



Connecting to Your Doctor for a Remote Visit

Following are the steps you can take to connect to a remote visit with your doctor by Vidyo. If you have any questions, please call the My Lahey Chart Support Line at 781.744.7300.

1. Navigate to Mylaheychart.org and log in with your Username and Password.

2. From the home screen, hover your cursor over Visits and click on Appointments and Visits.

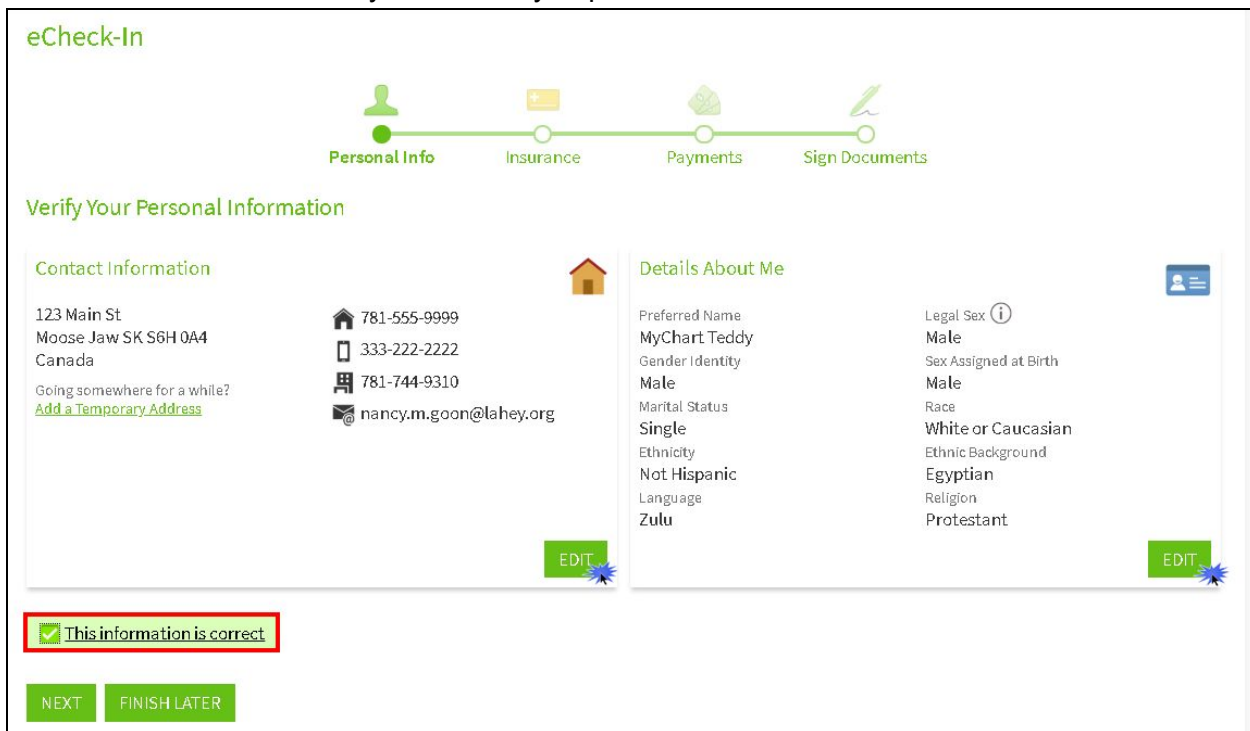
Note: Access appointments from your home screen; click View instructions or Begin your video visit.

3. Click on Previsit Updates.



The screenshot shows a previsit update interface. On the left, it displays the date 'MAR 11 Wed'. In the center, the text reads 'VIDYO TELEMEDICINE EPIC TO MY LAHEY CHART with Linda E Lerner, RN' and 'Starts at 2:00 PM EDT' with a clock icon. On the right, there is a user profile icon and two green buttons: 'PREVISIT UPDATES' (highlighted with a red border) and 'DETAILS'.

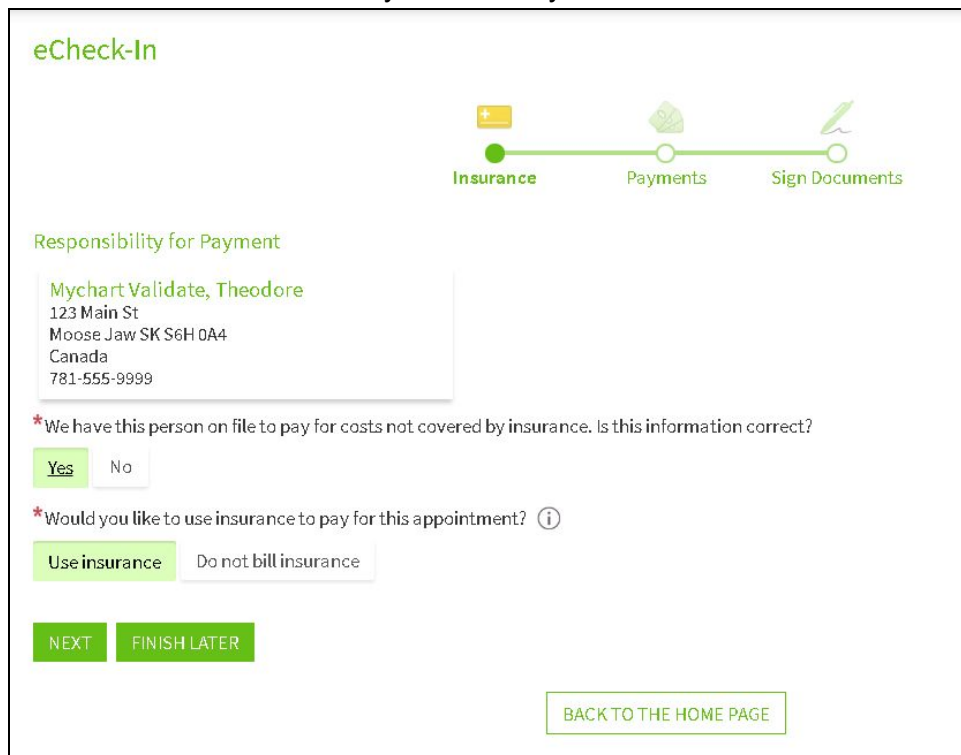
4. Review and verify your personal information. You can make updates by clicking the Edit button in the contact or details section. Otherwise, if everything is correct, select the “This information is correct” checkbox. Click Next when you are ready to proceed.



The screenshot shows the 'eCheck-In' process. At the top, a progress bar has four steps: 'Personal Info' (active), 'Insurance', 'Payments', and 'Sign Documents'. Below this, the 'Verify Your Personal Information' section is divided into two columns. The left column, 'Contact Information', lists an address (123 Main St, Moose Jaw SK S6H 0A4, Canada), phone numbers (781-555-9999, 333-222-2222, 781-744-9310), and an email (nancy.m.goon@lahey.org). The right column, 'Details About Me', lists personal attributes: Preferred Name (MyChart Teddy), Gender Identity (Male), Marital Status (Single), Ethnicity (Not Hispanic), Language (Zulu), Legal Sex (Male), Sex Assigned at Birth (Male), Race (White or Caucasian), Ethnic Background (Egyptian), and Religion (Protestant). Both columns have an 'EDIT' button. At the bottom, there is a checkbox labeled 'This information is correct' (highlighted with a red border), and two buttons: 'NEXT' and 'FINISH LATER'.

5. Select the Yes button to verify that the correct person is listed who will pay any bills associated with your care. If your doctor’s office should not bill your insurance for this visit select “Do not bill

insurance”. Click Next when you are ready to continue.



The screenshot shows the 'eCheck-In' interface with a progress bar at the top. The 'Insurance' step is active, indicated by a green dot and a plus icon. The 'Payments' and 'Sign Documents' steps are shown with grey dots and icons. Below the progress bar, the section 'Responsibility for Payment' contains a text box with the following information: 'Mychart Validate, Theodore', '123 Main St', 'Moose Jaw SK S6H 0A4', 'Canada', and '781-555-9999'. Below this, there are two questions. The first question is '* We have this person on file to pay for costs not covered by insurance. Is this information correct?' with 'Yes' and 'No' buttons. The second question is '* Would you like to use insurance to pay for this appointment?' with an information icon and 'Use insurance' and 'Do not bill insurance' buttons. At the bottom, there are 'NEXT' and 'FINISH LATER' buttons, and a 'BACK TO THE HOME PAGE' button.

eCheck-In

Insurance Payments Sign Documents

Responsibility for Payment

Mychart Validate, Theodore
123 Main St
Moose Jaw SK S6H 0A4
Canada
781-555-9999

* We have this person on file to pay for costs not covered by insurance. Is this information correct?

Yes No

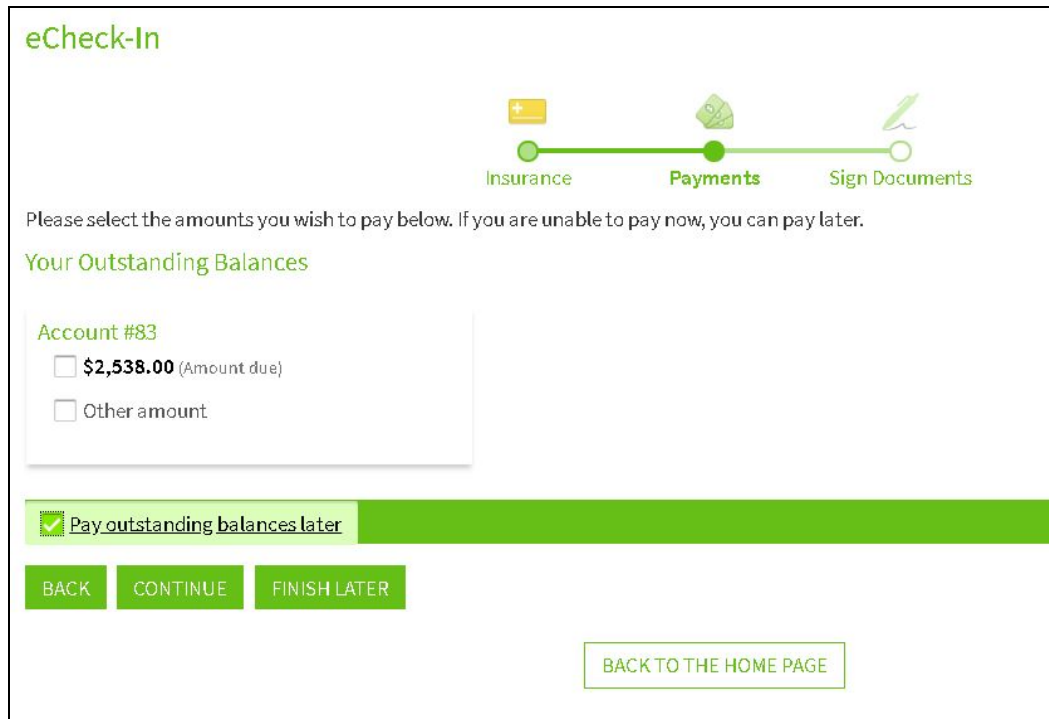
* Would you like to use insurance to pay for this appointment? ⓘ

Use insurance Do not bill insurance

NEXT FINISH LATER

BACK TO THE HOME PAGE

6. If you have any outstanding balance you will have the option to make a payment on this screen. Alternatively you can select “Pay outstanding balances later” and then click Continue when you are ready to proceed.



The screenshot shows the 'eCheck-In' interface with a progress bar at the top. The 'Payments' step is active, indicated by a green dot and a coin icon. The 'Insurance' and 'Sign Documents' steps are shown with grey dots and icons. Below the progress bar, the text 'Please select the amounts you wish to pay below. If you are unable to pay now, you can pay later.' is displayed. The section 'Your Outstanding Balances' contains a text box with the following information: 'Account #83', '\$2,538.00 (Amount due)', and 'Other amount'. Below this, there is a checkbox labeled 'Pay outstanding balances later' which is checked. At the bottom, there are 'BACK', 'CONTINUE', and 'FINISH LATER' buttons, and a 'BACK TO THE HOME PAGE' button.

eCheck-In

Insurance Payments Sign Documents

Please select the amounts you wish to pay below. If you are unable to pay now, you can pay later.

Your Outstanding Balances

Account #83

☐ \$2,538.00 (Amount due)

☐ Other amount

☒ Pay outstanding balances later

BACK CONTINUE FINISH LATER

BACK TO THE HOME PAGE

7. You may need to sign consent forms. Click Review and Sign.

eCheck-In

+

Insurance
Payments
Sign Documents

Please review and address the following documents.

Hospital Consent for Treatment

Not Signed Yet

REVIEW AND SIGN

Once this step is completed, documents will be submitted for clinic review.

BACK
FINISH LATER
SUBMIT

BACK TO THE HOME PAGE

- The consent form will appear. Please read the consent form. Click in the box(es) that says "Click to Sign".

My Lahey Chart
MyChart Teddy

Health
Visits
Messaging
Billing
Resources
Profile

MyChart Teddy My...
Log Out

This is a non-production environment. If you are a patient, contact the system administrator immediately. [X]

Hospital Consent for Treatment

Telephone Contact

I understand that the Hospital's and Ambulatory Sites or their representatives may contact me as specified in my communications preferences records for the purpose of providing services to me and collecting amounts due. Methods of contact may include pre-recorded or computer generated voice messages and the use of automated dialing services.

This consent has been explained to me and I understand its contents

Patient or Representative Signature

Click to Sign

Complete only if representative is signing for patient

Patient or Representative Signature

Printed Name
Relationship

Witness Signature

I acknowledge that the Hospital's and Ambulatory Sites' Notice of Privacy Practices has been made available to me:

Patient or Representative Signature

Click to Sign

STATEMENT OF PATIENT VISITATION RIGHTS AND SUPPORT PERSON DESIGNATION:

For Hospital in-patients: I have received notice of my right to determine who may or may not visit me during my hospital stay. I also received notice of my right to select a Support Person who will determine who may or may not visit me, if I become unable to make that determination. I understand that my visitation rights are subject to clinically necessary or reasonable restrictions or limitations set by the Hospital.

I have selected (Name) as my Support Person

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9. After you have completed all the signatures, click Continue at the bottom of the form.

This is a non-production environment. If you are a patient, contact the system administrator immediately. (X)

MyChart Teddy My...
Log Out

Health Visits Messaging Billing Resources Profile

Hospital Consent for Treatment

may or may not visit me, if I become unable to make that determination, I understand that my visitation rights are subject to clinically necessary or reasonable restrictions or limitations set by the Hospital.

I have selected (Name) as my Support Person

I authorize Lahey to provide information to my Designated Caregiver at the time of my inpatient discharge which information will include a visit summary, discharge plan, and discharge care needs.

Signature of Patient

Theodore Mychart Validate
Signature generated for Theodore Mychart Validate at 10/11/2020, 9:52 PM

Interpreter Services

If Interpreter Services are needed, for what language?

Interpreter Method:
Phone, Interpreter Number:
Video, Interpreter Number:

Live Interpreter Signature

Printed Name:

Bilingual Colleague, for Registrations and/or Consent Purposes Only:
Language Spoken:
Name of Colleague:

Theodore Mychart Validate 6518533 1/9/1982 (38 yrs)

CONTINUE **CLEAR FORM** **CANCEL**

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10. Back on the eCheck-In screen, click Submit to complete your Previsit Updates.

eCheck-In

Insurance Payments Sign Documents

Please review and address the following documents.

Hospital Consent for Treatment

Signed on 3/11/2020

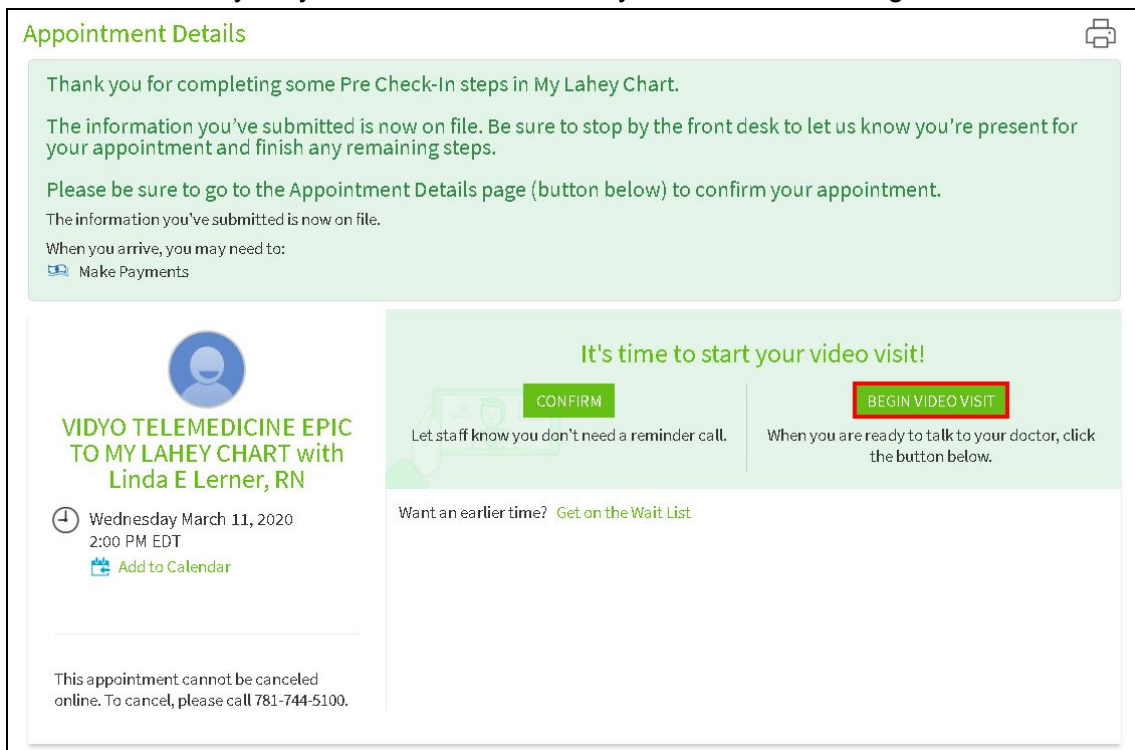
REVIEW

Once this step is completed, documents will be submitted for clinic review.

BACK **FINISH LATER** **SUBMIT**

BACK TO THE HOME PAGE

11. You are now ready for your telehealth visit with your doctor! Click Begin Video Visit.



Appointment Details

Thank you for completing some Pre Check-In steps in My Lahey Chart.

The information you've submitted is now on file. Be sure to stop by the front desk to let us know you're present for your appointment and finish any remaining steps.

Please be sure to go to the Appointment Details page (button below) to confirm your appointment.

The information you've submitted is now on file.

When you arrive, you may need to:

- Make Payments

VIDYO TELEMEDICINE EPIC TO MY LAHEY CHART with Linda E Lerner, RN

Wednesday March 11, 2020
2:00 PM EDT
[Add to Calendar](#)

This appointment cannot be canceled online. To cancel, please call 781-744-5100.

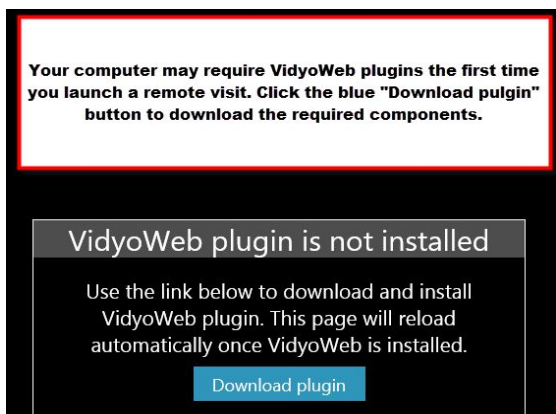
It's time to start your video visit!

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

BEGIN VIDEO VISIT
When you are ready to talk to your doctor, click the button below.

Want an earlier time? [Get on the Wait List](#)

12. If you are prompted, download the required plugins.



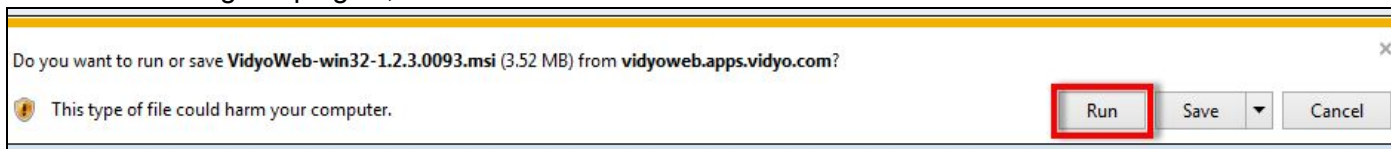
Your computer may require VidyoWeb plugins the first time you launch a remote visit. Click the blue "Download plugin" button to download the required components.

VidyoWeb plugin is not installed

Use the link below to download and install VidyoWeb plugin. This page will reload automatically once VidyoWeb is installed.

[Download plugin](#)

13. After downloading the plugins, click on the "Run" button when asked to run or save the file.

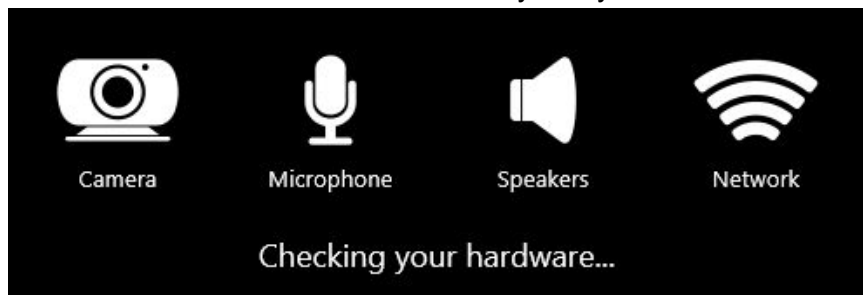


Do you want to run or save **VidyoWeb-win32-1.2.3.0093.msi** (3.52 MB) from **vidyoweb.apps.vidyo.com**?

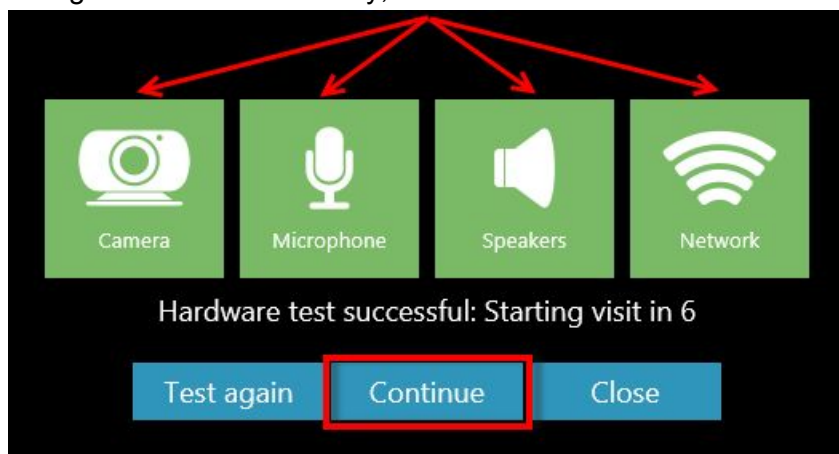
This type of file could harm your computer.

Run Save Cancel

14. The remote visit video check will check your system for all of the necessary components.



15. After all test squares turn green, the visit will begin automatically after 10 seconds. However, if you wish to begin the visit immediately, click Continue.



16. Remember to disconnect and close the video window when you are finished with the remote visit.

If you have any questions, please call the My Lahey Chart Support Line at 781.744.7300.