

Schedule and eCheck-In via MyChart for Outpatient Lab

Audience: Patients

Purpose: Assist patients with scheduling their appointments and checking in for upcoming appointments using the eCheck-In process for Outpatient Lab via **MyChart**.

Schedule an Appointment via MyChart

Start by logging into **MyChart**. Once you have logged in, you will begin making your desired appointment.

1. Select the **Visits** button on the toolbar at the top of the **Welcome** screen (Figure 1: A)

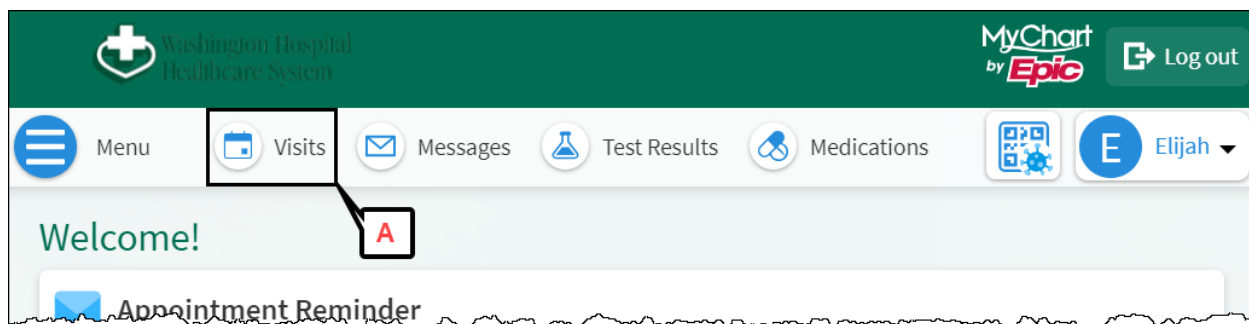


Figure 1: MyChart < Welcome screen

2. Select **Schedule an appointment** (Figure 2: A)

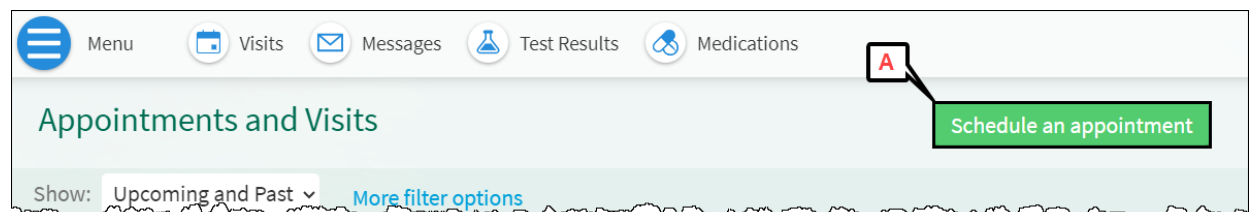


Figure 2: MyChart < Visits

3. Select the **Lab Services** card (Figure 3: A)

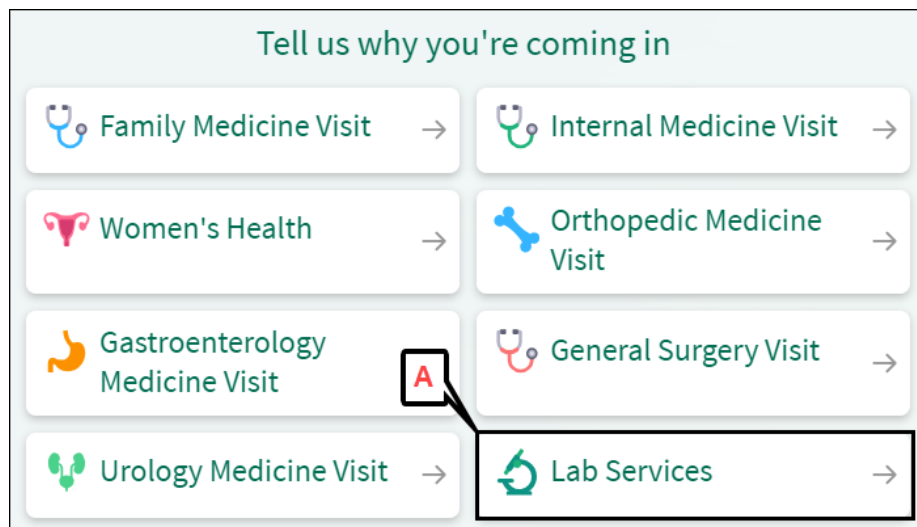


Figure 3: MyChart < Visits < Schedule an appointment

4. Select the **appointment type** (Figure 4: A)
5. Click **Continue** (Figure 4: B)

Figure 4: Lab Services


Next, you will need to answer a couple of questions:

6. The first question is “Do you have an order from your doctor?” (Figure 5: A)
 - a. Select “Yes” if you have a lab order
 - b. Select “No” if you do not have a lab order
7. Click **Continue** (Figure 5: B)

Figure 5: Lab Services

8. The next question is “Do you have coverage under the following insurance carriers?: Hill Physicians, Alameda Alliance, Medi-cal, Blue Cross Medi-cal, Blue Cross Covered CA EPO, Palo Alto Medical Foundation” (Figure 6: A)
 - a. Select the appropriate answer “Yes” or “No”
9. Click **Continue** (Figure 6: B)

Figure 6: Lab Services

 If your insurance carrier is one of the carriers listed above, it may not cover the cost of the labs done at WHHS and you may be responsible for paying in full before your appointment.

10. Select your desired **time card** (Figure 7: A)

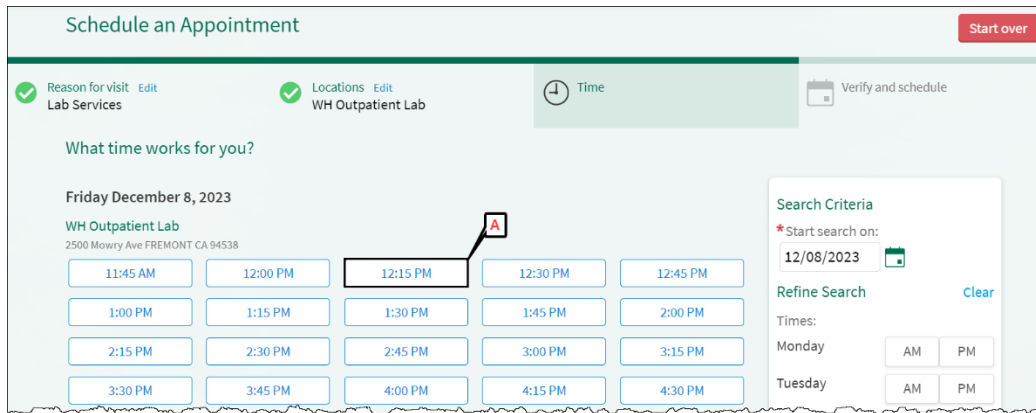


Figure 7: Schedule an Appointment

11. Review and verify **Contact Information** and **Details About Me** (Figure 8: A)

12. Click the **This information is correct** (Figure 8: B)

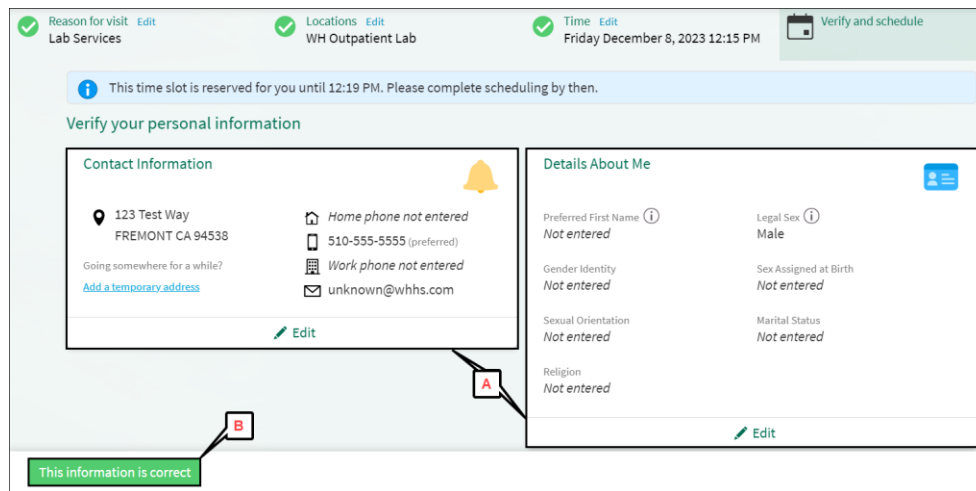


Figure 8: Verify your personal information

13. **Verify your insurance** information (Figure 9)

- a. You can add coverage(s)
- b. You can upload insurance card(s)

14. Click **This information is correct** when finished (Figure 9: A)

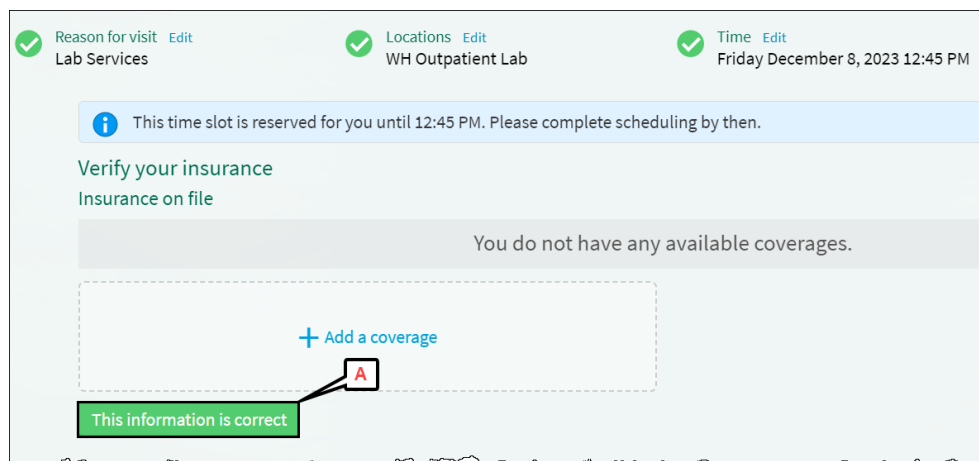


Figure 9: Verify your insurance

15. Answer the question “*What is the most important thing you want addressed during this visit?*” (Figure 10: A)
 - a. This field allows you to type in the most important things for your lab staff to review during this appointment
16. Click **Schedule It** (Figure 10: B)

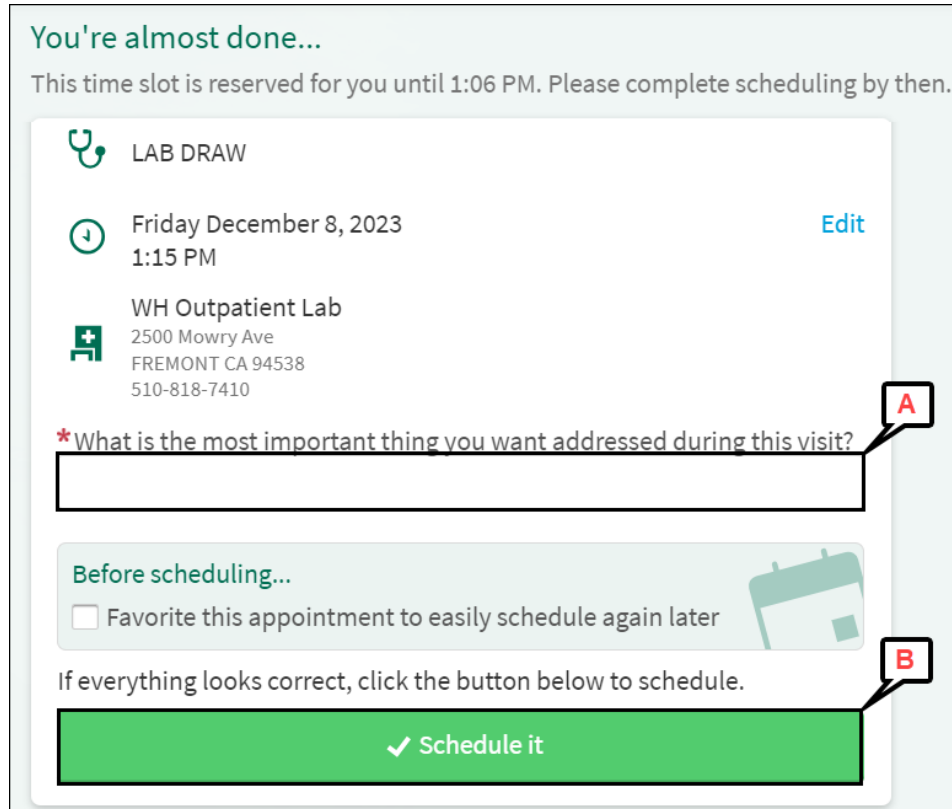


Figure 10: You're almost done...

Your appointment is now scheduled:

17. You can review your appointment’s date, time, location, and contact information (Figure 11: A)
18. You can **Confirm** your appointment (Figure 11: B)
19. You can **eCheck-In** (Figure 11: C)

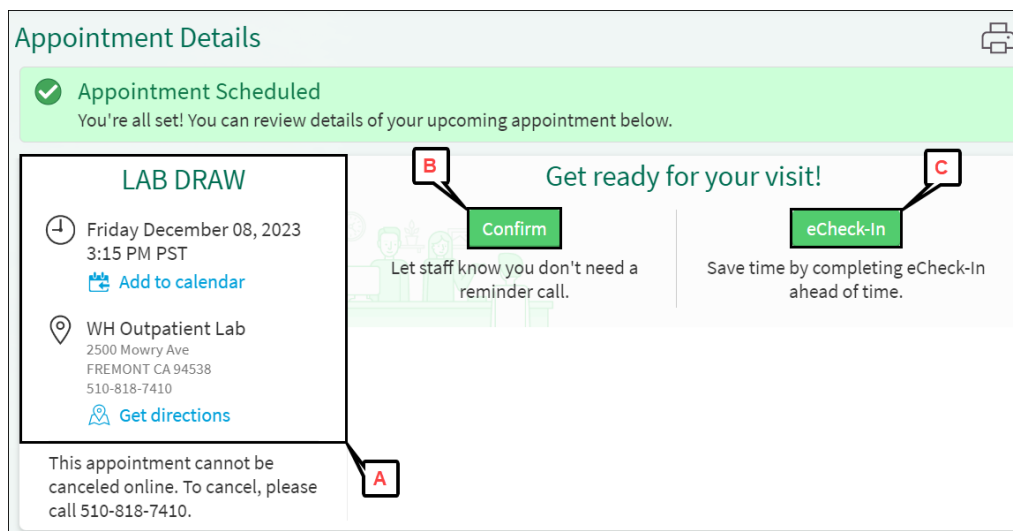


Figure 11: Appointment Details

Using MyChart to Complete Your eCheck-In

If you are checking in at the same time as making your appointment, you can select the “eCheck-In” button in *Figure 11: C*. If you are checking in at a later time, follow the steps below.

1. Log into **MyChart**
2. Find your appointment on the **Upcoming Visits** list
3. Click the **eCheck-In** button for the desired appointment (*Figure 12: A*)

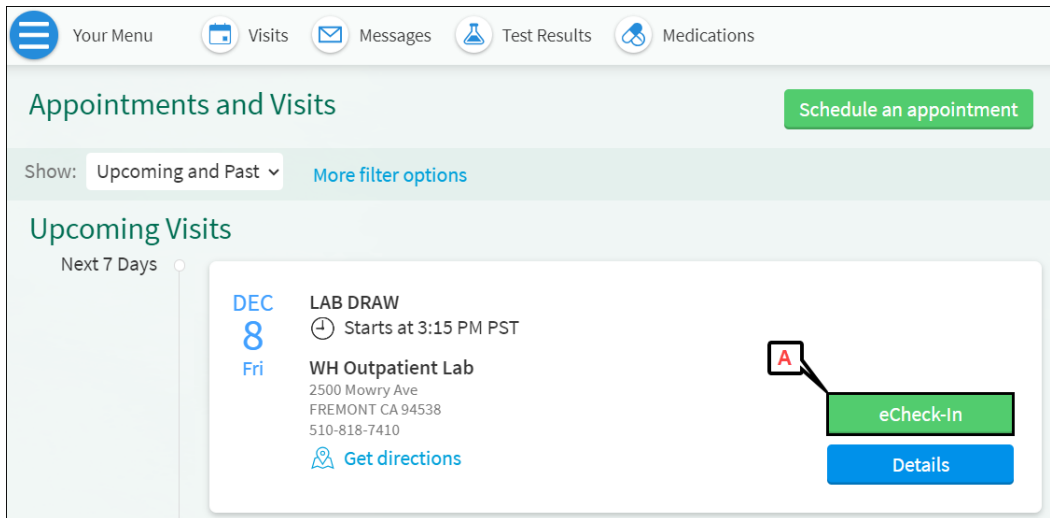


Figure 12: MyChart < Visits

4. In the **Personal Info** section, **Verify Your Personal Information** including **Contact Information** and **Details About Me** (*Figure 13: A*)
5. Click **Next** to go to the next section (*Figure 13: B*)
6. Click **Finish Later** if you need to take a pause and come back later to complete eCheck-In (*Figure 13: C*)

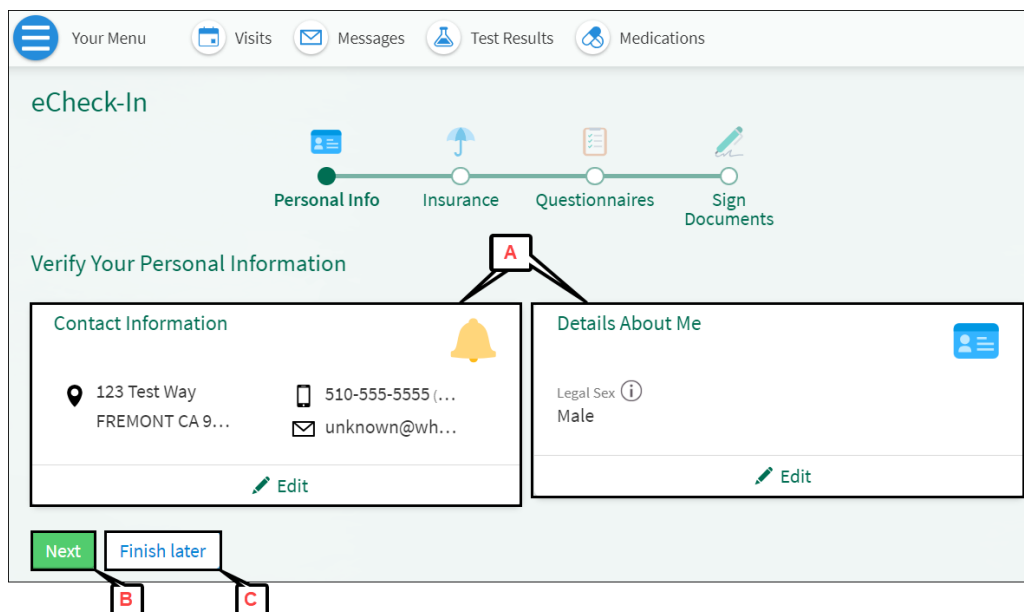


Figure 13: eCheck-In < Personal Info

7. In the **Insurance** section, you can **Add a coverage(s)** (Figure 14: A)
8. Click **Next** (Figure 14: B)

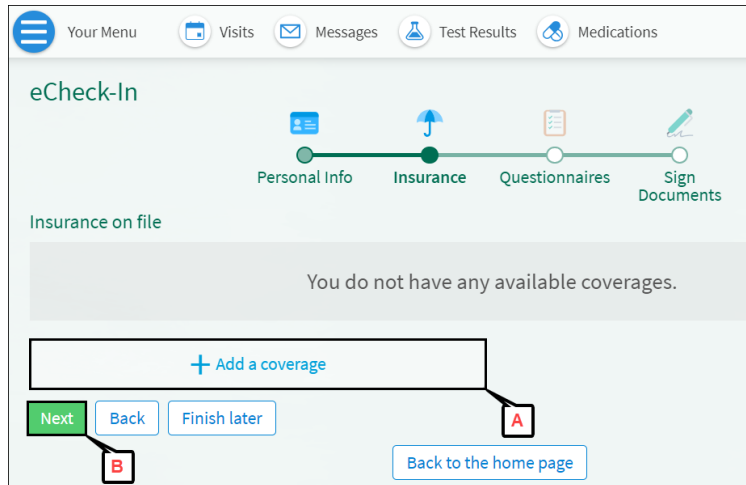


Figure 14: eCheck-In < Insurance

9. In the **Questionnaires** section, you can upload the order by selecting **Add a document** (Figure 15: A)
10. Click **Continue** (Figure 15: B)

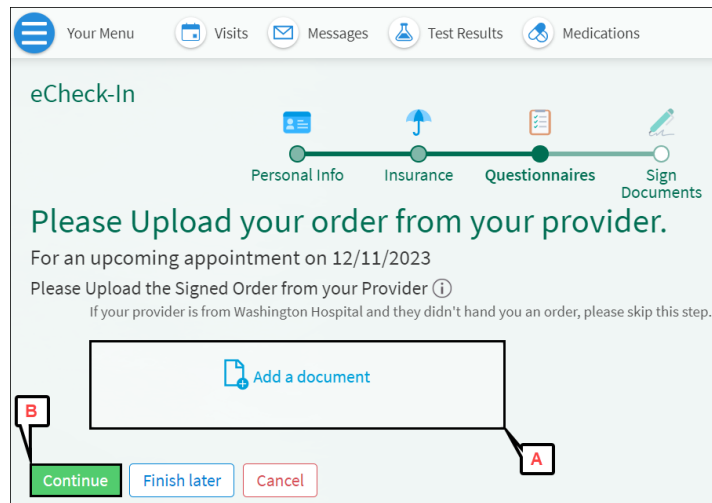


Figure 15: eCheck-In < Questionnaires

11. In the **Sign Documents** section, click **Review and Sign** to sign Outpatient COA (Figure 16: A)

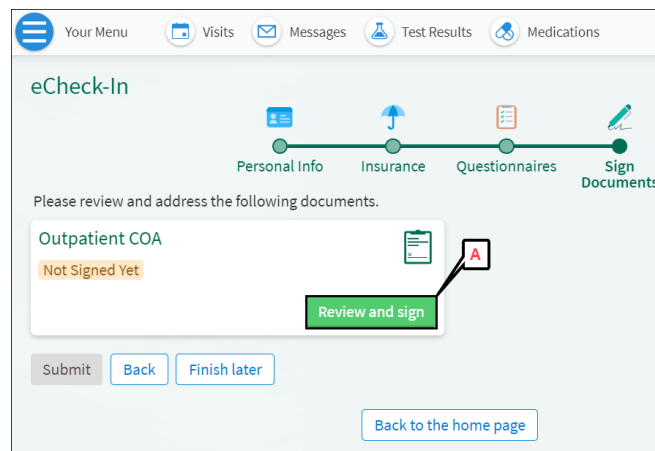


Figure 16: eCheck-In < Sign Documents

12. Click **Sign Here** to Auto-generate or Draw to Sign your signature (Figure 17: A)

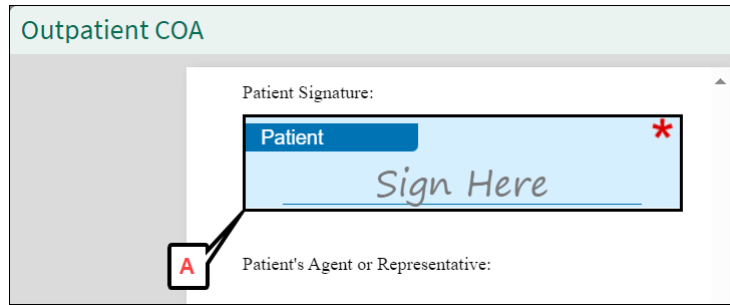


Figure 17: Outpatient COA

13. After signing, scroll down and click **Accept** (Figure 18: A)

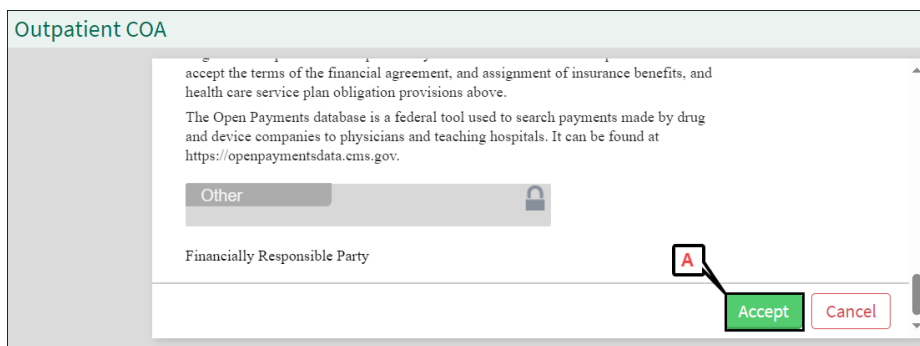


Figure 18: Outpatient COA

14. Click **Submit** to complete the eCheck-in process (Figure 19: A)

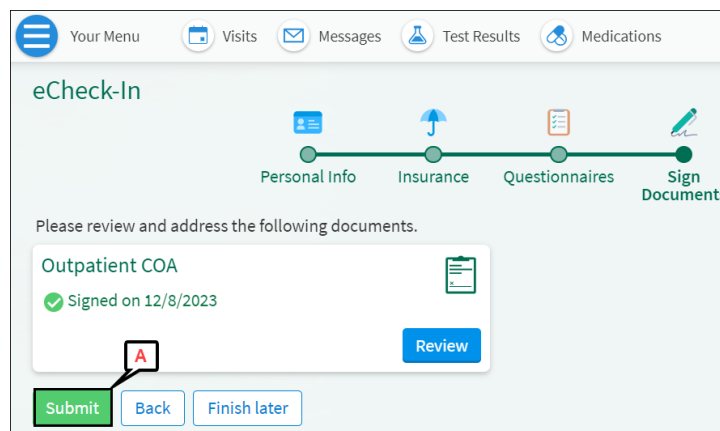


Figure 19: eCheck-In

15. The eCheck-In is now complete (Figure 20)

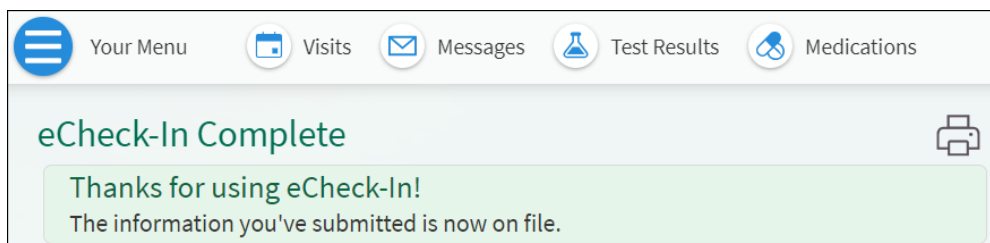


Figure 20: eCheck-In Complete