



## eVisit

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## About eVisit

### What is eVisit?

eVisit is a safe, easy-to-use tool for video health care appointments.

### How does it work?

When your next telehealth appointment with Methodist Healthcare Ministries is scheduled, you will receive an email with the link you will use to log into your appointment.

### What do you need to do?

When it's time for your appointment, click the link in your reminder email to check into your appointment. As you log in, you will be asked a few questions about your health. This will help your provider make decisions about your health care. Once you enter the waiting room, one of our team members will greet you and guide you through your visit with your provider.

### Is it easy to use?

eVisit is an easy-to-use, patient-friendly platform. We've developed how-to guides to help you navigate the program, and our team members are trained if you have any issues. If you have questions about how to use the platform, please call 210-922-6922 so we can assist you.

### What if I have issues with my computer or phone?

Unexpected technical difficulties occur. If you have questions about how to use eVisit, please call 210-922-6922 so we can assist you.

### Is there a cost for using eVisit?

There is no additional cost for using eVisit.

### Is eVisit private?

The information shared within eVisit is private and confidential.

### Why the change?

Methodist Healthcare Ministries knows that there may be a variety of barriers patients and clients face in receiving in person care—COVID-19 concerns, lack of transportation, time, etc. eVisit will play an important role in ensuring we offer the best possible care to overcome those barriers, while still offering in-person care when possible.



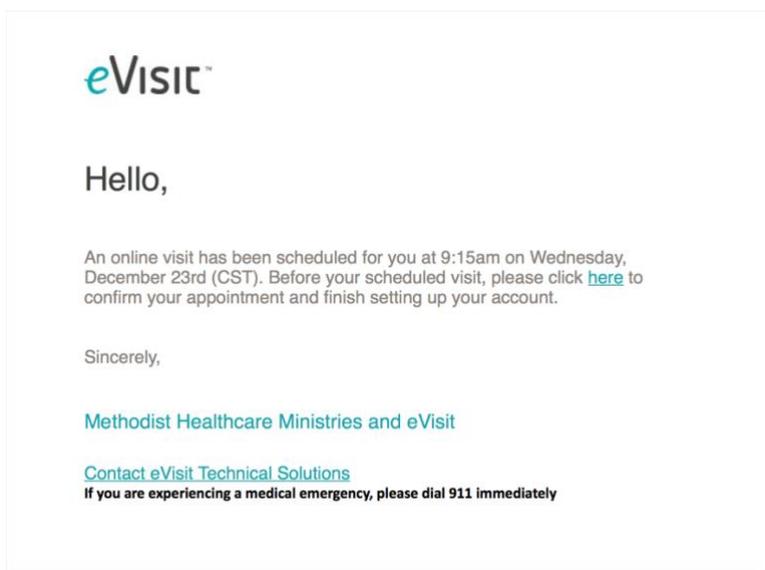
## How to Access eVisit

To access your eVisit telehealth appointment, you will not need to download any software to your computer or device. You will need to set up an account prior to accessing your visit or appointment. Once your account is set up, you will be able to use it to log in for future appointments.

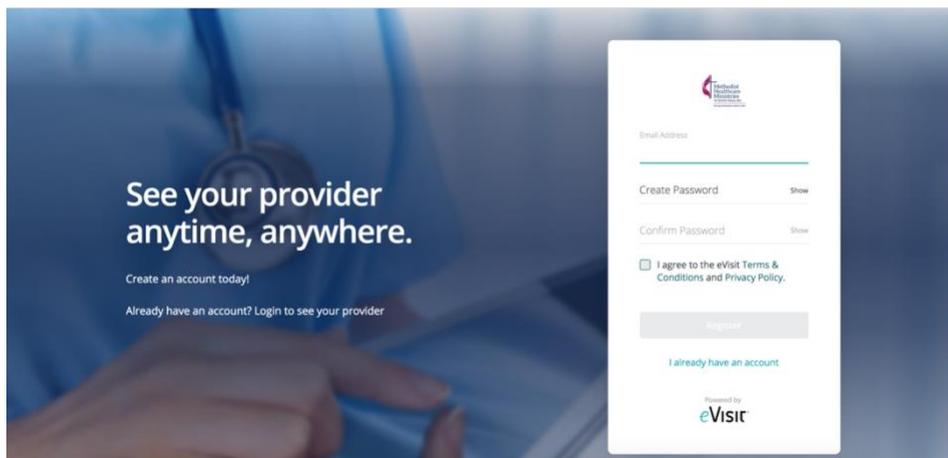
Follow the instructions below to check into your appointment. We ask that you check in at least 10 minutes prior to your appointment. If it is your first time to log into the eVisit platform, you will need to first set up an account.

## How to Set Up an Account

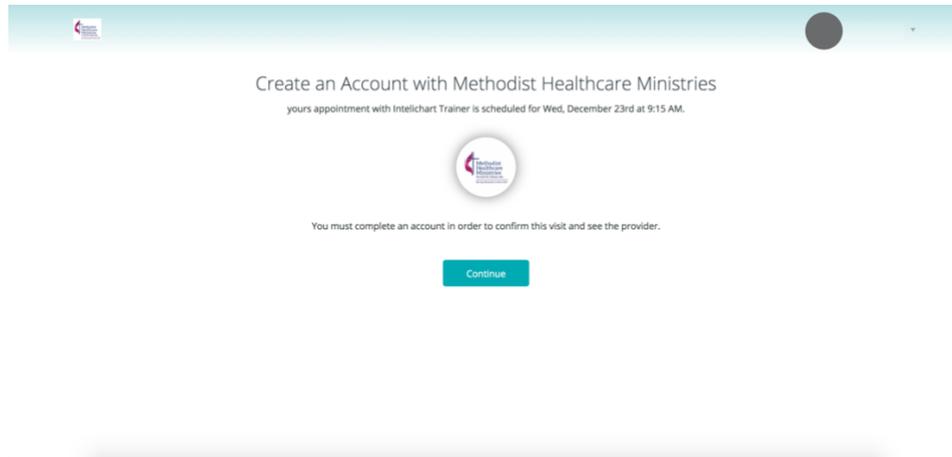
**Step 1:** You will receive an appointment confirmation link from your provider by email or text message. If it is your first time to login to eVisit, you will need to first set up an account.



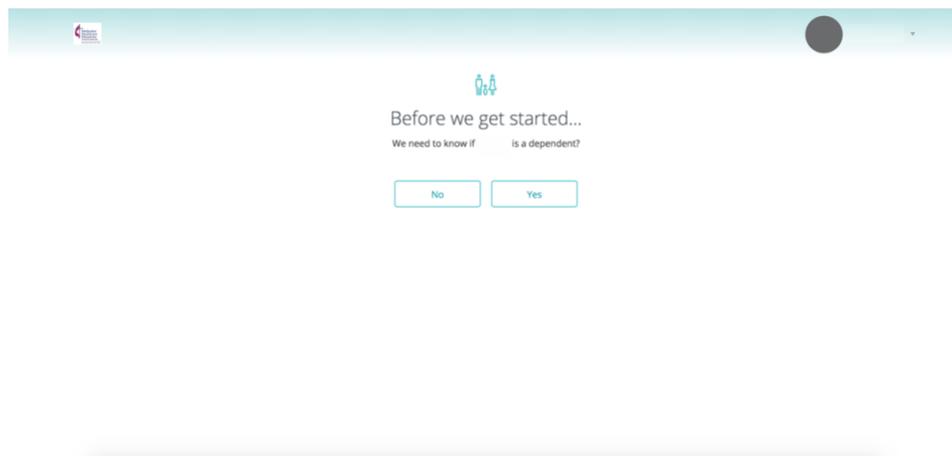
**Step 2:** Once you click on the link in the email, you will be taken to a login screen. Using the email your provider has on file, create a password for your account.



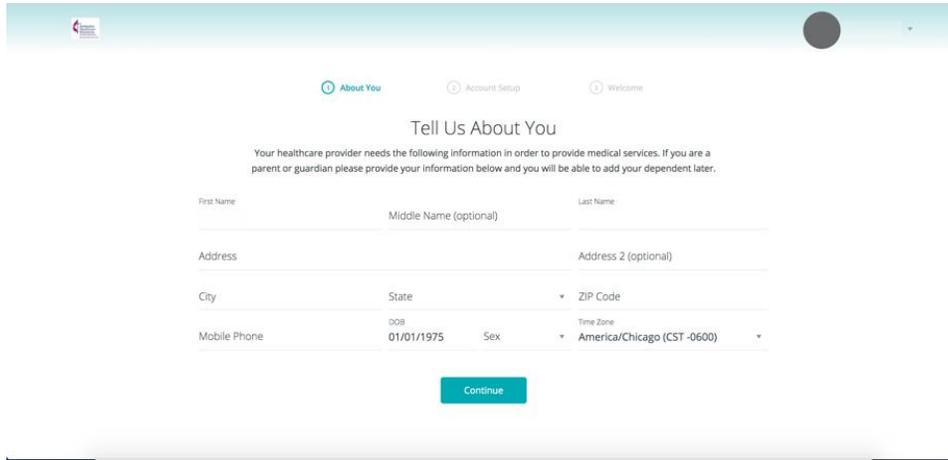
**Step 3:** Once you've created a password, you will be asked to confirm your upcoming appointment with your provider.



**Step 4:** You will be asked a series of questions as you set up your account. Please answer these to the best of your ability.

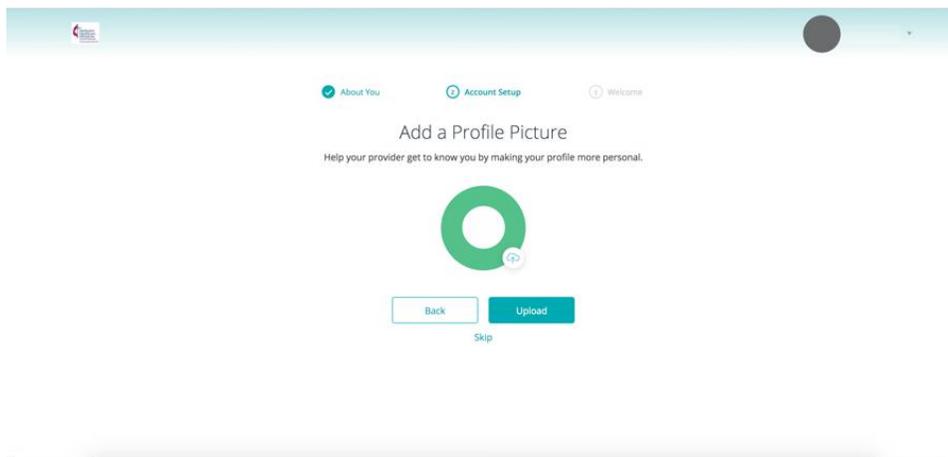


**Step 5: Enter in your contact information.**



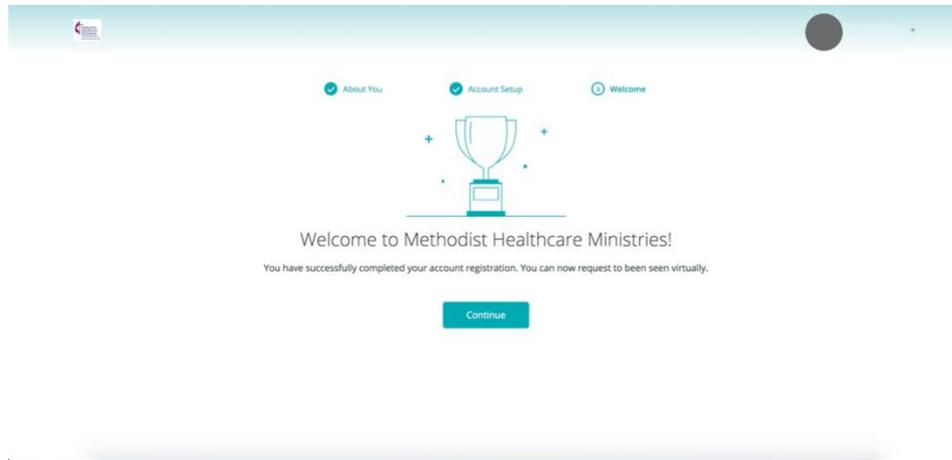
The screenshot shows a registration form titled "Tell Us About You". At the top, there are three navigation tabs: "About You" (active), "Account Setup", and "Welcome". Below the title, a message states: "Your healthcare provider needs the following information in order to provide medical services. If you are a parent or guardian please provide your information below and you will be able to add your dependent later." The form contains several input fields: "First Name", "Middle Name (optional)", and "Last Name" (all on one line); "Address" and "Address 2 (optional)" (all on one line); "City", "State", and "ZIP Code" (all on one line); and "Mobile Phone", "DOB" (with value "01/01/1975"), "Sex", and "Time Zone" (with value "America/Chicago (CST -0600)") (all on one line). A "Continue" button is located at the bottom of the form.

**Step 6: You will have the option to add a profile picture. This is not required.**

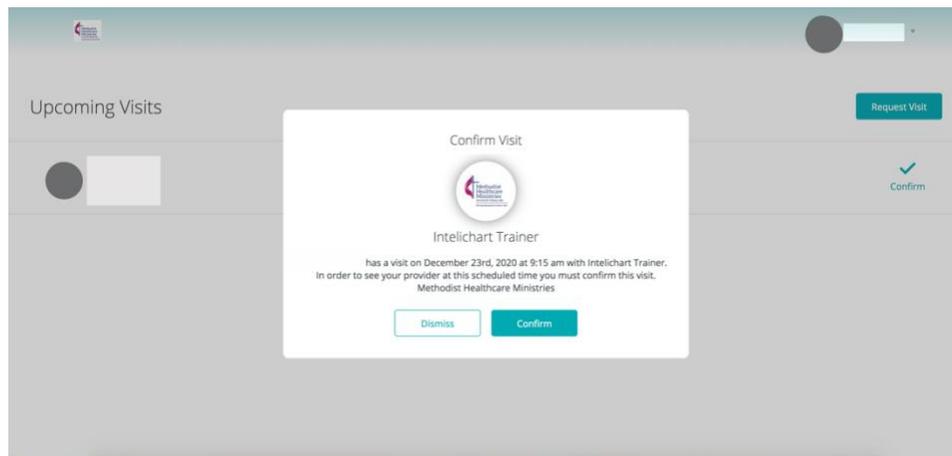


The screenshot shows a registration step titled "Add a Profile Picture". At the top, there are three navigation tabs: "About You" (active), "Account Setup", and "Welcome". Below the title, a message states: "Help your provider get to know you by making your profile more personal." In the center, there is a large green circular placeholder for a profile picture. Below the placeholder are three buttons: "Back", "Upload", and "Skip".

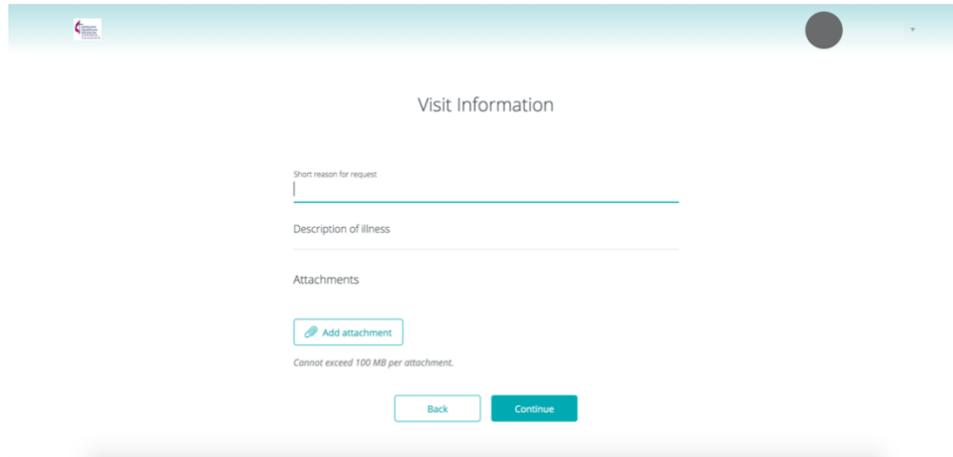
**Step 7:** You have successfully completed your account registration. Click 'Continue.'



**Step 8:** Once you successfully complete your account registration, you will be sent to your eVisit home screen. A pop-up box will appear, and you will be asked to confirm your upcoming appointment with your provider again.

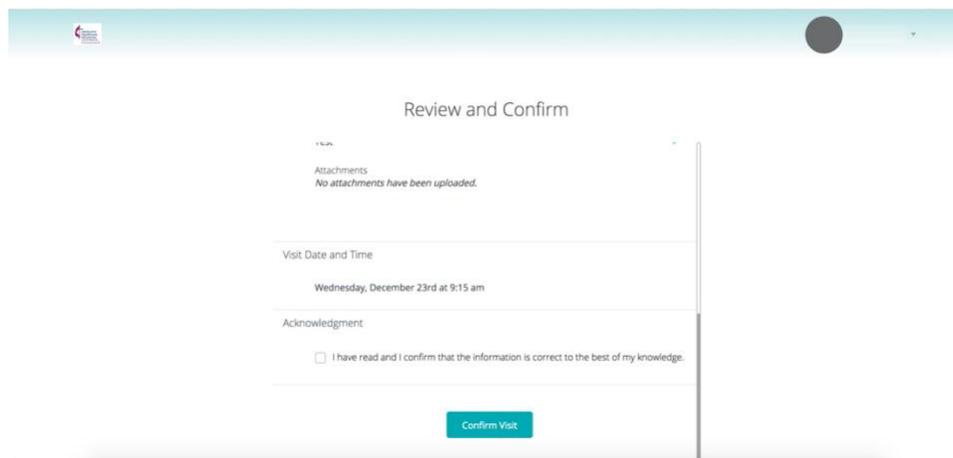


**Step 9:** Share some details about the reason for your appointment, such as how you're feeling.



The screenshot shows the 'Visit Information' form. It includes a header with the Methodist Healthcare Ministries logo and a mobile navigation bar. The form has three main sections: 'Short reason for request' with a text input field, 'Description of illness' with a text input field, and 'Attachments' with an 'Add attachment' button. Below the attachments section, there is a note: 'Cannot exceed 100 MB per attachment.' At the bottom of the form are 'Back' and 'Continue' buttons.

**Step 10:** Review and confirm the details of your visit.



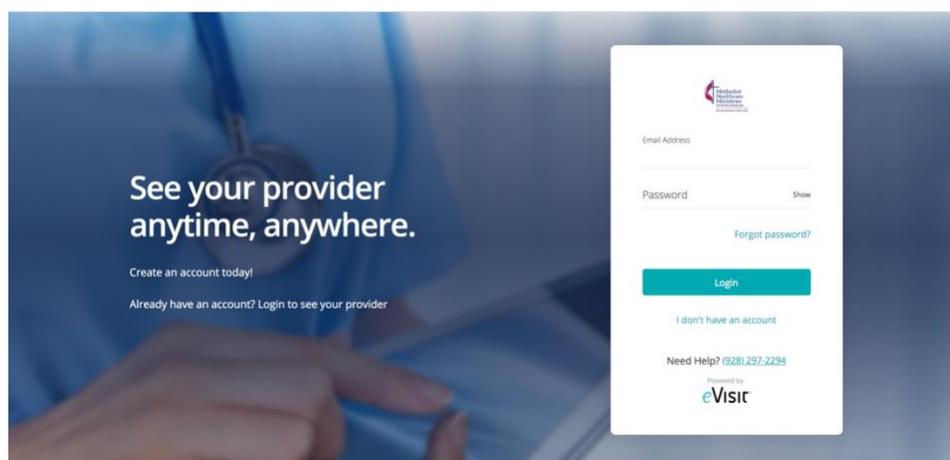
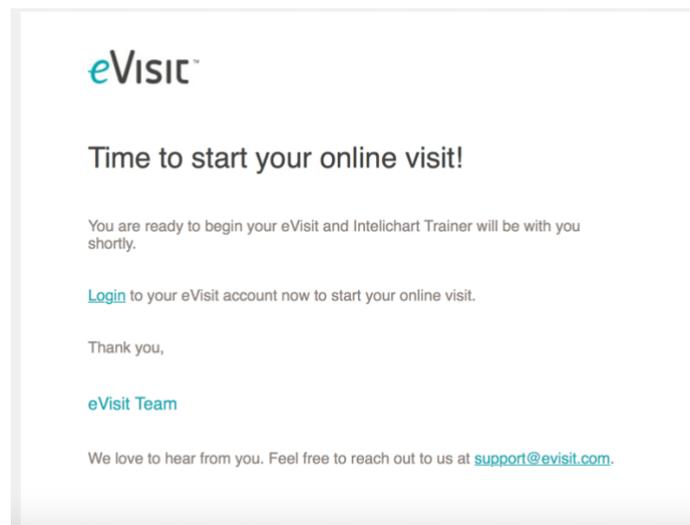
The screenshot shows the 'Review and Confirm' form. It includes a header with the Methodist Healthcare Ministries logo and a mobile navigation bar. The form has three main sections: 'Attachments' with the text 'No attachments have been uploaded.', 'Visit Date and Time' with the text 'Wednesday, December 23rd at 9:15 am', and 'Acknowledgment' with a checkbox and the text 'I have read and I confirm that the information is correct to the best of my knowledge.' At the bottom of the form is a 'Confirm Visit' button.

**Step 11:** Make a note of the date and time of your appointment and be sure to login 10 minutes before it is scheduled to begin to allow time to fix any internet or technology issues.

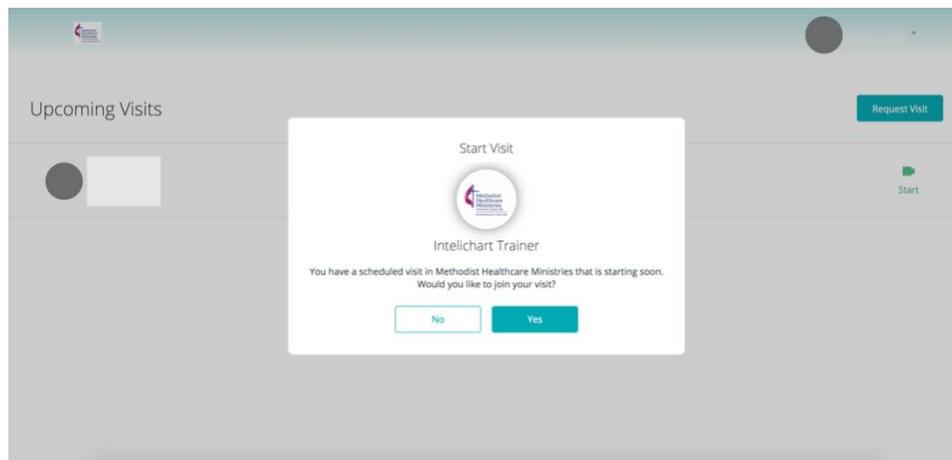
## How to Login to Your Appointment (via Computer)

You will receive multiple reminder emails and texts about your appointment. We recommend logging into eVisit 10 minutes before your appointment to allow time to tackle any internet or connectivity issues.

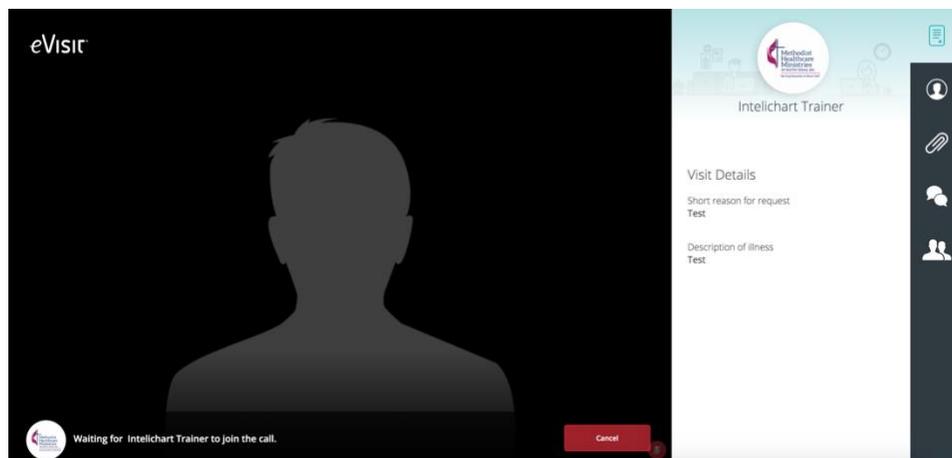
**Step 1:** When it's time for your appointment, login to eVisit by clicking on the link in your appointment reminder email or visiting [www.app.evisit.com](http://www.app.evisit.com). Login using the email and password you used to register for an account.



**Step 2:** Upon logging into your account, a notification will appear alerting you of your upcoming visit. Begin your visit by clicking 'yes.'



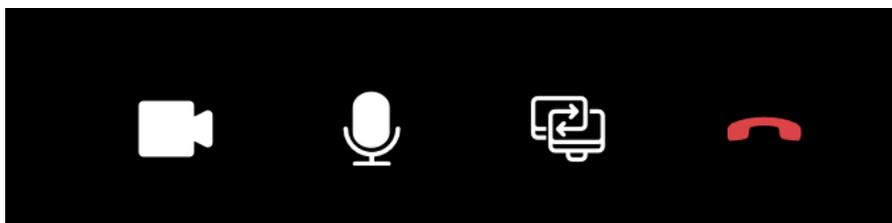
**Step 3:** You will be entered into your appointment at this time. It is important that you allow eVisit to access your video camera and microphone so that you can speak with your nurse and provider. Please wait by the computer at this time. It is important that you not leave your screen. A nurse or provider will be with you shortly.



## Once You're in the Appointment

Once your provider has invited you into the appointment, there are a few features you will have.

### Toolbar



From left to right:

The first icon controls your computer or smartphone's video camera. Your camera should always be on, so that your provider can speak to you face to face.

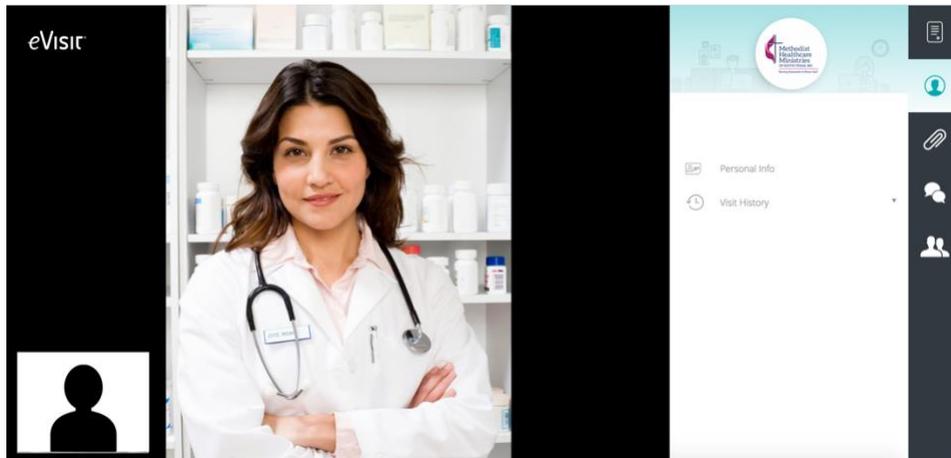
The second icon controls your microphone. Your microphone should always be on so that you and your provider can speak freely.

The third icon shares your computer or phone screen with your provider.

The fourth hangs up the call.

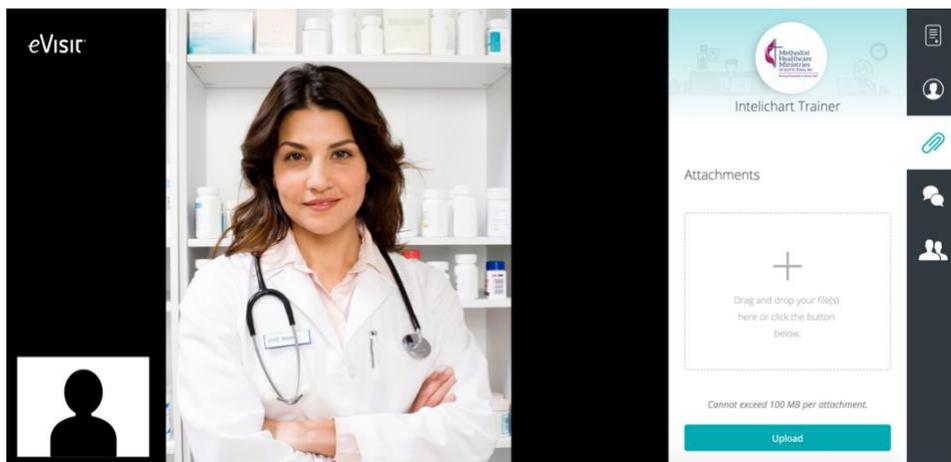
### Provider Information

Information about your provider will be displayed in the second tab on the far right. Click the  icon.



### Attachments

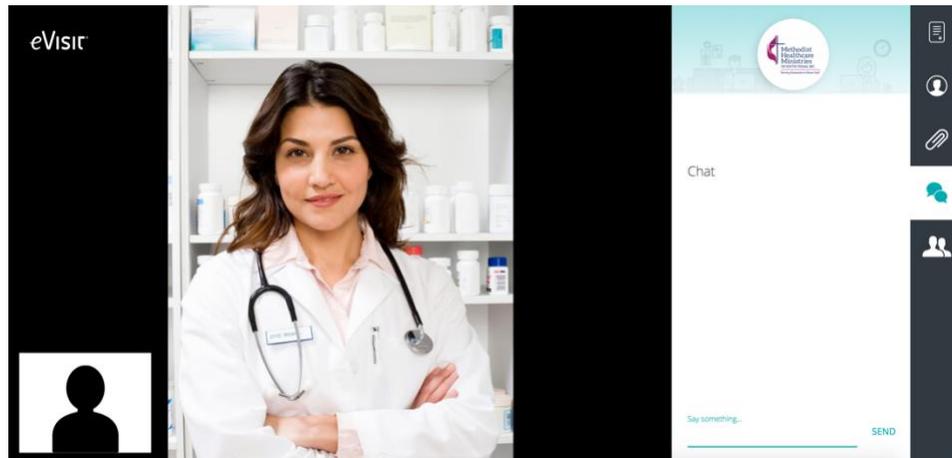
While you're in your appointment with your provider, you will be able to upload documents and photos related to your health. This feature will be displayed in the third tab on the far right. Click the  icon.



## Chat

While you're in your appointment with your provider, you will be able to chat with your provider and other attendees. This feature will be displayed in the fourth tab on the far right.

Click the  icon.



## Attendees

To see who is in the appointment with you, select the fifth tab on the far right. Click the  icon.

