

E-Visit Instructions

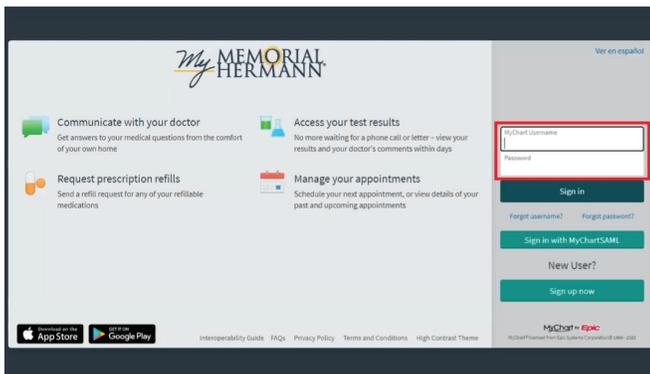


Providers can initiate E-Visits, a form of care that supports the resolution of non-emergency health issues through My Memorial Hermann -- without an office visit. You don't have to travel to receive care, and you can respond to provider messages when it's most convenient for you.

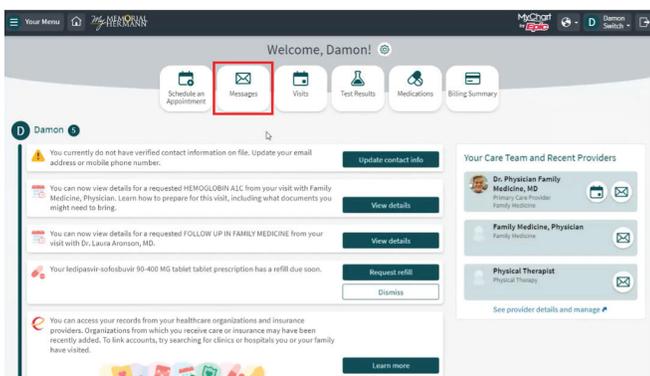
Here's how it works: Send your provider a request for medical advice through My Memorial Hermann. If appropriate, your provider will initiate an E-Visit and proceed to communicate with you using secure messages and questionnaires.

Using E-visits

Desktop

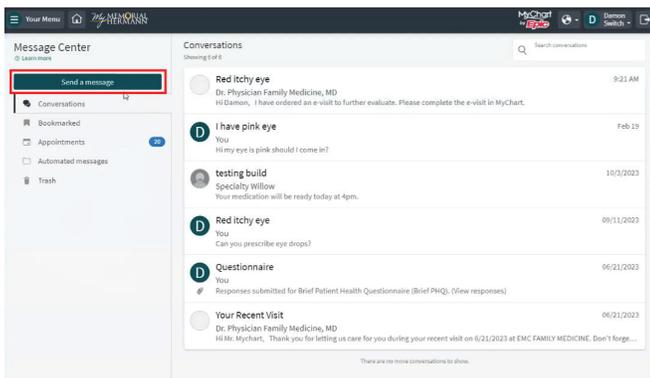


1. Log in to **My Memorial Hermann** on your (desktop or laptop) computer's web browser.

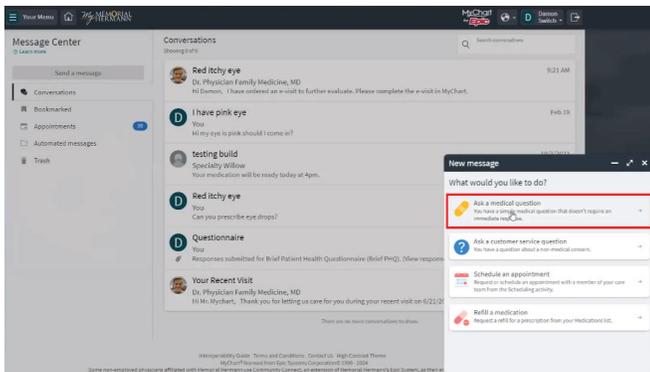


2. Click on the **Messages** button on the top of the homepage.

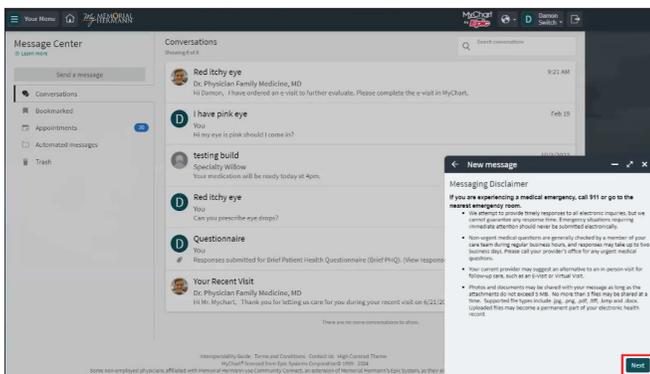
Some non-employed affiliated physicians use Community Connect, an extension of Memorial Hermann's Epic System, as their medical record.



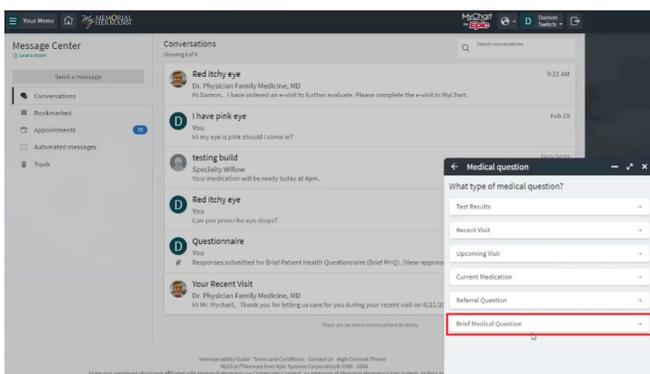
3. In the left margin of the **Message Center**, find and select **Send a message**.



4. A pop-up will appear on the bottom right of your screen. Select **Ask a medical question**.



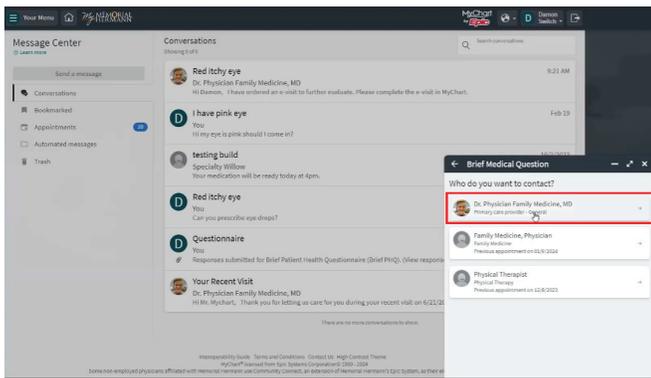
5. After reviewing the **Messaging Disclaimer**, click **Next**.



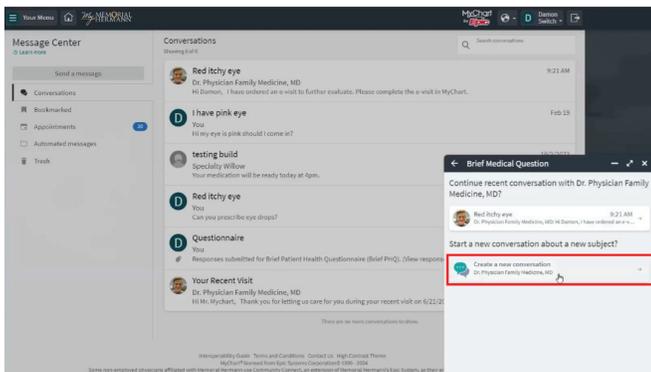
6. In the **What type of medical question?** window, select **Brief Medical Question**.

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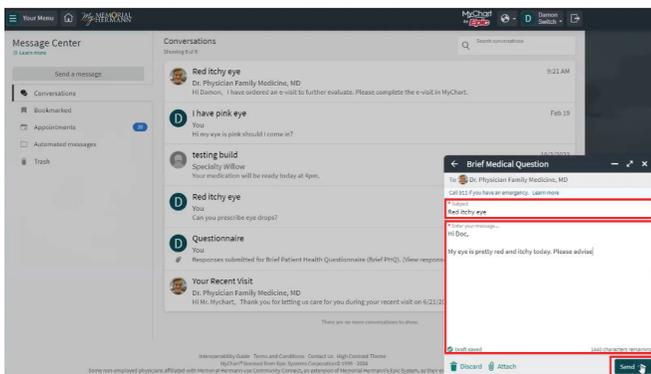




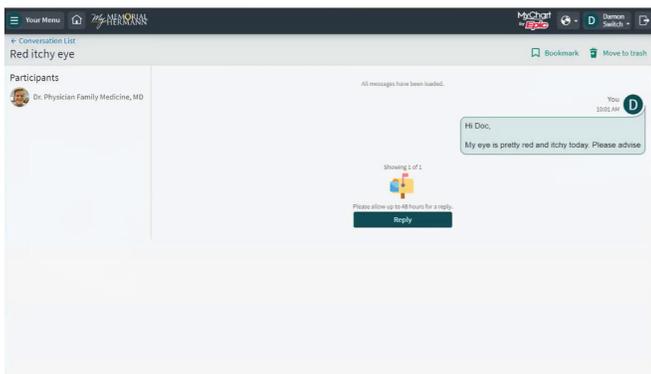
7. In the **Who do you want to contact?** window, select the provider you'd like to message.



8. Select **Create a new conversation**.



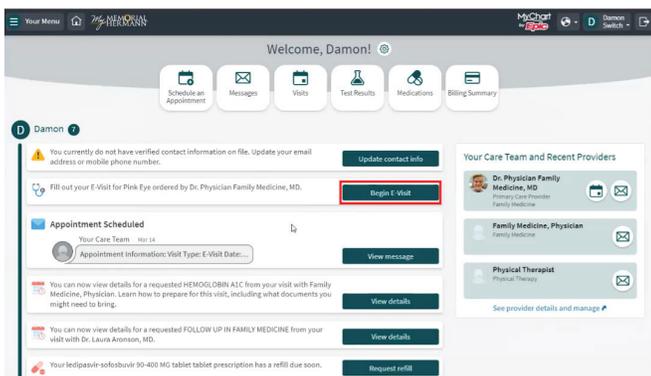
9. Type in the **Subject** and **description** of the issue you're having, then click **Send**.
*Note: the care team will review your message, and the provider will initiate an **E-Visit** if appropriate.*



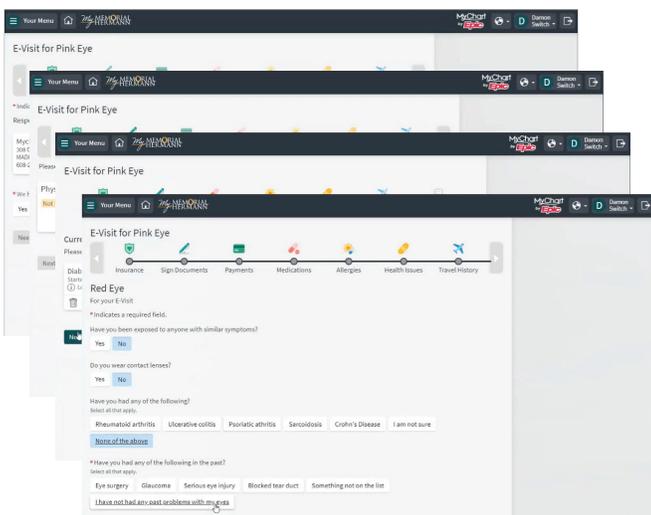
10. Once the message is sent, a new conversation thread will appear in your conversation list.

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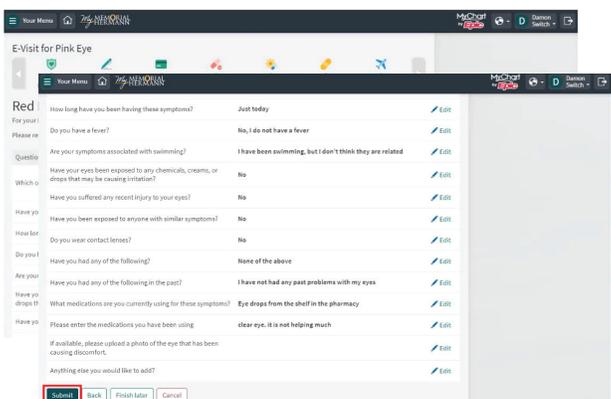




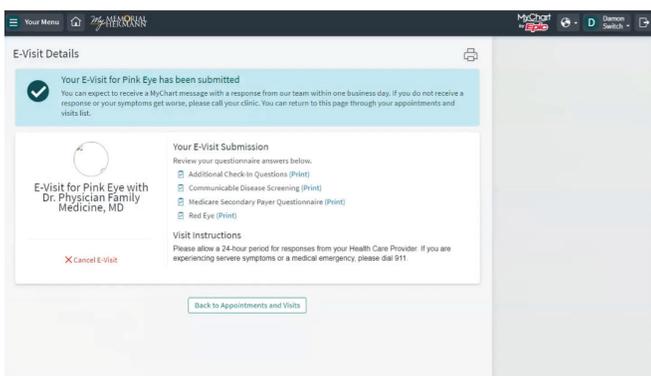
11. If an **E-Visit** is initiated, you will see it available in your health feed. Click **Begin E-Visit**.



12. You will begin the **eCheck-In** process for the **E-Visit** – confirming patient information such as insurance, consent and medical history, as well as completing questionnaires specific to your symptoms.
Note: please set aside at least 15 minutes to complete this process.



13. You'll see a summary of your questionnaire responses at the end. Once you've validated that all information is correct, click **Submit**.

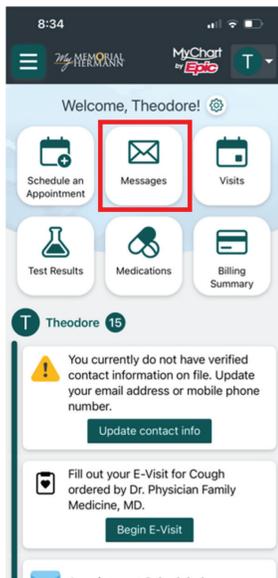


14. Upon completing the **eCheck-In** process, you will be brought to a confirmation screen. When your provider has reviewed the information you've submitted as part of this **E-Visit**, they will either ask additional questions or recommend the next steps for your care.

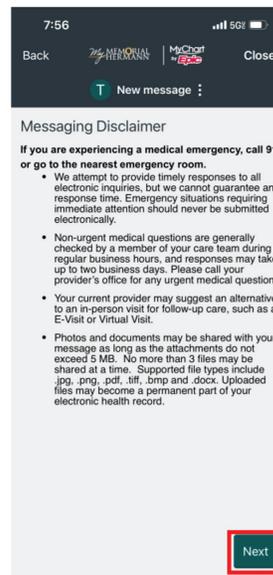
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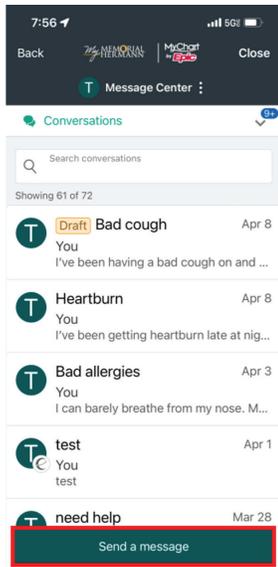
Mobile



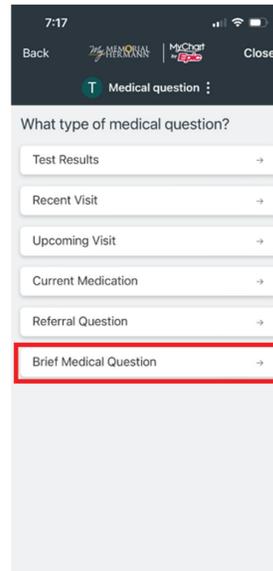
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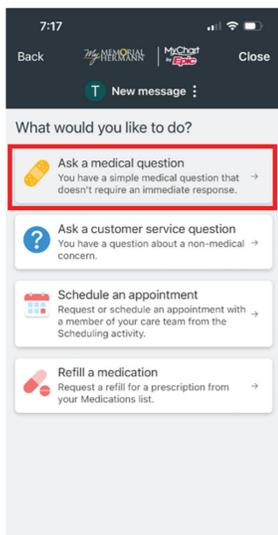
4. After reviewing the **Messaging Disclaimer**, click **Next**.



2. Within the **Message Center**, select **Send a message**.

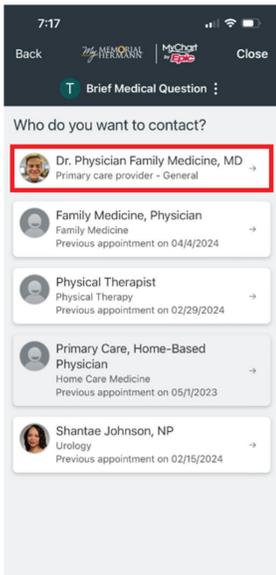


5. In the **What type of medical question?** prompt, select **Brief Medical Question**.

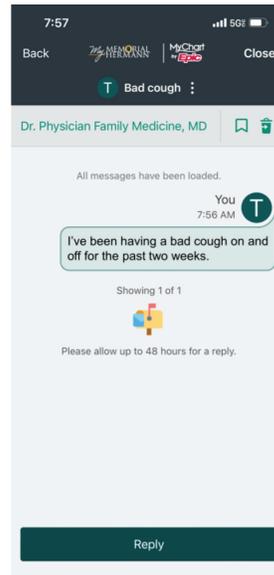


3. Select **Ask a medical question**.

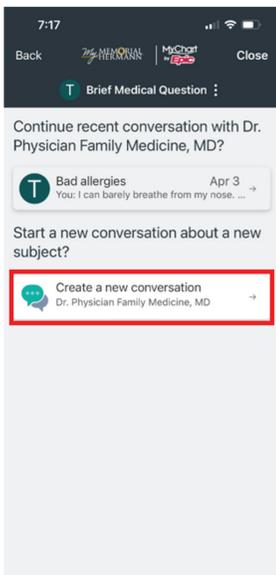
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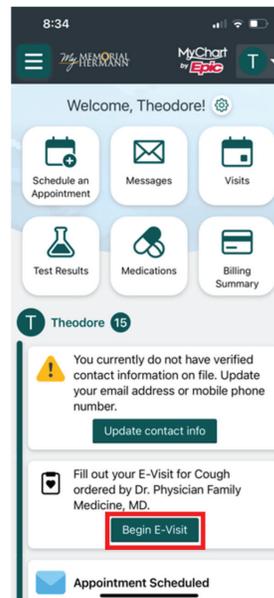
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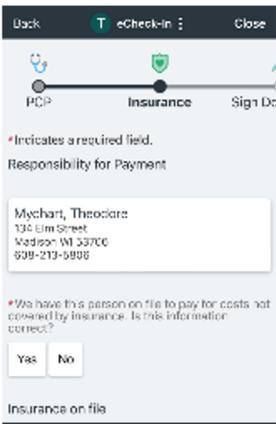


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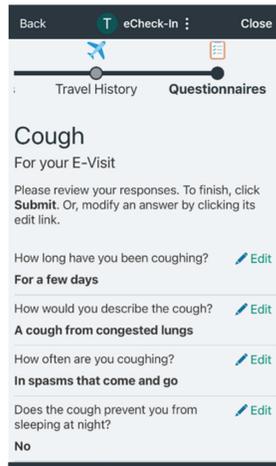
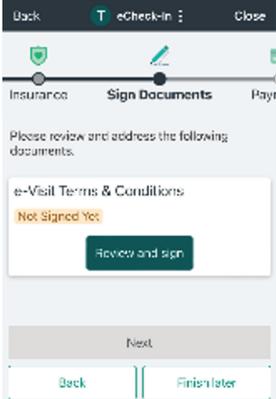


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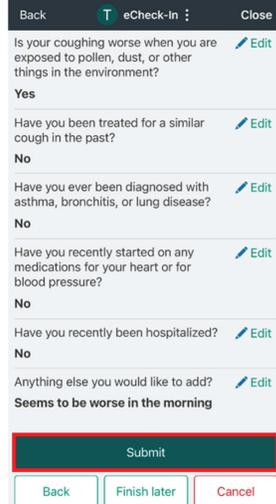




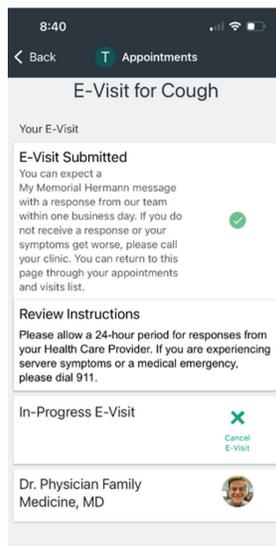
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