

# Preparing For Your Virtual Visit via Mobile Device



## Accessing Your mySaintLuke's Account

**Smartphone**—iPhone or Android  
Search for “SaintLukesKC” in app store

**Tablet**—iPad  
Search for “Epic myChart” in app store

## Password Reset

If you have a mySaintLuke's account, but are having trouble logging in, you will need to reset your password. If you're not sure of your username, start by clicking on “Forgot Username?”

Click “Forgot Password?” You will need your username, ZIP code, and date of birth to reset your password.

A screenshot of the mySaintLuke's mobile app login screen. At the top right is a link "Ver en Español". Below it are two input fields: "mySaintLukes Username" and "Password". A green "SIGN IN" button is below the fields. At the bottom are three links: "Forgot Username?", "Forgot Password?", and "New User?". Below these are two blue buttons: "SIGN UP NOW" and "PAY AS GUEST".

Ver en Español

mySaintLukes Username

Password

SIGN IN

[Forgot Username?](#) [Forgot Password?](#)

[New User?](#)

SIGN UP NOW

PAY AS GUEST

A screenshot of the mySaintLuke's Password Reset screen. At the top is the my Saint Luke's logo and tagline "Your secure online health connection". Below is the heading "Password Reset" and the instruction "Please verify your personal information." There are three input fields: "mySaintLukes Username", "ZIP Code" (with a "XXXXX" placeholder), and "Date of Birth" (with a "mm / dd / yyyy" placeholder). A green "NEXT" button is at the bottom.

my Saint Luke's  
Your secure online health connection

Password Reset

Please verify your personal information.

mySaintLukes Username

ZIP Code

XXXXX

Date of Birth

mm / dd / yyyy

NEXT

# Preparing For Your Virtual Visit via Mobile Device



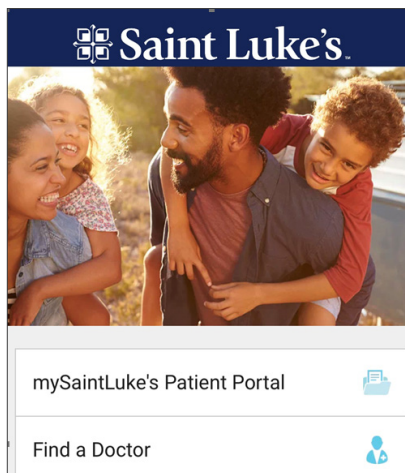
## Up to seven days prior to visit

### eCheck-In

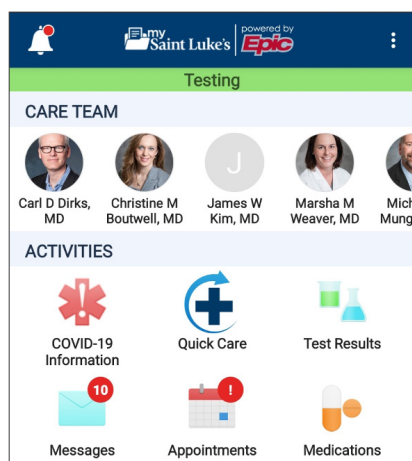
(Someone may call you 1-2 days before your visit to help with this step.)

### Open the SaintLukesKC or myChart app.

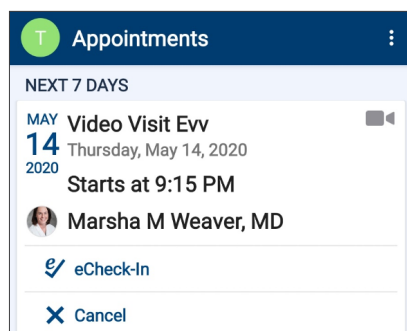
1. Click the mySaintLuke's Patient Portal button and enter your username and password.



2. Go to Appointments.



3. Locate the video visit and click eCheck-In.



4. Follow the steps below to complete the Check-In process.

- a. Verify your personal information by clicking "This information is correct." Click Next.

- b. Electronically sign any documents or consents you may need to sign. Click Next.

# Preparing For Your Virtual Visit via Mobile Device



- c. Next, verify your current allergy list by clicking "This information is correct." If allergies need to be added, click "Add Allergies," and type in the name of the allergen. Once accurate, click "This information is correct," then Click Next.

The eCheck-In screen has a top navigation bar with a green circle containing a 'T' and the text 'eCheck-In', a close button (X), and a menu icon (three dots). Below the bar is a progress indicator with four steps: 'Personal Info', 'Sign Documents', 'Allergies' (which is highlighted with a blue dot), and 'Medications'. The main content area has a heading 'Please review your allergies and verify that the list is up to date. Call 911 if you have an emergency.' followed by a grey box stating 'You have no allergies on file.' Below this is a dashed box with a plus icon and the text '+ ADD AN ALLERGY'. Further down is a section titled 'Allergies You've Asked to be Added' containing a list item for 'Penicillin' with subtext 'Hives', 'Added 5/5/2020', and 'Comments: Testing for video visit demo', along with a 'Learn more' link and a red 'REMOVE' button. At the bottom is a blue button with a checkmark icon and the text 'This information is correct'.

- d. Next, verify your medication list. You can remove medications by clicking "Remove." If you need to add medications, you can do so by clicking "Add Medication." Once updated, click "This information is correct," then Click Submit.

The eCheck-In screen is similar to the previous one but with the 'Medications' step highlighted in the progress bar. The main content area has a heading 'Please review your medications and verify that the list is up to date. Call 911 if you have an emergency.' followed by a grey box stating 'You have no medications on file.' Below this is a dashed box with a plus icon and the text '+ ADD A MEDICATION'. At the bottom is a green button with a checkmark icon and the text 'SUBMIT'.

- e. You will get a prompt saying, "Thanks for Using eCheck-In!" Click Close.

A green-bordered box with a green circle containing a 'T' and the text 'eCheck-In' in the top left corner, and a close button (X) and a menu icon (three dots) in the top right corner. The main text reads: 'Thanks for Using eCheck-In! The information you've submitted is now on file. When you arrive, please check in with the front desk. You may also need to: Scan Insurance Card, Sign Documents, Verify Emergency Contacts'.

## 10 minutes prior to visit

### 1. Click "Begin Video Visit."

The Appointments screen has a top navigation bar with a green circle containing a 'T' and the text 'Appointments', and a menu icon (three dots). The main content area has a heading 'Video Visit Evv' with the date 'Thursday, May 14, 2020'. Below this is a blue bar with a video camera icon and the text 'This is a video visit'. The next section shows 'Starts at 3:00 PM' with links for 'Cancel Appt' and 'Add to Calendar'. Below that is the doctor's name 'Marsha M Weaver, MD' with a profile picture. The 'GET READY' section includes a 'Questionnaires' link with the text 'Save time at the doctor's office by filling out questionnaires.' and an 'Answer' button with a checkmark icon.

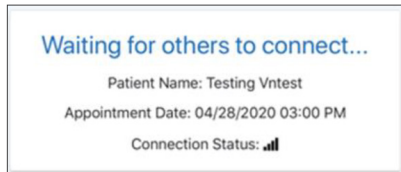
### 2. Click "Allow" to allow your microphone and camera to activate.

A grey-bordered box with the text: '"telehealth.epic.com" Would Like to Access the Microphone and Camera'. At the bottom are two buttons: 'Cancel' and 'Allow'.

# Preparing For Your Virtual Visit via Mobile Device



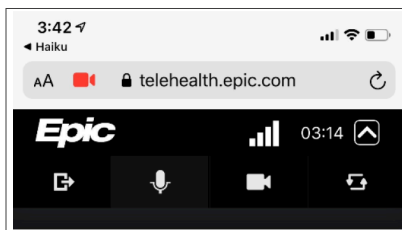
- 3. Wait for your care team to connect.** If you do not see yourself on the screen, please refer to the "troubleshooting" document.



**While connecting with your provider, if your screen freezes or you are interrupted, press your browser refresh button.**

**4. Control the video visit:**

- a. You will have several buttons located under the options menu.



- You can leave the visit by clicking the first icon on the left.
- You can mute your microphone by clicking the microphone icon.
- You can turn off your camera by clicking the camera icon.
- You will also have the option to flip your camera to the back camera by clicking on the far-right icon.

