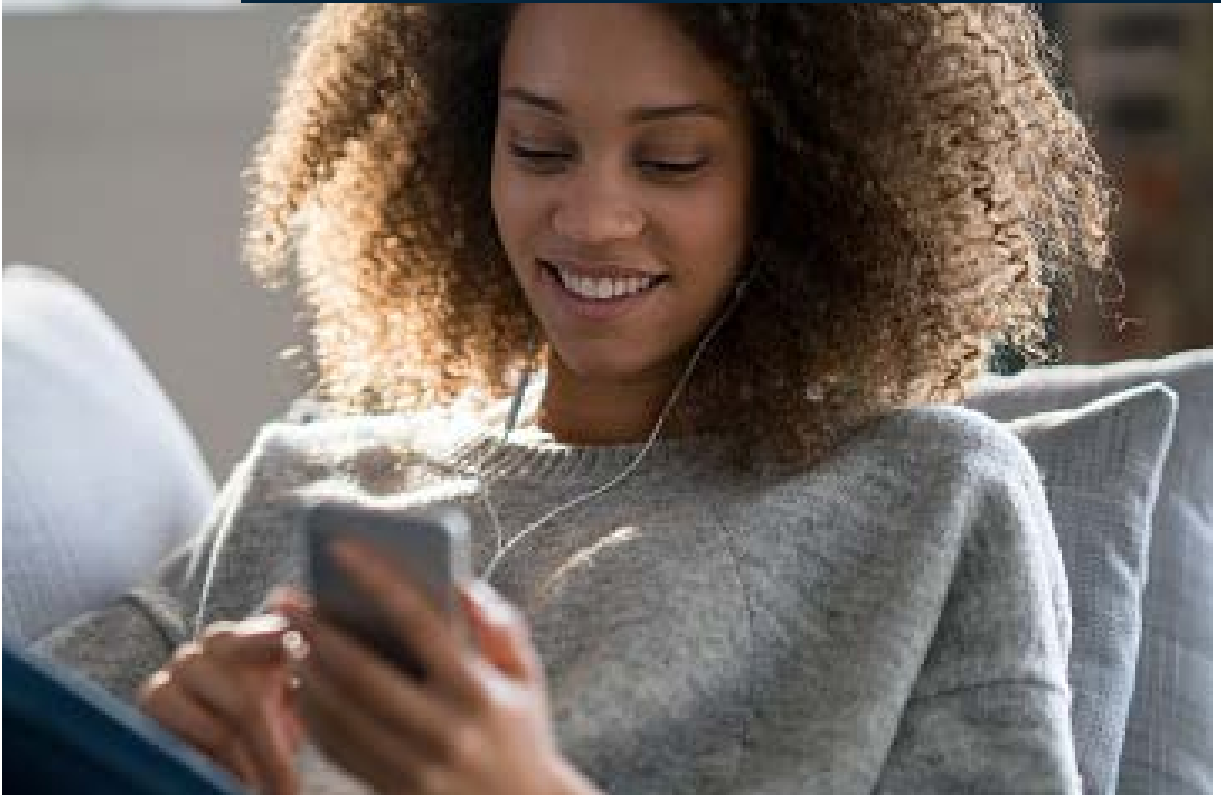


# Touchless Visits

YOUR GUIDE TO HELLO PATIENT AND  
THE eCHECK-IN PROCESS



ROCHESTER REGIONAL **HEALTH**

# WHAT IS HELLO PATIENT?

Hello patient is a mobile feature that allows each patient to notify their physician when arriving for a office visit. This will allow for a more seamless and safe process.

## How it Works:

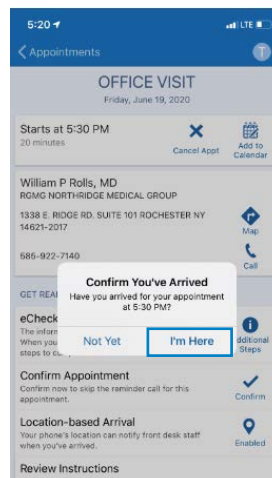
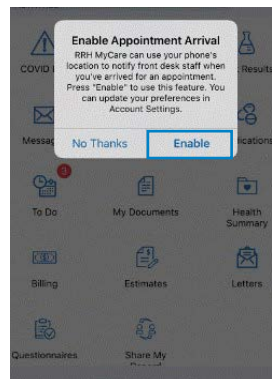
1. Simply turn on the geolocation settings in your phone, login to the My Care app and complete your eCheckin (steps are included in this guide). It is recommended to complete eCheckin at least 30 minutes prior to your appointment, but may be completed up to 72 hours prior to your scheduled time.

\*\*We recommend completing e-Check-in as far in advance as possible to allow for proper planning and to allow the patient to properly prepare for their visit.

2. Upon arrival to your provider office, you will receive a popup notification in your MyCare app. You must click allow. This geolocation feature only works when you are logged in to MyCare. With your geolocation on and the notification acknowledged, you are all set to visit with your provider. Upon arrival, your care team will be notified automatically. Open your MyCare app. You may then be prompted to complete additional steps in the application.

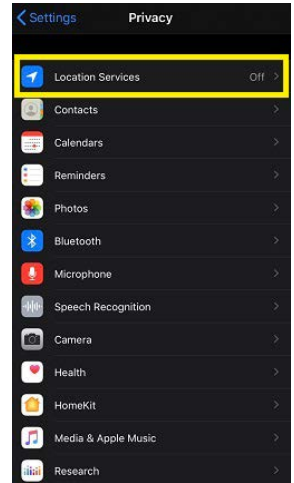
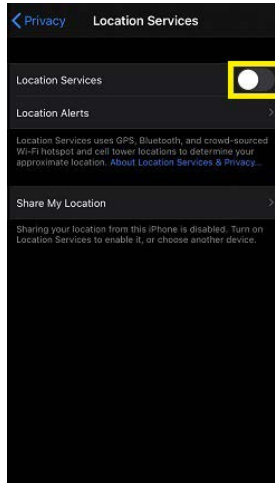
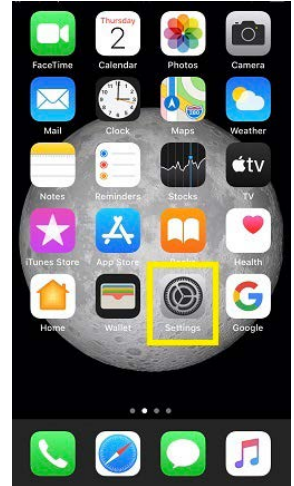
3. Be sure to follow the safe care arrival instructions provided during scheduling. Processes may vary depending on the size of the practice and services offered.

Hello Patient is still active in patient accounts regardless of eCheck-in ability or completion. You can send the arrival notification by enabling your geolocation and selecting the Popup that occurs in MyCare. You then need to complete check in paperwork in-person.



# HOW TO TURN ON GEOLOCATION (IPHONE)

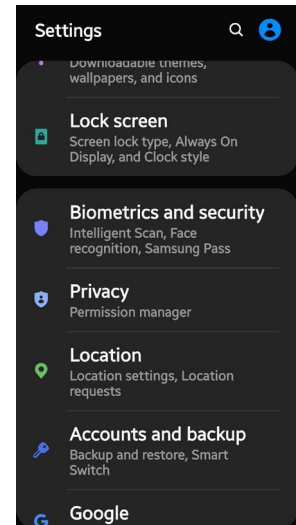
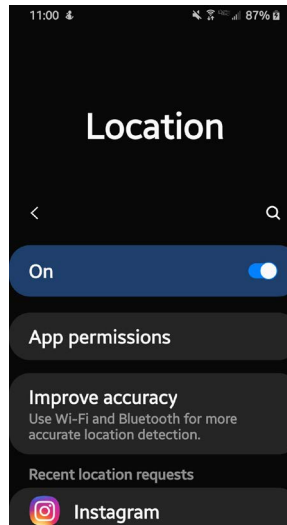
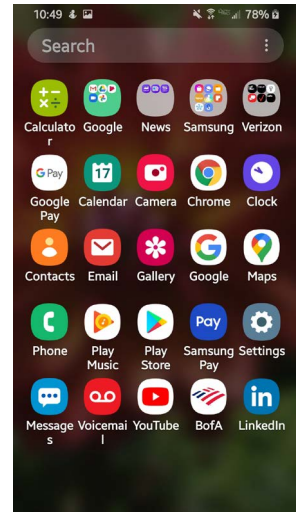
1. Go to your iPhone's Homepage, and tap *Settings*.
2. Select *Privacy*, click *Location Services*, and toggle it on.
3. Scroll down through the list of apps at the bottom, and look for RRH MyCare. Tap it, and select to share your location While Using the App.



# HOW TO TURN ON GEOLOCATION (ANDROID)

1. Click on *Settings* from your app selection screen.

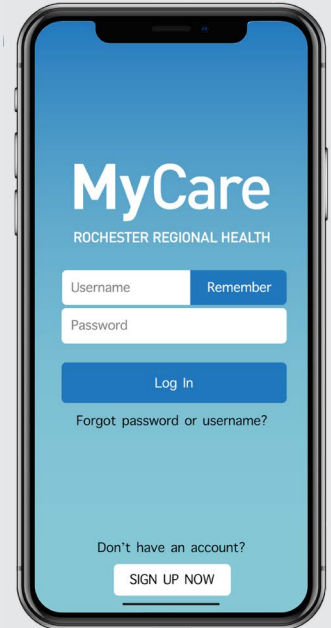
2. Scroll down in your settings, select *Location* and toggle to ON.



# GETTING STARTED



1. Install the **MyCare** application.
2. Download the **MyCare** app from your app store by searching for “RRH MyCare” when prompted to locate an app.
3. Log in using your **MyCare** username and password or Signup for MyCare.



## Technology requirements:

**Operating Systems:** Android 7,8,9 and 10  
iOS 11,12,13

**Apple Devices:** iPhone® 6, 6 Plus, 6S, 6S Plus, 7, 7 Plus, SE and up  
iPod touch® 4th and 5th generation  
iPad® 3rd, 4th, iPad Air®, iPad Air2, iPad mini2™, iPad mini3, iPad Pro®

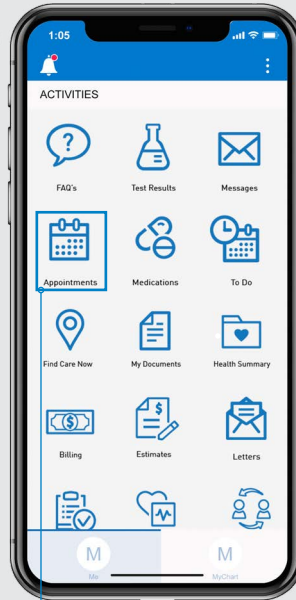
## Android Device requirements:

- Dual core ARMv7 processor
- 512 RAM
- OS version 7 and above
- Screen resolution of 480×800 pixels

Once you are logged in, you can view your scheduled appointments by selecting the *Appointments* icon.

Prior to each appointment, it is required for all patients to complete the **eCheck-in** process at least 15 min before your appointment in order to:

- Confirm any current medications, allergies, and health issues
- Verify your insurance information and address
- Pay your copay
- Complete our health questionnaire or electronically sign any paperwork needed for your visit



Go to *Appointments* to access **eCheck-in**. Available 3 days prior to your appointment.

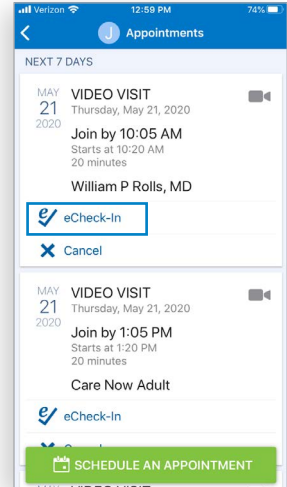
For assistance, please call MyCare Patient Support Team at **585-922-1234** or email [mycare@rochesterregional.org](mailto:mycare@rochesterregional.org)

# eCHECK-IN & Hello Patient

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 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
- You may be asked to upload a photo of your current insurance card.
- Payment information (credit card, HSA or debit card)



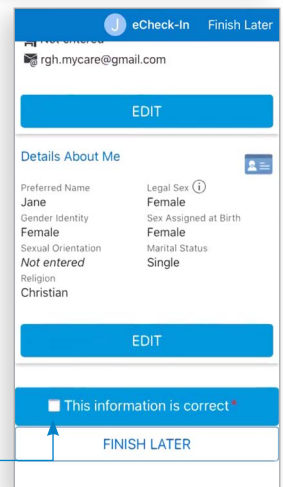
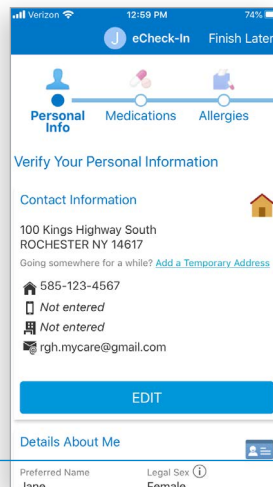
## Information Verification:

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.

Select 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.

Select 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.

Verizon 1:03 PM 73% eCheck-In Finish Later

### Telemedicine Consent

**Rochester Regional Health**  
Name: Smith, Jane  
MRN: 61026700  
DOB: 1/1/1970  
Sex: female

**Patient Permission for Telemedicine Services**

Please review the following permission for telemedicine visits and sign below if you want to authorize such treatment. This permission will remain in effect for as long as you are a patient of Rochester Regional Health through one or more of its affiliated practices (referred to herein as "Rochester Regional").

**Patient Rights:** Rochester Regional patients have the following rights with respect to telemedicine visits:

1. The right to refuse to participate in services delivered via telemedicine at any time and to be made aware of alternatives and potential drawbacks of participation in a...

Verizon 1:03 PM 73% eCheck-In Finish Later

(Name of Legal Representative if Applicable)

(Relationship of Legal Representative to Patient if Applicable)

Signature of Patient or Legal Representative  
 Jane Smith  
Signature captured for Jane Smith at 05/29/2024 1:03 PM

To submit this document, please enter your MyCare password.  
Password:

CONTINUE CLEAR FORM CANCEL



## 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.

Verizon 1:05 PM 73% eCheck-In Finish Later

Insurance Sign Documents Payments

Complete your payment below.  
Payment for This Visit

Copay  
 \$20.00 (Amount due)

PAY \$20.00 BACK FINISH LATER

Verizon 1:05 PM 73% eCheck-In Finish Later

### Enter payment information

CREDIT/DEBIT CARD

Name on Card

Card Number VISA M C A

Exp Date CVN

Zip

Phone #

Save Payment Method to My Wallet

POWERED BY InstaMed

SUBMIT



## 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 by selecting the *Appointments* icon.

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

