Virtual Visit Guide Patient Workflow



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Patient with a MyUnityPoint account

Request an appointment

- 1. Log in to your MyUnityPoint app/website
- 2. Click Visits

MyChart M Epic	97ly	UnityPoint	- 🕄	⊡ → Log out
Menu			н	Heather 🔻
Uisits	Messages	Test Results	🔕 Medic	ations

3. Click Schedule an appointment

(<u>Epic</u>	My	UnityPoint	😵 🚽 🕞 Log out
📑 Menu			H Heather 🔻
Uisits	Messages	Test Results	Medications
Appointments ar	nd Visits		÷
Schedule an appointme	ent		

4. Click Virtual Visit

Schedule an Appointment		
Schedule with a specific provider Choose a provider who matches your needs.	OR Tell us why y Choose a specific reason for	ou're coming in or scheduling an appointment.
Jeffrey S Walczyk, MD Family Medicine	Office Visit - 1 or 2 Concerns	Office Visit - 3 or More Concerns
	Physical	Well Child
	Virtual Visit Request an appointment for a virtual visit. *Note: Not all providers are offering virtual visits at this time.	COVID-19 Vaccine (First Dose)

Virtual Visit Guide Patient Workflow



Reason for visit Edit Virtual Visit	Locations UnityPoint Clinic Family Medicine Lakeview	Providers Edit Amr S Kamhawy, MD	Send appointment request to
Which locations work for you	1?		
Any location Schedule at any available location.	JRM Wound Healing Center 1795 Hwy. 64 E. Anamosa IA 52205-2112	Medical Associates of BCHC 1600 First Street E Independence IA 50644	Reedsburg Area Medical Center Physicians Group 1900 N Dewey Avenue Reedsburg WI 53959
UnityPoint Clinic Family Medicine Lakeview 6000 UNIVERSITY AVE STE 101 WEST DES MOINES IA 50266-8299	UnityPoint Clinic Internal Medicine Methodist Plaza 1221 PLEASANT ST STE 200 DES MOINES IA 50309-1424	UnityPoint Clinic Kenyon Road - Pulmonology 800 Kenyon Rd, Suite T FORT DODGE IA 50501-5776	UnityPoint Clinic Ob Gyn Methodist Plaza 1212 PLEASANT ST STE 405 DES MOINES IA 50309-1459
UnityPoint Health-Meriter McKee 3102 Meriter Way Madison WI 53719	Van Horne Family Medical Clinic 205 Main St Van Horne IA 52346		

6. Enter the preferred dates you would like to be seen.

/irtu	ual Visit with Amr S Kamhawy, MD	Preferred dates: MM/DD/YYYY
(-) (2)	Date and time to be determined A scheduler will reach out to you about a specific time UnityPoint Clinic Family	Preferred times: All available times Filter times * What is the most important thing you want addressed during this visit?
~~~~	MEGICINE LAKEVIEW 6000 UNIVERSITY AVE STE 101 WEST DES MOINES IA 50266-8299 515-241-2600	

- 7. Enter the reason for the visit.
- 8. Click Send request
- 9. When the message is sent, you will see response.



- 10. An Experience Specialist will call you to set up the appointment and verify information such your address, phone number and insurance.
- 11. After the appointment is made a confirmation message will be sent by email or text based on your preferred communication method.



a. Links in the message will assist you in completing e-Check In and performing a hardware check prior to the appointment.

We recommend that you check the hardware at least 24 hours prior to the appointment.

#### Complete e-Check In

 $(\mathbf{i}$ 

e-Check In must be completed prior to the Virtual Visit to gain access to the service. This can be completed as early as 14 days prior to the appointment.

- 1. Log in to your MyUnityPoint account
- 2. Click e-Check In to complete the registration.

1.1		The second second second
Jul	O Join by PM CDT	eCheck-In

- a. The information to be validated will vary depending upon how recently you have been seen at a UnityPoint Health facility.
- b. Add and/or edit information in each section. Check the box next to "This information is correct." and press Continue to move to the next page.



- c. When you have reached the end of e-Check In, click Submit.
- 3. If you see the screen below, e-Check In was successful.



All screen shots are from UPH testing environments and do not include any real patient data. Last Publication Date: June 30, 2023



## Test My Computer/Device

For the best experience during the Virtual Visit, use the recent version of the web browser and software.

• Apple iOS version 13 or 14

We recommend that you test the hardware, 24 hours prior to the appointment.

- 1. Log in to your MyUnityPoint account.
- 2. Scroll to the Upcoming Visit section and find the Virtual Care visit, click **Details**

pcoming Visits			
Next 7 Days			
	JUL	VIRTUAL CARE with Dr. A Kamhawy Starts at AM CDT (30 minutes)	Details
	11		× Cancel appointment
			ej

#### 3. Click Test hardware

A

ppointment Details			Ĺ
		Get ready for your visi	t!
	Confirm	eCheck-In	Test hardware
VIRTUAL CARE with Dr. A Kamhawy	Let staff know you don't need a reminder call.	Save time by completing eCheck-In ahead of time.	Test that your webcam and microphone are functioning
Add to calendar		You must complete eCheck- In before joining the video visit.	correctly.
	Other actions you can take:		
	≁ Test Hardware		
This appointment cannot be canceled	Visit Instructions		
online. To cancel, please call 515-241-2600.	Please be aware this visit will b discuss your care needs.	e held virtually. You will meet with	your provider over a video call t
	Before your appointment, pleas video work prior to your virtual v	e click on "Check Hardware" to ve <i>r</i> isit.	rify that your microphone and

4. If prompted, allow the browser to access your device's microphone and camera. Then, click **Allow** to <u>complete a hardware test to ensure your</u> device camera, microphone and speakers are working.



5. If the connection was successful, you will not need to do anything further until the day of the appointment.



Hardware Test: Success

You're ready for your video call.

6. If the Hardware Test is unsuccessful, refer to the Appendix for further assistance.

### Day of the appointment

- At least 15 minutes prior to your virtual visit appointment, log into your MyUnityPoint account

   a. For the best visit experience, select a location with a good internet connection.
- 2. Your scheduled virtual visit appears on the home screen, click Begin Visit
  - a. This option is available 30 minutes prior to the appointment.

Welcome!		
Begin your video visit at	AM CDT with Dr. A Kamhawy.	Begin Visit

- 3. If you need to test the hardware again, click the Check hardware hyperlink
- 4. If you have not completed e-Check In, you will be required to do so <u>before</u> the button to Begin video visit will appear.

#### 5. Click Begin video Visit

Appointment Details	
Thanks for using eCheck-In! The information you've submitted is now on	file.
VIRTUAL CARE with Dr. A Kamhawy	It's time to start your video visit! Begin video visit When you are ready to talk to your doctor, click the button.
Add to calendar	Review your questionnaire answers below. Communicable Disease Screening (Print) Other actions you can take: Test Hardware
This appointment cannot be canceled online. To cancel, please call 515-241-2600.	Visit Instructions Please be aware this visit will be held virtually. You will meet with your provider over a video call to discuss your care needs. Before your appointment, please click on "Check Hardware" to verify that your microphone and video work prior to your virtual visit.

6. The system will perform another hardware check automatically.

# Virtual Visit Guide Patient Workflow



- 7. If you want to change the name that appears on the screen, type in the display in the text box.
- 8. Click Join Call
- 9. You will see the following message until the physician joins the call.



#### During the Video Visit

- 1. Use the toolbar in the upper right-hand corner, if needed:
  - a. Click d to temporarily turn off your webcam.
  - b. Click 🚽 to mute your microphone.
- 2. When the visit is finished, Click Leave Call in the upper right-hand corner
- 3. Click Leave Call again



#### View the Visit Summary

- 1. Go to the Past Visits section, click View After Visit Summary
- 2. To view any notes associated with the visit, click View My Visit Notes



## Proxy attending the Video Visit

A proxy can join by signing in to their MyUnityPoint account and then selecting your account.

Find the virtual appointment listed on the home screen and click begin visit.

It is recommended that the proxy also perform a hardware check on their device.

### Rescheduling or Canceling an appointment

Please call the office to reschedule the appointment.

- The new appointment will require that you complete e-Check In again.
- We also recommend that you complete another hardware check.

You can cancel an appointment through your MyUnityPoint account unless it is less than 24 hours prior to the appointment time.



Call the office to cancel if the appointment is less than 24 hours prior to the appointment time.

## Patient without a MyUnityPoint account

#### Schedule an appointment

Call your clinic to set up the appointment. An Experience Specialist will verify information (such your address, phone number and insurance) and your symptoms/concerns.

After the appointment is scheduled a message will be sent asking if you would like to sign up for a MyUnityPoint account. (Although we encourage you to sign up, this is not required for Virtual Care visit.)

#### Test My Computer/Device



For the best experience, use the recent version of the web browser and software

- Apple: iOS version 13 or 14
- 1. A message will be sent 30 minutes prior to your appointment time.
- 2. Click the embedded link provided to test the hardware on the device you will be using for the visit.
- 3. If prompted, allow your browser to access your device's microphone and camera. Then, click **Allow** to <u>complete a hardware test to ensure your device camera, microphone and speakers are working</u>.



- 4. If the connection was successful, you will see this message.
  - a. If the hardware test I successful, refer to the Appendix for further assistance.
- 5. If you want to change the name that appears on the screen, type in the display in the text box.
- 6. Click Join Call
  - a. For the best visit experience, select a location with a good internet connection.

Hardware Test: Success You're ready for your video call.	
Camera Integrated Camera (30c9:0014)	ON
Jur Microphone	ON
(1)) Speaker Speakers (Realtek(R) Audio)	
Display Name Heather Ambulatory	
■ <u>J</u> oin Call	





## During the Video Visit

- 1. Use the toolbar in the upper right-hand corner, if needed:
  - a. Click 🎫 to temporarily turn off your webcam.
    - b. Click to mute your microphone.
- 2. When the visit is finished, Click Leave Call in the upper right-hand corner
- 3. Click Leave Call again

Are you sure you want to leave the call?	
Leave Call	Stay Connected

Connection Strength:

### Rescheduling or Canceling an appointment

Please call the office if you need to cancel or reschedule the appointment.

## Appendix

#### I did not receive the email notification of the appointment.

Make sure to check your junk/spam folder if you do not see the email.

#### The internet connect is weak or inconsistent.

Select a location with a strong signal for WiFi or switch to data/cellular service.

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#### This guide is based on Epic Feb 2023.

All screen shots are from UPH testing environments and do not include any real patient data. Last Publication Date: June 30, 2023