



# Patient Guide for Telemedicine at Mercy Health Services

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# 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 Visit for Mercy Health Services

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

Mercy is working in conjunction with a program called Zoom to facilitate these visits. Zoom for telemedicine reliably delivers consistent user experiences, seamlessly integrates into technology, and keeps patients and Providers connected. With high quality video, Mercy is able to support patients on a virtual video, when in-office appointments are not an option.



# Epic MyChart

Mercy Health Services is utilizing Epic MyChart for connecting patients and Providers for 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.

**MyCHART Mercy**  
BALTIMORE, MD

**Coronavirus/COVID-19 Alert**  
<https://mdmercy.com/covid19>  
If you have any of the following; a fever, cough, shortness of breath, or have traveled to a COVID-19 affected area, or had contact with a suspected COVID-19 patient, please do not present to the office for your appointment.

Please call Mercy's 24 Hour Infection Control & Prevention Hotline at 410-332-4866 Monday through Sunday; for additional screening. If you do not call ahead and have any of these symptoms you may be asked to return at a later time.

**Communicate with your doctor**  
Get answers to your medical questions from the comfort of your own home

**Access your test results**  
No more waiting for a phone call or letter – view your results and your doctor's comments within days

**Request prescription refills**  
Send a refill request for any of your refillable medications

**Manage your appointments**  
Schedule your next appointment, or view details of your past and upcoming appointments

Thanks for using MyChart.  
You have been logged out.

MyChart Username  
Password

**SIGN IN**

[Forgot Username?](#) [Forgot Password?](#)

**New User?**

**SIGN UP NOW**

Download on the App Store | GET IT ON Google Play

[Interoperability Guide](#) [FAQs](#) [Privacy Policy](#) [Terms and Conditions](#) [High Contrast Theme](#)

MyChart® licensed from Epic Systems Corporation, © 1999 - 2019.

## How to set up a MyChart Account

After any visit with a Mercy Provider or Specialist patients are given an After Visit Summary. The After Visit Summary is a document that gives you information about the visit you have just had, 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>.

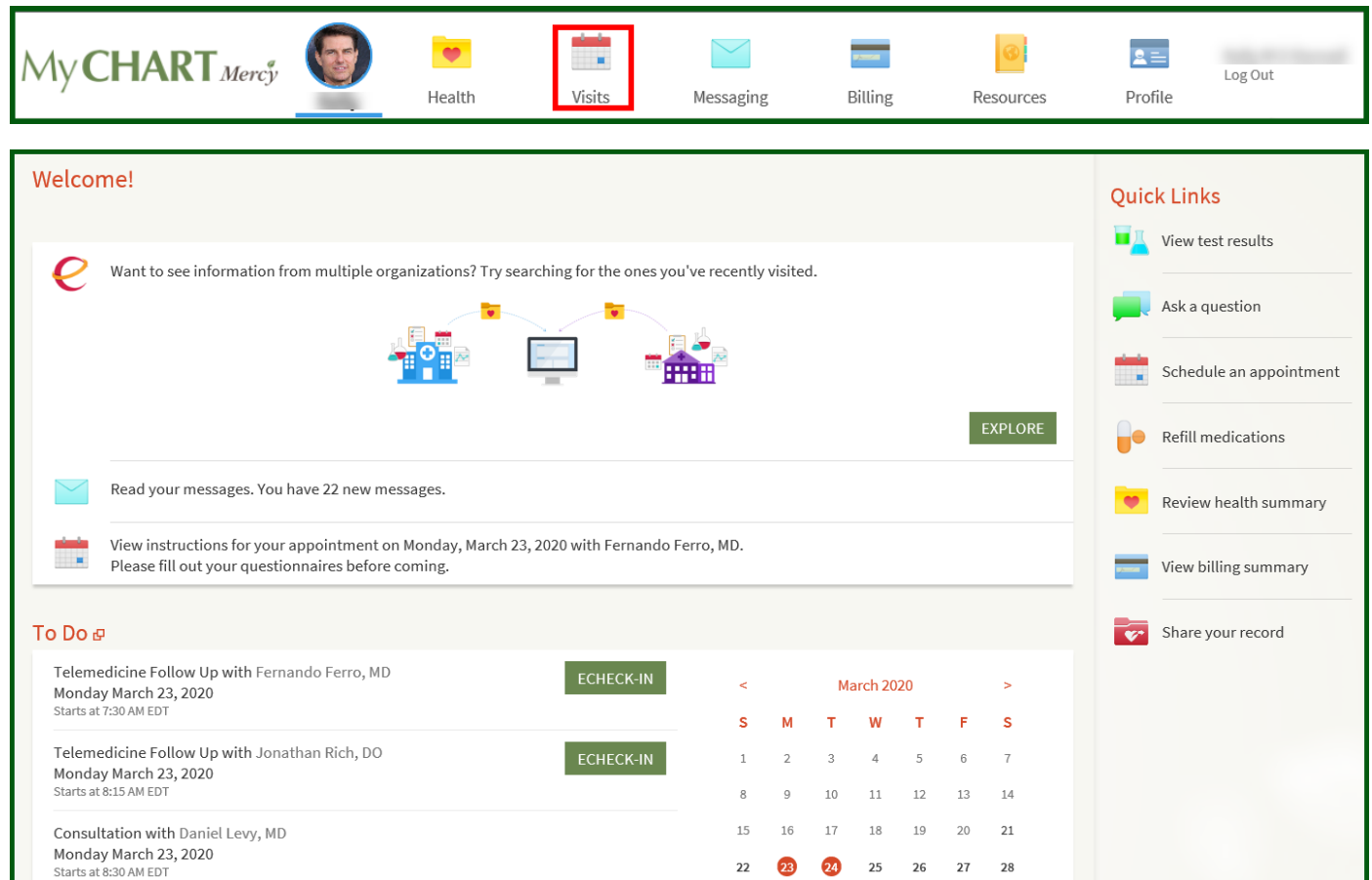
Patients can also contact your Providers office and request a MyChart Activation code. This will be sent via Email to you directly. If you do not have an active MyChart Account and ask to make a Telemedicine visit, your Provider's office will be required to setup your MyChart before scheduling your visit.



# 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 using your Username and password
- Select the  **Visits** button at the top of the screen
- Choose **Appointments and Visits**





The screenshot shows the MyChart Mercy website interface. At the top, there is a navigation bar with the MyChart Mercy logo, a user profile picture, and several icons: Health (heart), Visits (calendar, highlighted with a red box), Messaging (envelope), Billing (credit card), Resources (book), Profile (ID card), and Log Out. Below the navigation bar, the main content area is divided into two sections. The left section, titled "Welcome!", contains a message about searching for organizations, a section for messages (22 new messages), and an appointment reminder for Monday, March 23, 2020, with Fernando Ferro, MD. The right section, titled "Quick Links", contains links for View test results, Ask a question, Schedule an appointment, Refill medications, Review health summary, View billing summary, and Share your record. Below the "Welcome!" section, there is a "To Do" section with three items: Telemedicine Follow Up with Fernando Ferro, MD (Monday March 23, 2020, Starts at 7:30 AM EDT), Telemedicine Follow Up with Jonathan Rich, DO (Monday March 23, 2020, Starts at 8:15 AM EDT), and Consultation with Daniel Levy, MD (Monday March 23, 2020, Starts at 8:30 AM EDT). Each item has an "ECHECK-IN" button. To the right of the "To Do" section is a calendar for March 2020, showing the days of the week and the dates. The dates 23 and 24 are highlighted in red circles.



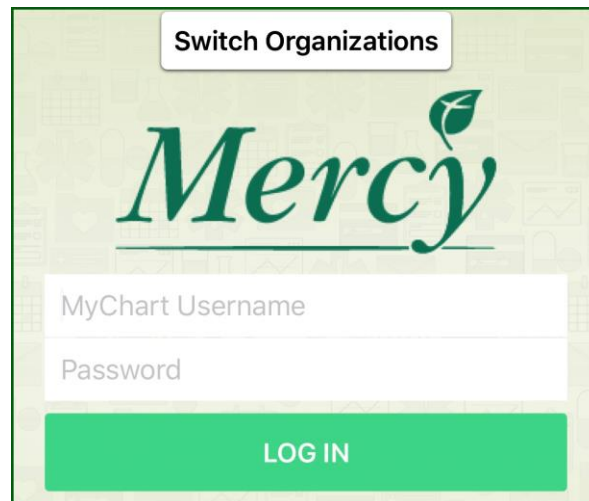
# Using MyChart from a Mobile App

## Download the MyChart App

- If you have not done so previously, you can download the MyChart App onto your phone or 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 right on your phone
- MyChart also allows you to link multiple Health Care Facilities to one account
- MyChart Log in page for Mercy:



Switch Organizations

*Mercy*

MyChart Username

Password

LOG IN



# Schedule your Telemedicine Visit

Patients can contact their Providers office to if they are interested in scheduling a Telemedicine visit. Mercy Providers may also reach out to patient's 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 have scheduled currently 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

MAR 23 Mon

Telemedicine Follow Up with Fernando Ferro, MD

⌚ Starts at 7:30 AM EDT (15 minutes)

ECHECK-IN

DETAILS

✕ Cancel Appointment

MAR 23 Mon

Telemedicine Follow Up with Jonathan Rich, DO

⌚ Starts at 8:15 AM EDT (15 minutes)

ECHECK-IN

DETAILS

✕ Cancel Appointment

MAR 23 Mon

Consultation with Daniel Levy, MD

⌚ Starts at 8:30 AM EDT (30 minutes)

DETAILS

✕ Cancel Appointment

MAR 23 Mon

**Mercy Personal Physicians at Lutherville**  
1734 York Road  
Lutherville MD 21093-5606  
[410-252-2273](tel:410-252-2273)

4/22/2020


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## Appointment Details

- From the Appointment Details screen you can see all the details for your upcoming appointment
- 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
  - We recommend completed ECheck-in no more than **24 hours** prior to your scheduled appointment time
  - ECheck-in includes a Travel Screening questionnaire
  - Travel Screening needs to be answered every 24 hours
- You can also view any **Visit Instructions** for your upcoming appointments

### Appointment Details





**Telemedicine Follow Up  
with Fernando Ferro, MD**

Monday March 23, 2020  
7:30 AM EDT (15 minutes)  
[Add to Calendar](#)

**Cancel Appointment**

#### Get ready for your visit!

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

**ECHECK-IN**  
Save time by completing eCheck-In ahead of time.

**BEGIN VIDEO VISIT**  
You cannot join the video visit at this time.

#### Visit Instructions

**To ensure a smooth connection, complete the following tasks well in advance of your video visit:**

- Make sure you have a webcam set up. The webcam can be part of a laptop or a separate USB webcam.
- Make sure you've installed Adobe Flash Player with the most recent updates.
- Make sure to download the Zoom Client for Meetings <https://zoom.us/download>
- Test your video, audio, and network connections <https://zoom.us/test>

**For Mobile Device Connection:**

- You will need to download the Zoom App prior to the visit
- ZOOM Cloud Meetings is the name of the App

**For technical difficulties please contact Zoom at [1-888-799-9666](tel:1-888-799-9666) ext. 2**


- You will need to your 9 digit meeting ID, it can be found on the top right hand corner of the meeting screen

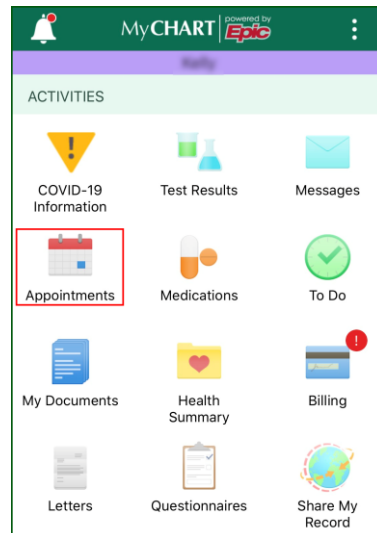




# Review Upcoming Appointments from a Mobile Phone

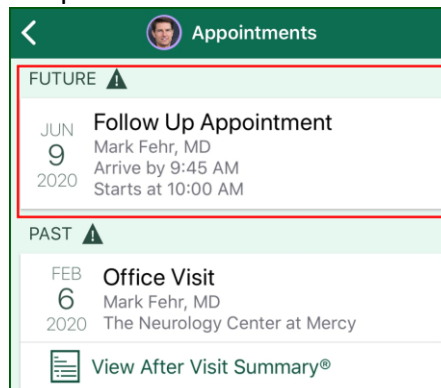
## Find Appointments

- Open your MyChart App on your mobile phone
- Use the the  **Appointments** button to access upcoming appointments



## Appointment Details

- You will see **Future** Appointments at the top
- Select on a future visit to see the expanded details



- Details page will show you any Appointment instructions
- You have the option to **Confirm** your appointment in advance
- **24 Hours** prior to your scheduled appointment you can complete ECheck-in



# How to Get Started

- Prior to your Telemedicine visit you will want to ensure you have completed a few steps to prepare.
- **Remember:** You will want to make sure to disable any Pop-up blockers or settings on your Computer or Phone prior to your visit to avoid complications


## Technical Preparations

Prior to your Telemedicine visit, you should do the following to ensure a smooth connection.

### If you will be 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
2. Make sure you have installed Adobe Flash Player with the most recent updates
3. Make sure you have downloaded the **Zoom Client for Meetings**
  - a. The first time you log into a Telemedicine visit, if you have not downloaded Zoom yet you will be prompted to do so
  - b. Zoom download location: <https://zoom.us/download>
4. Test your video, audio and network connections at <https://zoom.us/test>

### If you will be using your Phone


1. You will need to download the Zoom App **prior** to starting the visit
2.  **ZOOM Cloud Meetings** is the name of the App
3. *Once the App is installed you will **Begin Visit** from your MyChart which will launch you into the visit*

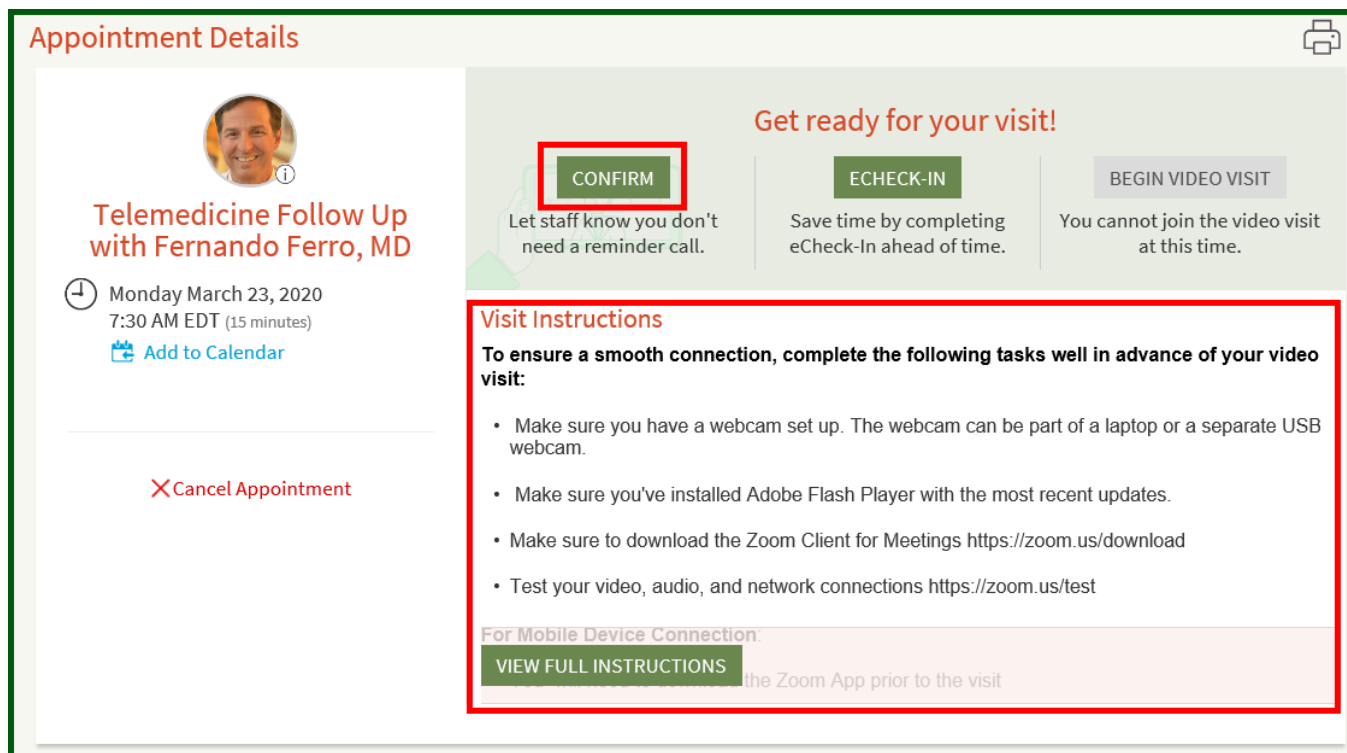


# Prepare for your Visit


## MyChart Visit Preparation

### From the Web

1. Log into MyChart on the Web
2. Select the  **View Instructions for your Appointment** section
  - a. Review the Appointment Details
  - b. Visit instructions will be listed here for you
  - c. Confirm your appointment using the green **Confirm** button



**Appointment Details**

  
**Telemedicine Follow Up with Fernando Ferro, MD**

Monday March 23, 2020  
7:30 AM EDT (15 minutes)  
[Add to Calendar](#)

[Cancel Appointment](#)

**Get ready for your visit!**

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

**ECHECK-IN**  
Save time by completing eCheck-In ahead of time.


**BEGIN VIDEO VISIT**  
You cannot join the video visit at this time.

**Visit Instructions**  
To ensure a smooth connection, complete the following tasks well in advance of your video visit:

- Make sure you have a webcam set up. The webcam can be part of a laptop or a separate USB webcam.
- Make sure you've installed Adobe Flash Player with the most recent updates.
- Make sure to download the Zoom Client for Meetings <https://zoom.us/download>
- Test your video, audio, and network connections <https://zoom.us/test>

**For Mobile Device Connection:**  
**VIEW FULL INSTRUCTIONS** the Zoom App prior to the visit

### From a Mobile Device

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

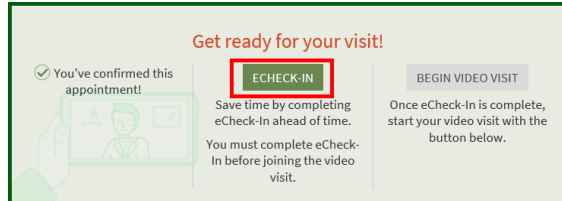


# ECheck-in Preparation

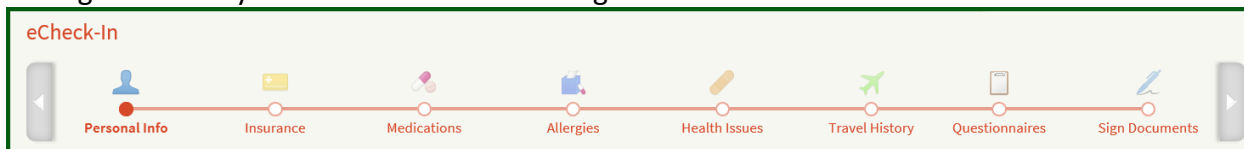
ECheck-in is a **required** step in the Telemedicine visit process. You will be reviewing your personal and medical information prior to your appointment. ECheck-in can be completed either on a computer or your MyChart Mobile App. You should complete ECheck-in no more than 24 hours prior to your scheduled appointment.

## ECheck-in on a Computer

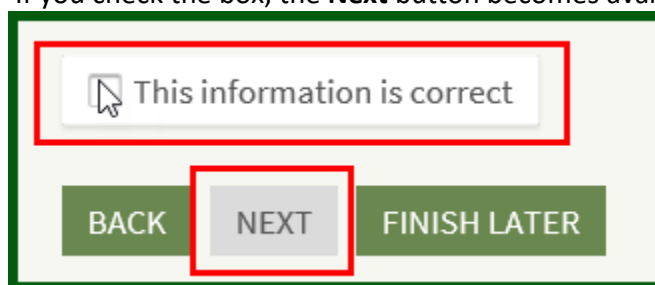
1. Use the ECHECK-IN button on your MyChart to start this process



2. During ECheck-in 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*
    - i. **Note:** *The first time you have a Telemedicine Visit you will need to sign a consent for this visit*
    - ii. **CONSENT TO PARTICIPATE IN TELEMEDICINE APPOINTMENT VIA ZOOM VIDEO COMMUNICATIONS** *document can be read, signed and printed if desired*
3. Each step above will ask you to check a box if the information is correct in order to move forward
    - a. If you check the box, the **Next** button becomes available





4. When you get to the Consent form:

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

Please review and address the following documents.

**Consent to Participate Telemedicine Appointment**  
Not Signed Yet

**REVIEW AND SIGN**

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

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

- b. Make sure to read the document all the way to the bottom

- 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 **Continue**

**Consent to Participate Telemedicine Appointment**

**4. Health Information and Medical Records.** You further understand that:

- The telemedicine appointment will not be recorded by Zoom Video Communications or your health care provider. However, your health care provider will document the telemedicine visit in the medical record similar to how the provider would typically document an in-person office visit. You have the right to access and receive copies of all information recorded in your medical record during the course of a telemedicine appointment.

**5. Your Rights.** Your participation in a telemedicine appointment is completely voluntary. You may withhold or withdraw consent to participate in the telemedicine appointment at any time without affecting your right to future care or treatment, or risking the loss or withdrawal of any program benefits to which you may be entitled. There are alternatives to telemedicine appointments, such as meeting with your health care provider in person or seeing other providers in your area.

**6. Your Responsibilities.** By signing this agreement, you agree that:

- You will only participate in telemedicine appointments using Zoom Video Communications while you are in Maryland. Your health care provider is licensed to practice in Maryland and state licensing laws prohibit your provider from providing health care to you while you are outside of the state.
- You are responsible for taking measures to protect your own privacy and confidentiality during a telemedicine appointment. You should choose a private location where you will not be interrupted and where others cannot hear or see the telemedicine appointment. You should use a secure internet connection, and do not share your Zoom username or password with anyone.

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

**Signature:** Nigel Welcome  
Signature generated for: at 03/20/2020 07:01 PM  
(patient or person authorized to give consent)

#688196v2  
000342-0267

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

5. 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 3/20/2020

**REVIEW**

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

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



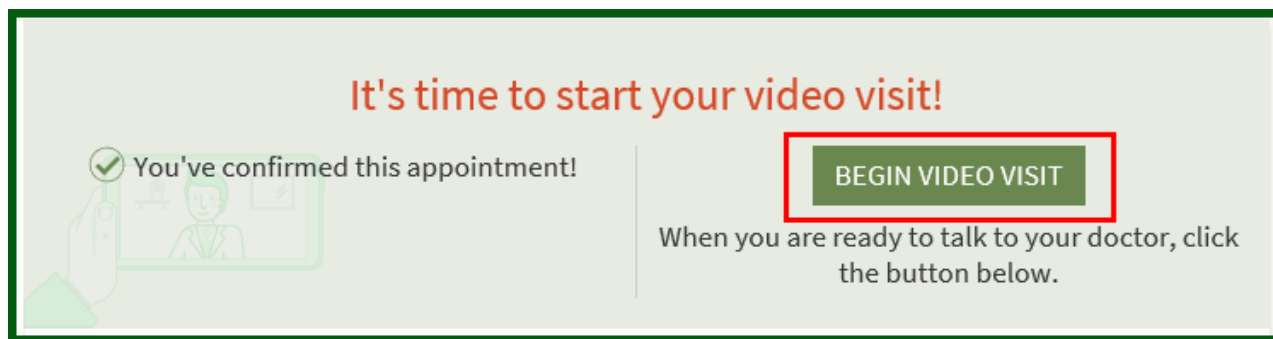
## ECheck-in from a Mobile App

1. The process for ECheck-in on a mobile device will be the same as on the web
2. Once you Launch into **ECheck-in** from the Appointment details 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*
  - i. **Note:** *The first time you have a Telemedicine Visit you will need to sign a consent for this visit*
6. Once all steps are completed you will **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

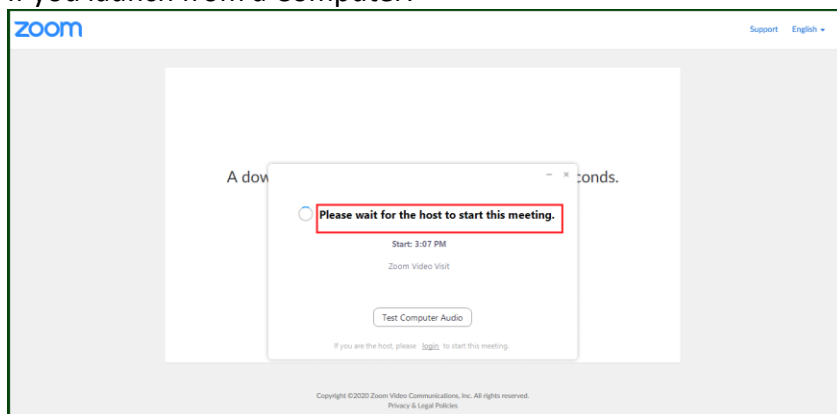
1. When it's time for your Appointment, you can Log into the Telemedicine visit up to **30 minutes** before the appointment scheduled time
  - a. You will not be able to log into your visit if you have not completed your ECheck-in Process
  - b. **Note:** Make sure you have turned off any Streaming services (Netflix, Amazon Video, Hulu etc.)
  - c. **Note:** Make sure you have stopped and turned off any online gaming (Xbox, Playstation, Computer etc.)
2. Log in to your MyChart
  - a. Either via computer with video capabilities or via Mobile App
5. Open the **Appointments** or **Appointments and Visits** page
3. The **Begin Video Visit** button will be green if you have completed all the necessary steps



4. By selecting the **Begin Video Visit** you will automatically be brought into Zoom Client and be ready for your provider
5. Once your visit is complete, your Provider will end the video call and you can close any applications you have open
6. You will receive an After Visit Summary to your MyChart once your Provider has finished all of their documentation

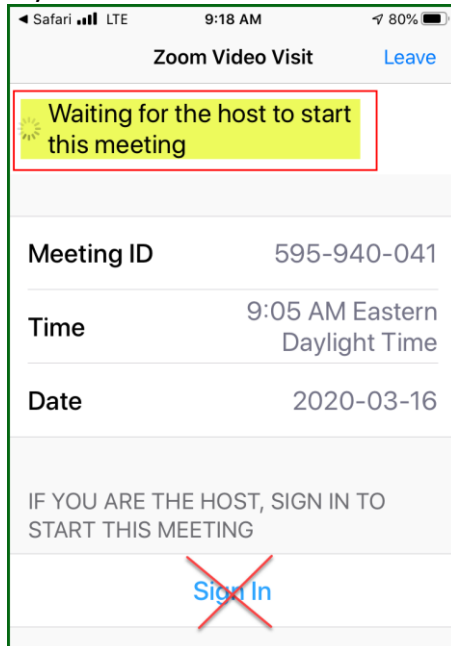
## During the Visit

1. When Zoom opens you will see the following based on how you have started the visit, this is your "waiting room"
  - a. If you launch from a Computer:





b. If you launch from a Mobile Device:



c. **Important:**

- i. **You will NOT need a User ID or Password or need to Log In/Sign In to Zoom**
  - ii. If you see these features, simply ignore them
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 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
3. Your Provider can also log into their visit up to 30 minutes before the scheduled visit time
  - a. You could log in and see the Provider right away with no wait if this is the case
4. As soon as the Provider starts their side of the visit your screen will update and you will be able to see your Provider





# Using the Zoom Application

## Zoom Support – #1-888-799-9666 ext. 2

- ZOOM Support Online: <https://support.zoom.us/hc/en-us/articles/201362003>
- Zoom has online help center with videos and answers to common questions
  - This help center can be found here: <https://support.zoom.us/hc/en-us>
- For Mobile Devices
  - After you download the Mobile Application, you will not need to Log in to Zoom at any point
  - You will start your Telemedicine visit from your **MyChart** which will open the Zoom App into your visit automatically
- For Computer and Laptops
  - After downloading Zoom on your computer or laptop you will not need to Log into Zoom at any point
  - You will start your Telemedicine visit from you **MyChart** which will open the Zoom application from your computer and into your visit automatically



# Troubleshooting Tips



## Troubleshooting before the Visit is Started

- If the **Begin Video Visit** button is gray – check that you are within the 30 minutes prior to your appointment timeframe
- 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 open into the Zoom Waiting room, you can **Test your Computer Audio** using the button that appears

## Troubleshooting when Starting the Visit

- If you have not downloaded Zoom prior to starting the visit and you are on a computer, you will be prompted to do so as soon as you select **Begin Video Visit**
- If you have not downloaded Zoom prior to starting the visit and you are on a Mobile device, you will see an internet page open and you will get an Error
  - In this instance, close the web browser, download the application and then log back into your MyChart and select Begin Video Visit again

## 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:
    - Move your mouse over the Zoom video window, check to make sure the  Camera option in the lower left corner doesn't have a red line through it
    - 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:
    - Tap the screen and check to make sure the  Camera option in the lower left corner doesn't have a red line through it
    - You may be prompted to "Allow" access to the Camera
- If at any point after you click **Begin Video Visit** you lose connection or need to restart the video, you can do so up to 2 hours after the scheduled visit time.
- If using a Mobile Device, you can check also check the audio is turned on
  - Tap the screen, make sure the microphone icon in the lower left corner does not have a red line through it