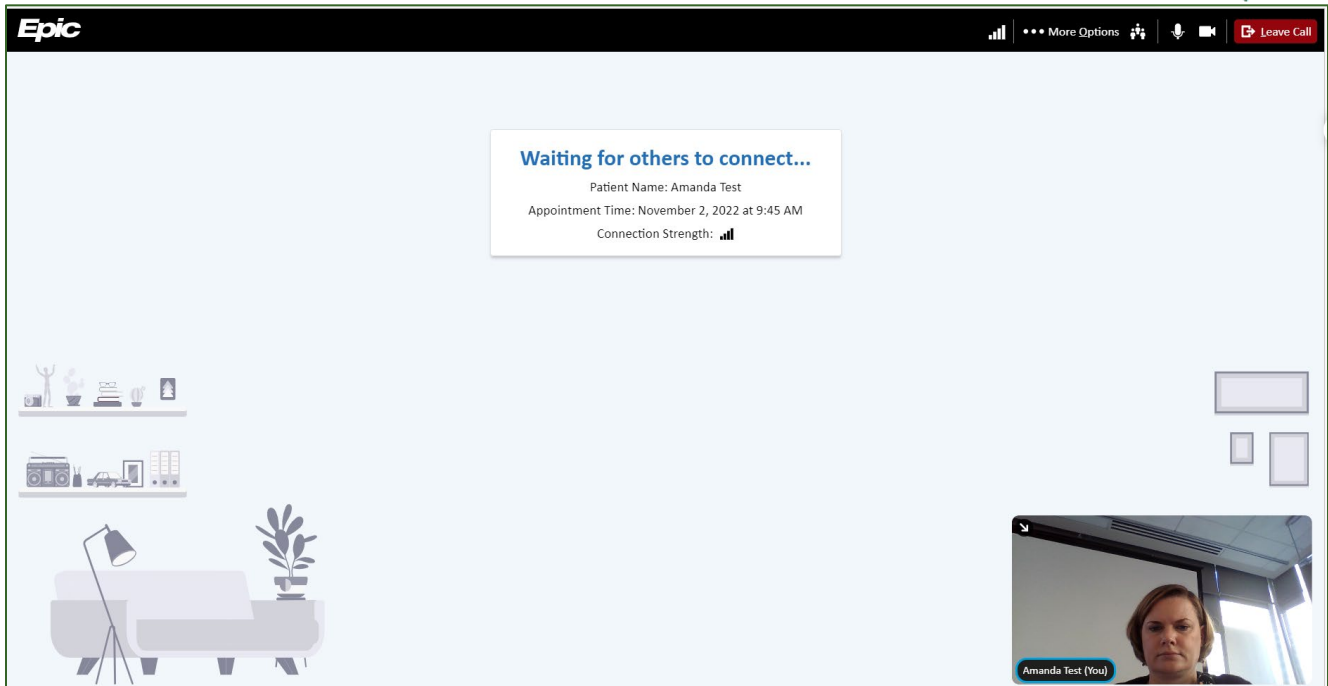
1. When it's time for your appointment, you can log into the telemedicine visit up to **30 minutes** before the appointment scheduled time.
  - a. You will not be able to log into your visit if you have not completed eCheck-In.
  - b. **Note:** Make sure you have turned off any streaming services (Netflix, Amazon Video, Hulu, etc.)
  - c. **Note:** Make sure you have stopped and turned off any online gaming (Xbox, Playstation, Computer, etc.)
2. Log into MyChart.
  - a. Either via computer with video capabilities or mobile app.
3. Open the **Visits** or **Appointments and Visits** page.
4. Test audio placeholder.
5. The **Join Video Visit** button will be red if you have completed all the necessary steps.



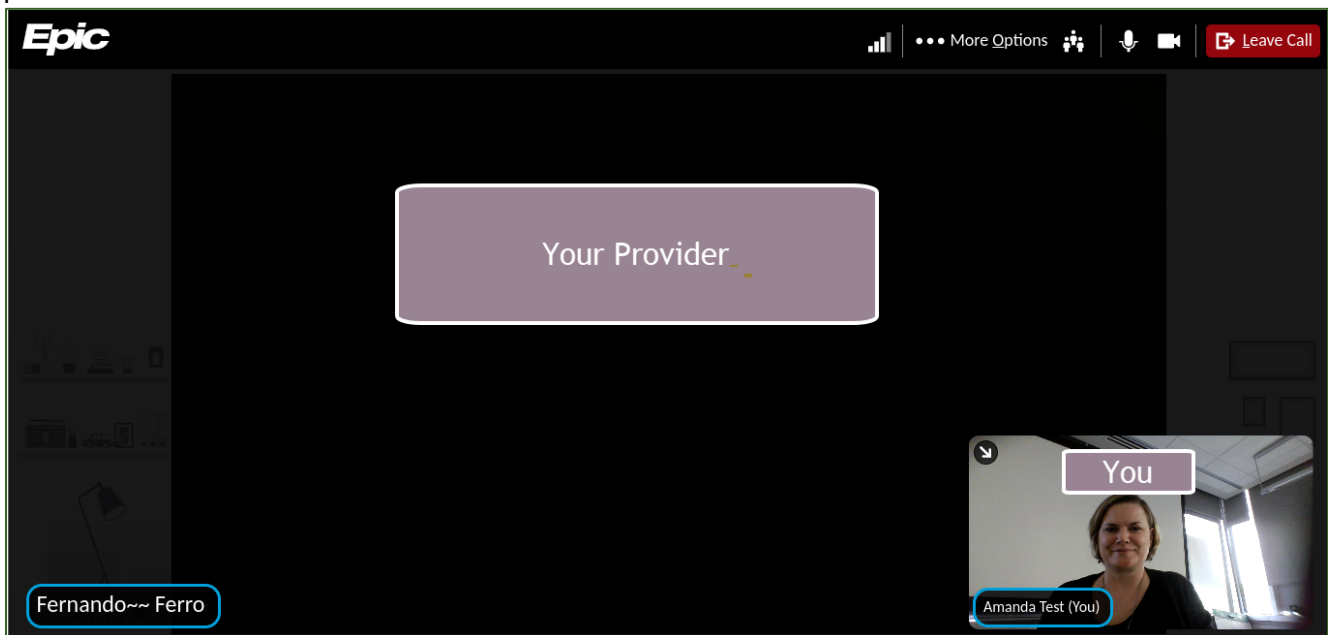
6. By clicking **Join Video Visit** you will automatically be brought into the virtual waiting room and be ready for your provider.
7. Once your visit is complete, your provider will end the video call and you can close any open applications .
8. You will receive an *After Visit Summary* in MyChart once your provider has finished all of their documentation.

## During the Visit

1. When the video visit opens you will see the following. This is your “waiting room”.



2. You will sit in the “waiting room” until the provider launches the video.
  - a. As soon as you log into the “waiting room” the provider and office staff are notified on their schedule that you have arrived.
  - b. Providers will be using this notification to know when you are waiting and have begun the visit.
  - c. If the provider has already connected to the visit, you will bypass the waiting room.
3. As soon as the provider starts the visit, your screen will update and you will be able to see your provider.







# Troubleshooting Tips

## Troubleshooting Before the Visit is Started

- If the **Join Video Visit** button is gray – check that you are within **30 minutes** prior to your appointment time.
- If you are within the time and the button is gray, check that you have fully completed eCheck-In.
  - *Hint: If you still see the eCheck-In button, you have not finalized that process!*
- If using a computer, after you enter the waiting room, you can **Test Your Computer Audio** using the button that appears.

## Troubleshooting After Starting the Visit

- If the provider says they can't see your face (and/or your screen is black):
  - If using a computer:
    - Look to the upper right corner of your screen and check to make sure the  camera option doesn't have a red line through it. If it does, click the camera icon.
    - Make sure your webcam is turned on, or if you have a cover on a laptop camera that it is open.
  - If using a mobile device:
    - Look at the top of your screen and check to make sure the  camera option doesn't have a red line through it.
    - If it does, click the camera icon.
    - You may be prompted to "Allow" access to the camera.
- If using a mobile device, you can also check whether or not the audio is turned on and working properly.
  - Check the top of the screen to make sure the microphone does not have a red line through it.
  - If a red line does appear, click the microphone icon.
- If the provider still has issues seeing or hearing you, click the lock in the web browser.
  - Make sure both the microphone and camera are set to **Allow**.

