

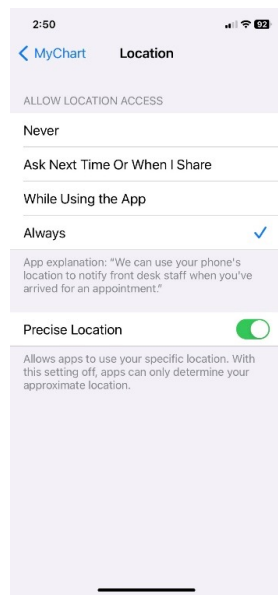
Hello Patient is a MyChart feature that uses geolocation to determine a patient's proximity to the clinic, allowing patients to automatically sign in or check in for their appointments once they are close to the office location.

Requirements for Hello Patient

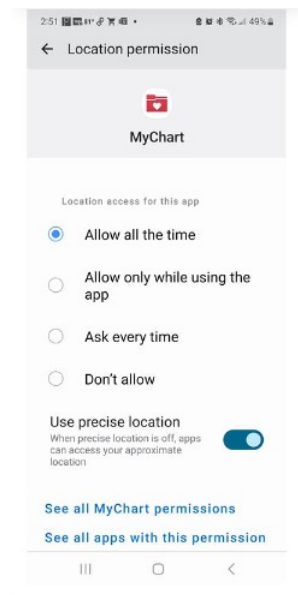
To use Hello Patient, patients need to:

- Have an active MyChart account.
- Have the MyChart app downloaded on their mobile device.
- Grant the MyChart app access to their location in phone settings to (Always/allow all the time).

iPhone



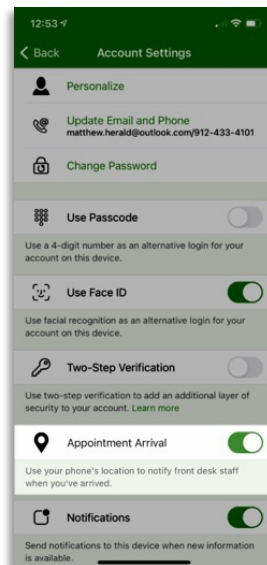
Android



How to Use Hello Patient

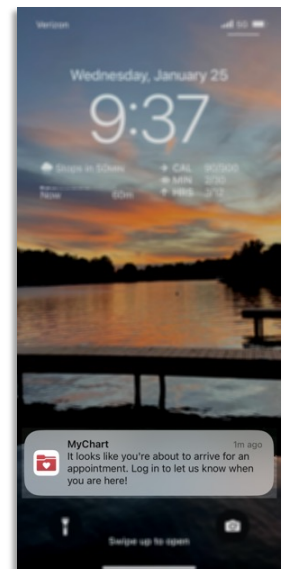
1

To set up this feature, log into the mobile app, navigate to Accounts Settings and turn Appointment Arrival on.



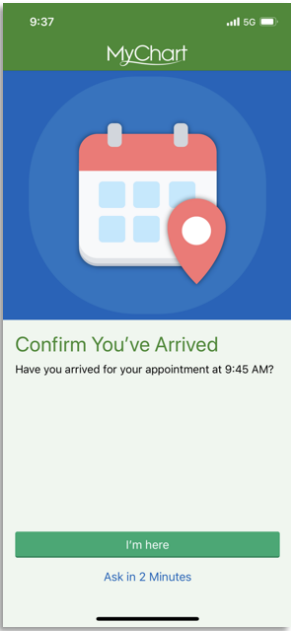
2

When the patient is within 55 yards of the office and within 30 minutes of the appointment time or arrival time, the following message will appear on their phone:



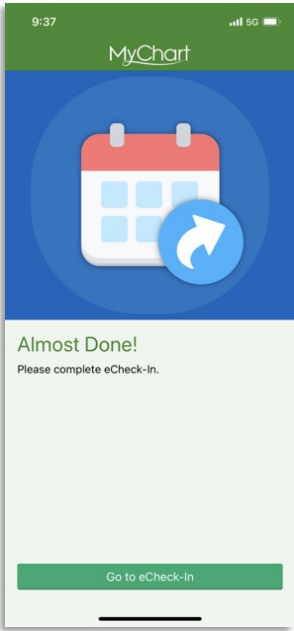
3

The patient may then log into their MyChart app and verify that they are in the building. If they are not ready to start the process, they may “snooze” the reminder. It will prompt again after 2 minutes.



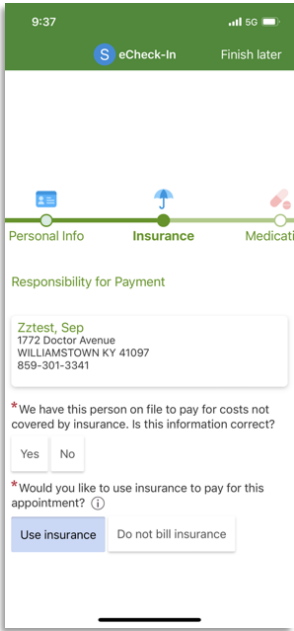
4

Once patients verify that they have arrived, they will be prompted to run through the eCheck-in process if they have not already done so.



5

During eCheck-in, patients can pay their copay, verify/change their demographics, verify/update their insurance information, medications, allergies, health issues, and answer history questionnaires.



6

Once eCheck-in is complete, patients will be notified of any further requirements to complete the check-in process.

