

# CMH VIRTUAL VISIT- PATIENT PROCESS

## Welcome to Virtual Visit with your office provider!

If you have had a Virtual Visit appointment scheduled, the steps below will help you through joining that visit.

Once the Visit is scheduled, an email will be sent, notifying you that you can sign a consent for the Virtual Visit. This can be completed now or during the check in process.

### 1. LOGGING INTO THE PATIENT PORTAL



If using a **phone or tablet**, you must use the MHealth App.

If using a **computer with web camera**, you can use the link from your email.

Enter your Logon ID and Password.

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### Citizens Memorial Healthcare

Logon ID:  
[Redacted] [Forgot Logon ID?](#)

Password:  
[Redacted] [Forgot Password?](#)

**Log On**

*Billing Notification. CMH is transitioning to a new online bill pay service.*

For charges incurred PRIOR to 12/1/18, you can pay online at Online Bill Pay: [Click Here to Pay Online](#)

For charges incurred AFTER 12/1/18, please visit our new secure payment site at MySecureBill Online: [Click Here to Pay Online](#).

Trouble Logging In? Contact Technical Support at 417-328-6304

Don't have an account? [Sign up](#)

Your Virtual Visit will be on the home page of your MyChart Portal. Click Check In.

Log Off

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Change Person

### Constance

Messages Health Record Medications Appointments Profile

Virtual Visit begins at 7:00 am  
You may now check in

**Check In**

### 2. CHECK IN PROCESS

Review/Edit your demographic information as needed. Click Next.

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### Constance's Appointments

Step 1 of 4: Patient Profile

Address:  
35 W Maple St

City:  
Appleton Cit

State:  
Missouri

Zip:  
64724

Home Phone:  
(660)123-5673

Phone 2:

Email:

Marital Status:  
Single

Race:  
Caucasian

Cancel **Next**

### 3. MEDICATION REVIEW/RECONCILIATION

Add and remove your medications as needed. Click Next.

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### Constance's Appointments

Step 2 of 4: Review/Update Medications

Medications to Review:

- Aspirin (Dilantin) 100 mg/9 mL
- Tylenol 325 mg tablet
- Aspirin (Dilantin) 100 mg/9 mL

**ADD MEDICATION**

Medication to Add:

- Tylenol 325 mg capsule
- Tylenol 325 mg tablet
- Tylenol 8 Hour 500 mg tablet,extended release
- Tylenol Arthritis Pain 600 mg tablet,extended release
- Tylenol-Codine #3 300 mg-30 mg tablet
- Tylenol-Codine #4 300 mg-60 mg tablet
- Tylenol Cold and Flu Severe 5 mg-10 mg-325 mg-200 mg/15 mL
- Tylenol Cold and Flu Severe 5 mg-10 mg-325 mg-200 mg/15 mL
- Tylenol Cold Flu Cough Dry-Nit 6.25 mg-5 mg-325 mg/15 mL
- Tylenol Cold Flu Severe Day-Nit 6.25 mg-5 mg-10 mg-325 mg/15 mL

Cancel

Step 2 of 4: Review/Update Medications

Medications to Add:

- Tylenol 325 mg tablet

Cancel **Next**

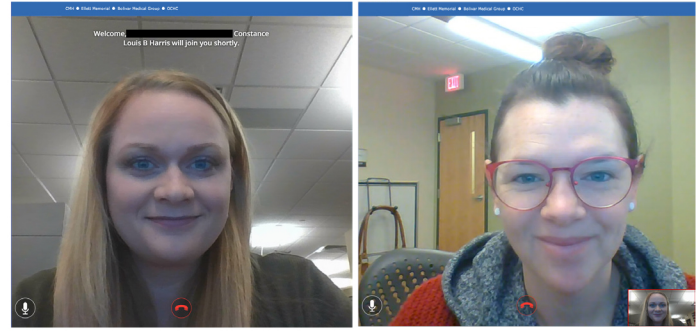
## 4. ALLERGY REVIEW/RECONCILIATION

Add and remove your allergies as needed. Click Next.

The screenshots show the 'Constance's Appointments' interface. The top row shows the 'Step 3 of 4: Review/Update Allergies' screen with a list of allergies and a 'Next' button. The middle row shows the 'Add Allergy' dialog box with fields for 'Allergy Name', 'Code', 'Severity', 'IEM', 'Medicine', and 'Nausea'. The bottom row shows the 'Step 4 of 4: Review/Update Allergies' screen with a list of allergies and a 'Next' button.

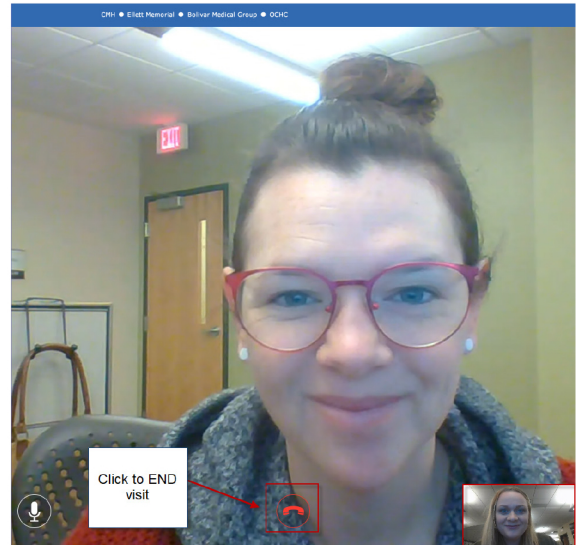
## 6. STARTING THE VISIT

Ensure your camera is on and volume is turned up. You will be in the Virtual waiting room until your provider joins the visit.



## 7. ENDING THE VISIT

Click the red phone icon to end the video visit. As soon as your provider has their documentation finished, you will be able to review it on your MyChart Portal.



## 5. CONSENT FOR VIRTUAL VISIT

Review consent and confirm you are currently in Missouri. Click Start Visit.

The screenshot shows the 'Constance's Appointments' interface. The top bar includes 'Constance's Appointments' and 'Log Off'. The main content area contains a consent form with several statements and radio buttons for selection. A 'Start Visit' button is highlighted at the bottom.

type of consultation with which you are familiar, it is important that you understand and agree to the following statements.

- In order to schedule this service, I must be physically present in the state of Missouri when the visit is performed.
- I voluntarily consent to health care services provided by CMH practitioners via telehealth.
- I understand that the telehealth session may end before all my medical problems are known or treated. It is my responsibility to make arrangements for follow-up care.
- The CMH practitioner may transmit or share electronically details of my medical history, examinations, x-rays, tests, photographs or other images via telemedicine or telehealth.
- I will be informed if any additional personnel are to be present other than myself, individuals accompanying me and the CMH practitioner. I will give my verbal permission prior to the entry of the additional personnel.
- I understand that I have the option to refuse telehealth service at any time without affecting the right to future care or treatment and without risk of losing MO HealthNet benefits.
- I understand the limits of confidentiality (reasonable threat of harm to self or others) and that the CMH practitioner may have to reach out to an emergency contact as needed in the event of a crisis situation.

By clicking below, I consent that I am physically in the state of Missouri (required)

Yes, I consent that I am in the state of Missouri

By clicking below, consent has been obtained or given for the terms of the Virtual Visit (required)

I am the patient or guardian to the patient and provide consent.

I am the proxy for the patient and have confirmed patient consent.

I am presenting the patient and have confirmed consent.

Cancel Back Start Visit