

## **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





 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.









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**.











8. Select Create a new conversation.

 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.



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

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



our M	mu û 7% NEROSSAN	My⊆hart ⊗ - D Darmon - ⊡
	Welcome, Dan	non! 🐵
	Schedule an Appointment Wessages Visits Te	Et Results Medications Elling Summary
Dar	non 🕜	
۸	You currently do not have verified contact information on file. Update your email address or mobile phone number.	Update contact info Your Care Team and Recent Providers
છ	Fill out your E-Visit for Pink Eye ordered by Dr. Physician Family Medicine, MD.	Begin E-Visit Dr. Physician Family Medicine, MD Primary Care Provider Family Medicine
	Appointment Scheduled	Family Medicine, Physician
16	You can now view details for a requested HEMOGLOBIN A1C from your visit with Family Medicine, Physician. Learn how to prepare for this visit, including what documents you might need to him.	View micsage Physical Therapist Physical Therapy View details
18	You can now view details for a requested FOLLOW UP IN FAMILY MEDICINE from your visit with Dr. Laura Aronson, MD.	See provider details and manage A
1.	Your ledipasvir-sofosbuvir 90-400 MG tablet tablet prescription has a refill due soon.	Request refill



6	9 🖉 🗖 🖌	🔸 🧳 🛪 🛛		
Ξ	Your Menu 🔐 24-HER RAN			Machart ∾
1	How long have you been having these symptoms?	Just today	✓ Edit	
re I	Do you have a fever?	No, I do not have a fever	/ Edit	
io	Are your symptoms associated with swimming?	I have been swimming, but I don't think they are related	/ Edit	
10	Have your eyes been exposed to any chemicals, creams, or drops that may be causing initation?	No	≠ Edit	
	Have you suffered any recent injury to your eyes?	No	✓ Edit	
yo I	Have you been exposed to anyone with similar symptoms?	No	/ Edit	
or	Do you wear contact lenses?	No	/ Edit	
ul I	Have you had any of the following?	None of the above	/ Edit	
iui	Have you had any of the following in the past?	I have not had any past problems with my eyes	/ Edit	
yo th 1	What medications are you currently using for these symptoms?	Eye drops from the shelf in the pharmacy	/ Edit	
yo I	Please enter the medications you have been using	clear eye. it is not helping much	/ Edit	
1	If available, please upload a photo of the eye that has been causing discomfort.		/ Edit	
1	Anything else you would like to add?		✓ Edit	



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

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

 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.



## Mobile







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

Center. select Send a

message.



Back

Test Results

Recent Visit

Upcoming Visit

Current Medication

Brief Medical Question

Referral Question

4. After reviewing the Messaging Disclaimer, click Next.

5. In the What type of ul 🗢 🗖 24-MERNORNA | Mychart Close medical question? T Medical question prompt, select Brief What type of medical question? Medical Question.  $\rightarrow$ 

 $\rightarrow$ 

 $\rightarrow$ 

->

→

 $\rightarrow$ 

3. Select Ask a medical

question.



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



6.	In the <b>Who do you</b>		
	want to contact?		
	screen, select the		
	provider you'd like to		
	message.		



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



7. Select Create a new conversation.



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

7:18			all 🗢 🗈	
Back	245-WERNORSKAL	MyChart	Close	
	T Brief Medica	al Question	:	
To 🤹 Dr. Physician Family Medicine, MD				
Call 911 if y	ou have an emerge	ncy. Learn n	nore	
*Subject Bad coug	ĥ			
*Enter your message I've been having a bad cough on and off for the past two weeks.				

8. 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.



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





Yes, I have a low Yes, I have a high 11. 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.

Travel History Quest	tionnaires			
Cough				
For your E-Visit				
Please review your responses. To finish, click Submit. Or, modify an answer by clicking its edit link.				
How long have you been coughing?	? 📝 Edit			
For a few days				
How would you describe the cough	? 📝 Edit			
A cough from congested lungs				
How often are you coughing?	🖌 Edit			
In spasms that come and go				
Does the cough prevent you from / Edit sleeping at night?				
No				
Back 🚺 eCheck-In :	Close			
Is your coughing worse when you a exposed to pollen, dust, or other things in the environment?	re 🖌 Edit			
Yes				
Have you been treated for a similar / Edit cough in the past?				
NO				
Have you ever been diagnosed with asthma, bronchitis, or lung disease <b>No</b>	n 🖌 Edit ?			
Have you recently started on any medications for your heart or for blood pressure?	🖍 Edit			
Have you recently been hospitalized	d? 🖉 Edit			
No	ar y con			
Anything else you would like to add? / Edit				
Seems to be worse in the morning	g			
<u>Cubmit</u>				
Submit				

8:40

Your E-Visit

E-Visit Submitted

You can expect a My Memorial Hermann message

with a response from our team within one business day. If you do

symptoms get worse, please call your clinic. You can return to this

page through your appointments and visits list.

**Review Instructions** 

In-Progress E-Visit

Dr. Physician Family

Medicine, MD

not receive a response or you

K Back

.... 🕆 🗉

0

×

T Appointments

E-Visit for Cough

Please allow a 24-hour period for responses from your Health Care Provider. If you are experiencing servere symptoms or a medical emergency, please dial 911.

T eCheck-In :

Close

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

13. 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.

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