

Patient Guide for Using Video Visits with Urgent Care



Starting a Virtual Visit through MyChart

From hurleymc.com, click on Virtual Urgent Care



From the Virtual Urgent Care homepage, scroll down and click on

Start an On-Demand Video Visit

You can also use this QR code



Step 1: Choose how you will connect: If you already have a MyChart account, click “Log in and connect.” If not, click “Schedule without an account.”

Talk to a Provider

Please call 911 if you have an emergency or urgent medical question.

Connect using your MyChart account
Connecting to a provider via Telehealth Video is faster with an existing MyChart account.

OR

Connect without a MyChart account
Don't have a MyChart account yet? No problem. You can proceed to connect with a provider and we will create a MyChart Patient Portal account for you after we verify your identity. Patients must be at least 14 years old to have a video visit.

Log in and connect

Schedule without an account

“Schedule without an account” will take you through the process of verifying your identity. You will be asked a series of questions to validate who you are (see screenshot below of this process). ***If you fail identity verification, please call the Urgent Care directly at 810-262-2710 during available hours to speak to staff to schedule your appointment.***

Sign up for MyChart

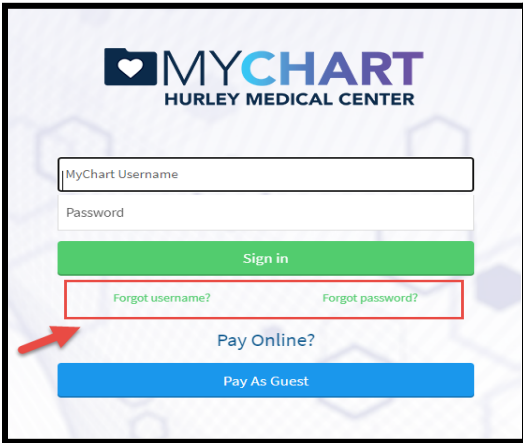
This form should be completed to request a Hurley MyChart account for yourself.

To protect the privacy and identity of our patients, Hurley and our associated clinics use Experian (a third-party verification system) to confirm your identity. The content of these questions is based on historical information from Experian. This information is only used for third party identification verification purposes, and is not shared with Hurley or any other entities. Once your identity is verified, you will be able to immediately activate your MyChart account. If you have any questions, or encounter any issues with this process, please call customer service at 810-262-9255 or e-mail customerbilling@hurleymc.com

* If you are attempting to gain proxy access to another family member's account, do NOT use this form to request that. You must contact their provider's office and follow their appropriate authorization process to gain such access.

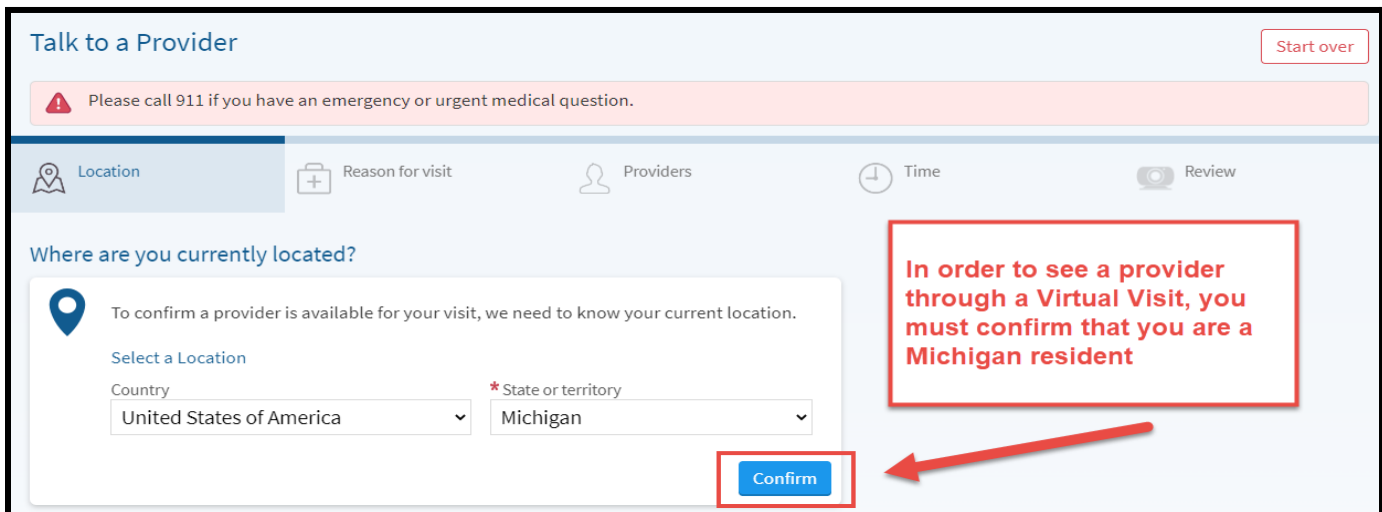
Name

* First name Middle name * Last name

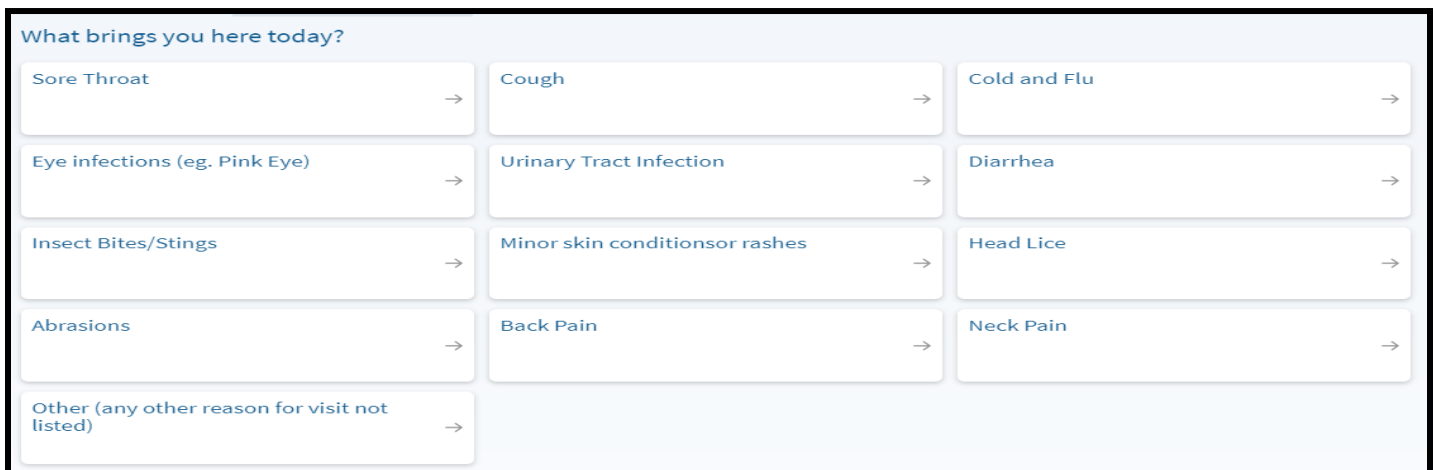


Step 2: You will be taken to the MyChart login screen if you already have a MyChart account or after you've created an account through the patient verification workflow mentioned above. If you have forgotten your username or password, you can reset it here. Login to MyChart

Step 3: Confirm you are a Michigan resident



Step 4: Choose what brings you here today. There is an option for "Other" if you don't see your complaint listed. You will be asked for more information on another screen.



Which of the following would you like to use for your video visit?

My computer Mobile app

Before you sign up for a video visit, make sure your computer has a working camera, microphone, and speaker. If you don't meet these requirements, [try using the mobile app.](#)

Camera Microphone Speaker

Step 5: Choose if you will be joining the video visit through your computer or the mobile app (your phone). Click “Okay”

Step 6: Click on “Put me in line”

✓ Location [Edit](#)
Michigan

✓ Reason for visit [Edit](#)
Other (any other reason for visit not listed)

✓ Connect using [Edit](#)
My computer

[Providers](#)

Hurley Urgent Care

Next available provider

Choose "Put me in line" to see the next available provider

Step 7: Last step to schedule your appointment: See below

You're almost there!

Next available provider
Hurley Medical Center- TST

Other (any other reason for visit not listed)

1 Please list your reason for visit if you selected "Other." You may also include additional information you'd like to discuss with the provider.

How would you like to be notified when your doctor is ready?

2 Text me: 810-123-4567

Email me: email@email.com

3

1. Here you can list additional information if you chose “other” as your reason for being seen
2. Check the phone number and email listed. If the information is incorrect or not listed, click on the pencil to edit the information.
3. Click “Connect Now”

Step 8: Begin eCheck-In:

Appointment Details

eCheck-In Required
You must complete eCheck-In before joining the video visit.

[Start eCheck-In](#)

VIRTUAL URGENT CARE with HURLEY VIRTUAL URGENT CARE

This is a video visit
Joined waiting list at 12:34 PM EDT

This appointment cannot be canceled online. To cancel, please call 810-262-2710.

Get ready for your visit!
[Join video visit](#)
You must complete eCheck-In before you can start your video visit.

eCheck-In is required for Virtual Urgent Care visits. Click the "Start eCheck-In" button to begin entering some basic information

eCheck-In With MyChart (Patient Portal)

Review your Personal Info: Make sure the information listed is correct. To update or add info click on the "Edit" buttons.

Step 1: Verify your personal information

Verify Your Personal Information

Contact Information

123 Main St
DAVISON MI 48423

810-123-4567
email@email.com

[Edit](#)

Details About Me

Legal Sex
Female

[Edit](#)

[Next](#) [Finish later](#)

Click "Edit" to update your demographic information. Be sure to save your changes

Contact Information

Going somewhere for a while? [Add a temporary address](#)

Country: United States of America

Street Address: 123 Main St

City: Michigan State: Michigan ZIP:

County: GENESEE

Home Phone: Mobile Phone: Work Phone: Email:

[Save changes](#) [Cancel](#)

Details About Me

Information entered here may be visible to anyone with access to this legal medical record.

Preferred First Name:

Preferred First Name is the name by which you want to be addressed. This name can differ from your driver's license or birth certificate.

Legal Sex: Female

Your legal sex is what is listed on your ID. This includes passports, driver's licenses, green cards, and other forms of official identification.

Marital Status:

Race: American Indian and Alaska Native, Asian, Black or African American

Hold the CTRL key to select multiple options.

Ethnicity: Language: Religion:

[Save changes](#) [Cancel](#)

Step 2: Responsibility for Payment:

If you do not have insurance, choose “I do not have insurance.” If you have insurance, choose “Use Insurance” which will prompt you to add a coverage.

Responsibility for Payment

*Would you like to use insurance to pay for this appointment? ⓘ

Use insurance I do not have insurance

❗ No coverage on file

Insurance on File

You have no insurance on file.

+ Add a coverage

Next Back Finish later

Add a coverage

Choose your insurance provider. If your insurance provider is not listed choose "Other".

*Indicates a required field

*Insurance
BCBS Hurley Employee

*Member Number

*Are you the policy holder for this insurance?
Yes No

Please upload images of your insurance card. ⓘ

Add front
File types: BMP, GIF, JPEG, JPG, PDF, PNG, TIF, TIFF.
The maximum file size is 3 MB.

Add back
File types: BMP, GIF, JPEG, JPG, PDF, PNG, TIF, TIFF.
The maximum file size is 3 MB.

Submit Cancel

Under “Add a coverage” choose the type of coverage, add the member number, choose if you are the policy holder and upload a photo of the front and back of the insurance card. Click “Submit”

Pending Review

BCBS Hurley Employee Added

Subscriber Name: Name, Patient Subscriber Number: HUS123456789

Next Back Finish later

When the insurance has been added you will see it listed as Pending Review. Click Next

Step 3: The next payment screen shows any copays reported for your visit. If you have no insurance or no copay reported, you will see that you have no payment due and can click “Next”

Personal Info Insurance Payments Sign Documents

You have no payments due for this visit at this time. Please continue to the next step.

Next Back Finish later

If your insurance reports a copay you will see it displayed on your screen. To make a payment click “Next” to be taken to the credit card information screen.

Payment for This Visit

Copay
This is a set amount you pay for a covered service.

Amount due \$25.00

Pay later

Total amount you'll pay: \$25.00

Next Back Finish later

How do you want to pay?

Enter payment information

Indicates a required field

Name on card

Card number

Expiration date

mm / yyyy

Security code

Save for future use

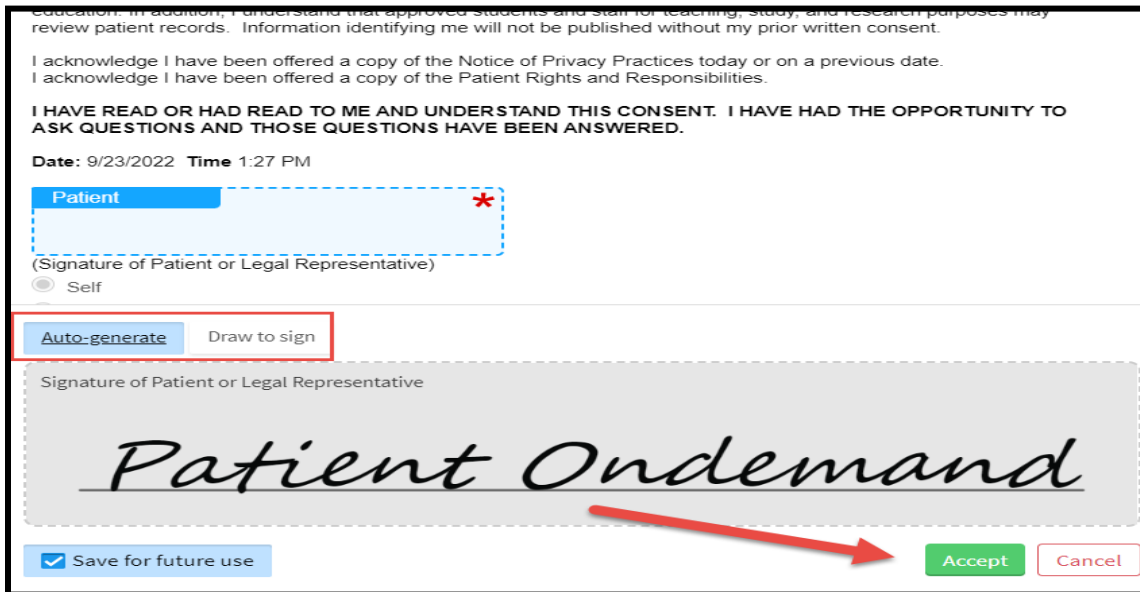
SUBMIT

In the credit card information screen, enter the required information to process the copay payment. You can also save this card for future use. Click “Next”

Step 4: You will be prompted to sign the consent to treat. Click "Review and sign."



Step 5: Sign the consent to treat: Choose the relationship to the patient then click on the blue box marked Patient. You will have the option to auto-generate your signature or draw to sign. Once completed, click "Accept."



Success! You are now in line and waiting for a provider!

You will be taken back to the main screen. If you forgot to pay your copay, need to cancel your appointment or wish to add an additional party you can do that from this page. We recommend you do not join your visit right away unless you are connecting from one of our community kiosks. The provider will send you a link when they are ready.

**VIRTUAL URGENT CARE
with Hurley Telemedicine
Provider**

- This is a video visit
- Joined waiting list at 1:03 PM EST
- Manage who will participate in this video visit
[View and invite participants](#)

Cancel appointment

Get ready for your visit!

1

Join video visit

We'll let you know when your provider is ready via text and/or email. You may join by following the link provided in your text/email or by clicking the "Join video visit" button above.

2

Pay copay \$25.00

Save time by completing payments ahead of time.

- 1. Click "Join video visit" to be connected and wait for your provider**
- 2. Click "Pay copay" to pay the copay reported by your insurance**
- 3. Click "View and invite participants" to add additional parties to this visit (parents/guardian, case manager etc)**
- 4. Click "Cancel appointment" if you wish to cancel**

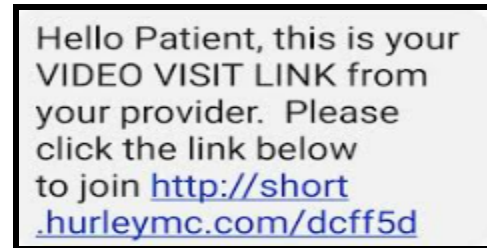
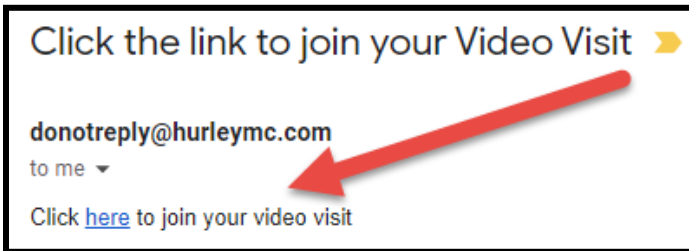
The provider will send you a link when it's time to join your visit!

Step 1: Your provider will send you a link to join the visit through a text and an email when ready to see you.

Step 2: Join the visit by clicking on the link from your text or email (see samples below)

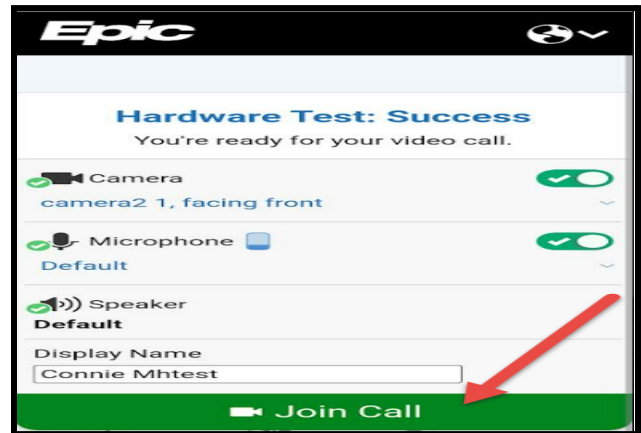
Email will look similar to this sample.

Phone: Text will look similar to this sample.

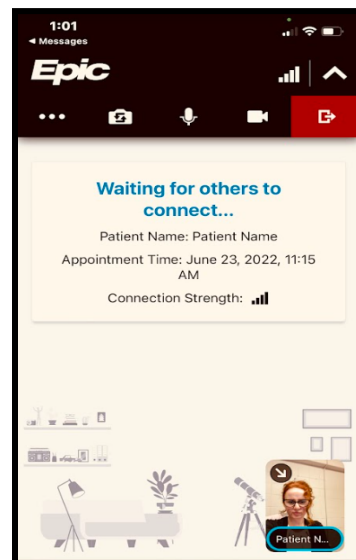
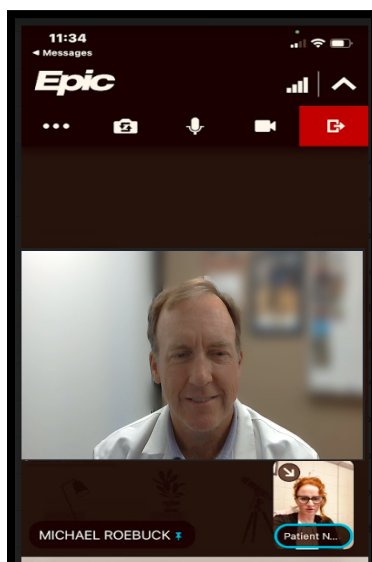


Step 3: Allow our tools to Test your device to make sure it can connect

A quick test will be performed to make sure your camera and microphone can connect. Once the test is successful as shown here, click the **Join Call** bar to wait for the provider.



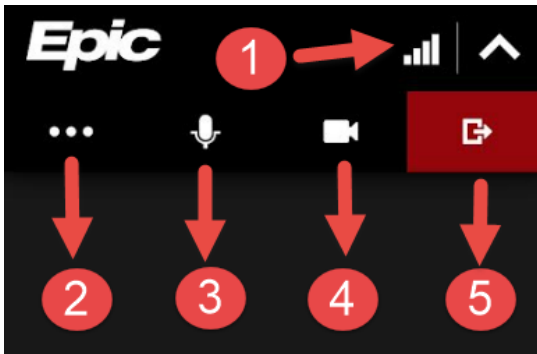
If your care provider has already joined the call, you should see them on your screen as shown below. If they have not joined yet, you will see the "Waiting for others to connect" message.



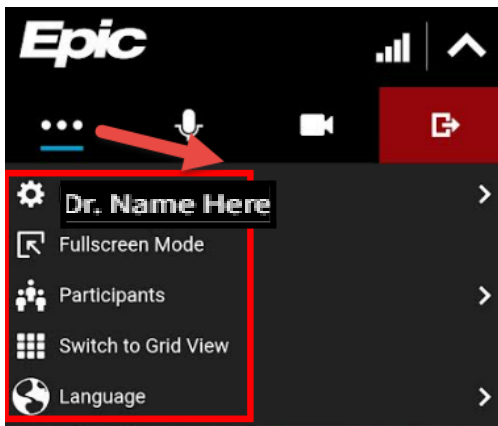
User Guide on Additional Options for your Virtual Visit :

Overview of the main toolbar (from your mobile device):

Once you're connected, all options for your Video visit can be found in the toolbar along the top of your screen. *Options may look slightly different if you are on your home computer.*

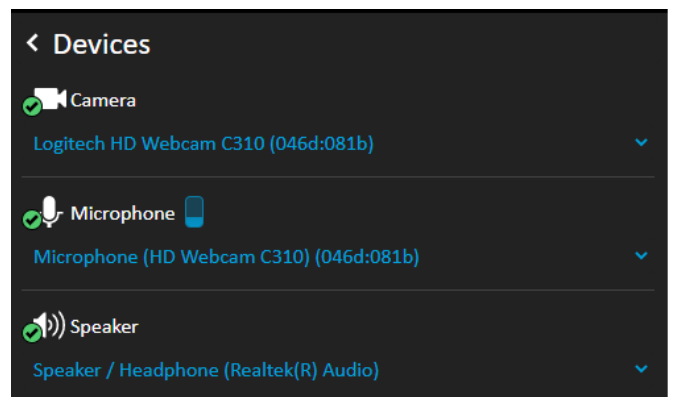


1. Connection Strength: The more bars you have, the better the connection



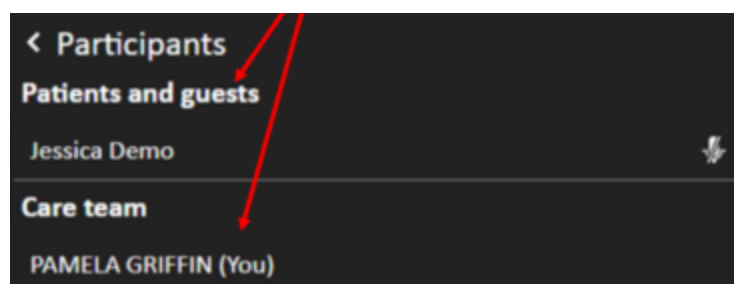
2. ... (More Options): Under the "More Options" tab you will find options to change devices, apply background, use the full screen, switch to grid view and change the language.

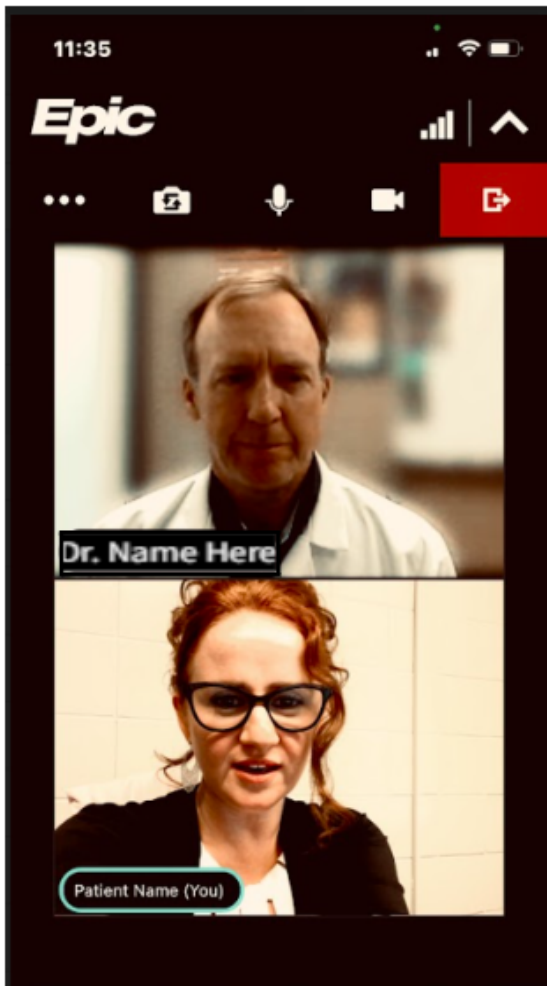
★ **Devices:** This tab allows you to change the default settings for your audio, video and speakers. If you are having any issues seeing or hearing your provider, chances are good you are connected to the wrong speaker, camera or microphone. Click the arrow on the right to see what you're using.



★ **Full Screen Mode:** Enlarges the screen to the full page

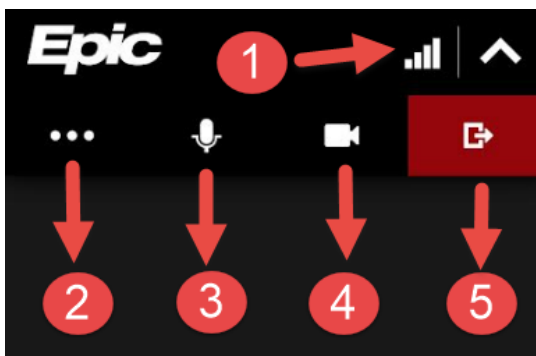
★ **Participants:** Shows you everyone who is on the call (In most cases this is just you and your Provider)





★ **Grid View:** Displays you and your provider equally on the screen

★ **Language:** Allows you to choose English or Spanish



3. Mute: Allows you to mute your microphone

4. Camera: Allows you to turn off your camera

**If your camera is off or the microphone is muted they will look like the image on the right. Click the button again to turn your camera on or unmute the microphone*



5. Leave Call: When you have completed your visit, click on “Leave Call”

