

## Using E-visits as a Patient

Patients start their e-visits by checking in to their appointments through their [www.YourHealthFile.com](http://www.YourHealthFile.com) Patient Portal account. Note: you can access the patient portal via mobile browser or computer. There is no mobile app available.

1. On the home page, click the **Appointment Check-in** tile.

The screenshot shows the patient portal interface for LECOM Health Medical Associates of Erie. At the top left is the logo. At the top right are links for 'ACCOUNT SETTINGS' and 'LOG OUT'. Below the logo is a 'Welcome to YourHealthFile' message. To the right of the welcome message is a 'Patient Chart:' dropdown menu showing 'PATIENT, AMELIE'. The main content area consists of six colored tiles arranged in a 2x3 grid:

- View Current Charges:** Red tile with a credit card icon, showing '\$0.00 Balance Due'.
- Schedule an Appointment:** Green tile with a clock icon.
- Appointment Check-in:** Orange tile with a checkmark icon, showing '03/03/2020 11:30 AM'.
- Request a Medication Refill:** Light orange tile with a pill icon.
- Review Medical Record:** Light blue tile with a document icon.
- Message a Provider:** Dark blue tile with an envelope icon, showing '2 New Messages'.

Patients can complete intake information before joining an e-visit. Patients can use the navigation menu at the top of the page to review and fill out each form. They can also click a check-in process form link.

2. Click **NEXT** at the top of the page to continue to navigate the check-in process until it is complete. Patients can also use the navigation menu to select a form to fill out.

The screenshot displays the LECOM Health Patient Account interface. At the top left is the LECOM Health logo (Medical Associates of Erie). At the top right are links for 'PRINT PAGE' and 'LOG OUT'. The left sidebar contains a navigation menu for 'PATIENT, AMELIE', with options: Patient Account, Patient Appointments (highlighted), Upcoming Appointments, Request Appointment, Request e-Visit, Documents, Health Maintenance, Review Medical Record, Message a Provider, and Contact Us. The main content area features a 'Appointment Check-in Process' section with instructions to use the select menu or PREV and NEXT buttons. Below this is a dropdown menu set to 'Appointment Check-in' and a 'NEXT' button with a right arrow. The 'Appointment Check-in' section includes a thank-you message and a list of steps: 1. Please verify your contact information, and 2. Please verify your insurance information.

LECOM HEALTH  
MEDICAL ASSOCIATES OF ERIE

PATIENT, AMELIE

PRINT PAGE LOG OUT

Patient Account

Patient Appointments

Upcoming Appointments

Request Appointment

Request e-Visit

Documents

Health Maintenance

Review Medical Record

Message a Provider

Contact Us

**Appointment Check-in Process**

Use the select menu or PREV and NEXT buttons below to navigate the Appointment Check-in Process.

Appointment Check-in NEXT

**Appointment Check-in**

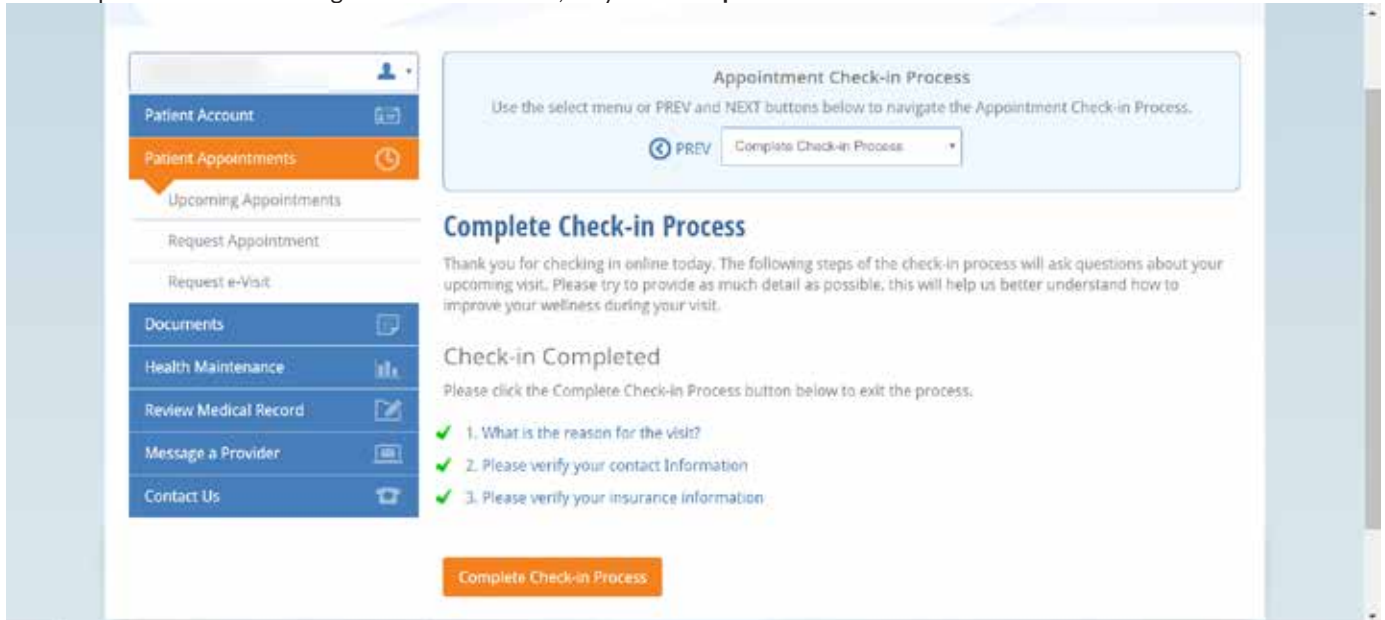
Thank you for checking in online today. The following steps of the check-in process will ask questions about your upcoming visit. Please try to provide as much detail as possible, this will help us better understand how to improve your wellness during your visit.

**Check-in Process Steps**

The following steps of the check-in process will ask you questions about your upcoming visit. Please try to provide as much detail as possible, this will help us better understand how to improve your wellness during your visit.

1. Please verify your contact information
2. Please verify your insurance information

3. When patients are done filling out the intake forms, they click **Complete Check-in Process**.



The e-Visit window opens. The patient appears on the left side of the screen and the provider appears on the right side. Patients can communicate with the provider by:

- Calling the provider on the phone.
- Using the on-screen microphone. Your browser may prompt you to allow access to your computer's camera and microphone.
- Chatting online (enter questions/comments in the **Your Questions** text box).

4. Patients can end their e-visit by clicking **End e-Visit**.

The screenshot shows a web browser window titled "e-Visit" with a close button in the top right corner. The main content area is divided into two sections: a video stream on the left and a text area on the right. The video stream is currently blacked out, with a "Stream" label and a microphone icon in the top left corner. The text area contains the message "Waiting for other Participant to join...". Below these sections is a large white text input field. At the bottom left, there is a "Your Questions" label next to a text input field, followed by an orange "Send" button. At the bottom right, there is a blue "End e-Visit" button.