

Mobile Arrival for Patients

Overview

We are excited to offer a mobile arrival feature designed to take the self-check-in process a step further than an eCheck-in.

This guide will introduce you to the eCheck-In and Mobile Arrival features. It will show you how to use them for your appointments on your mobile device, allowing you to save time.

eCheck-In: This feature is available 7 days prior to your visit through MyChart (web browser or app). eCheck-In allows you to preregister for your appointment.

Mobile Arrival: You will receive an alert 30 minutes prior to your appointment allowing you to use this feature using your mobile device's web browser or via the MyChart app on your device. Mobile Arrival allows you to arrive yourself for your appointment.

How does Mobile Arrival work?

If Using MyChart:

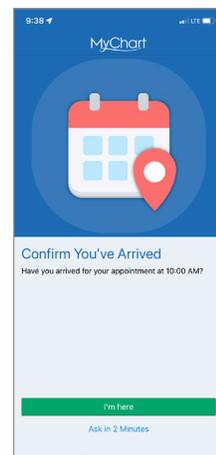
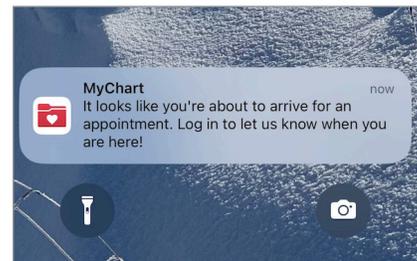
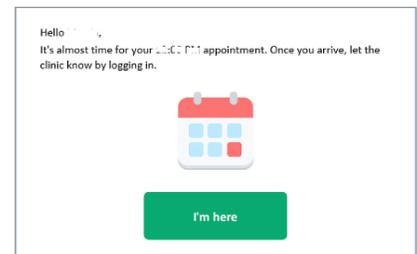
1. You will receive an alert 30 minutes prior to your appointment time.
2. When you arrive within 100m from the check point, a push notification is sent to the linked device.

(NOTE: Push notification will only be sent if the location setting on your phone is set to always on. If location is not turned on, proceed to Step #3)

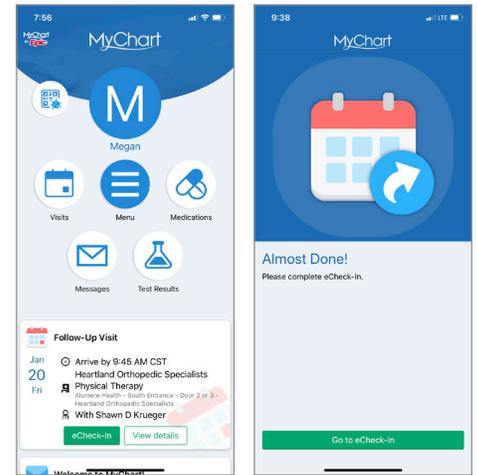
3. Log in to your MyChart Mobile App on your phone.
4. Tap the **“I’m here”** button.

Optionally, you can also find the “I’m here” button inside the appointment details. To go to this screen, tap on “Visits,” locate your appointment, and tap “View Details.”

(NOTE: The “I’m here” button will be available 30 mins before your scheduled arrival time.)

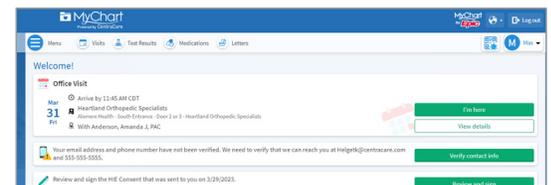


5. If you have not completed your eCheck-In, you will be prompted to do so now.
6. If all registration information has been completed, you will be prompted to have a seat and wait for your name to be called.
7. If additional registration information is needed, you will be asked to go to the front desk to check in.

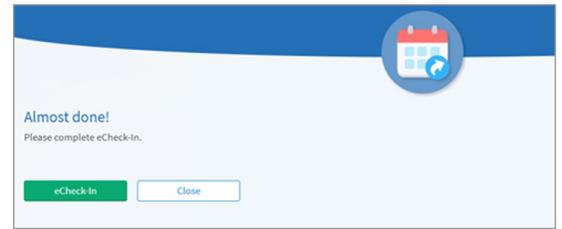


If Using Your Mobile Device Without MyChart:

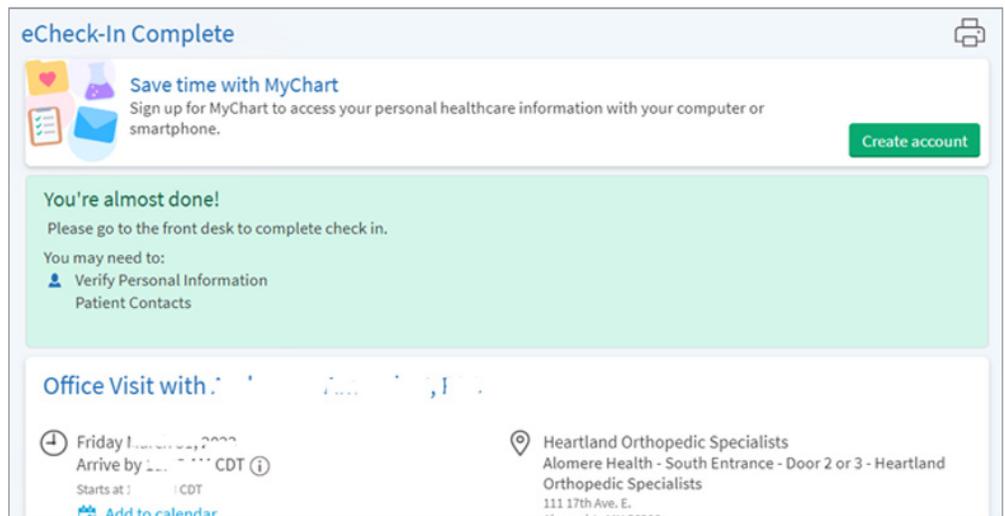
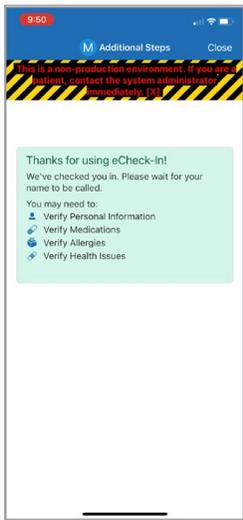
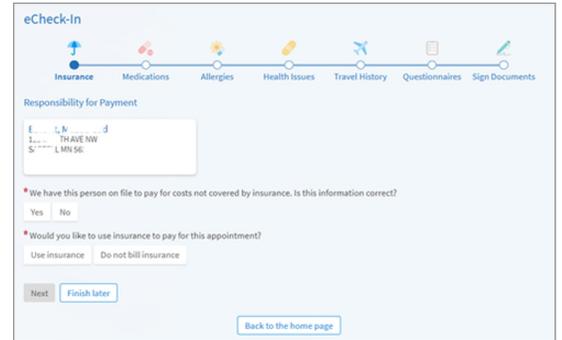
1. You will receive an alert 30 minutes prior to your appointment time.
2. You will be asked to verify your identity.
3. Next, you will be asked to accept the MyChart terms and conditions.
4. You will then see the screen to the right, that should include your upcoming appointment. You will want to select the **“I’m here”** option, and again confirm **“I’m here.”**



5. Next, you will need to complete the eCheck-In items.



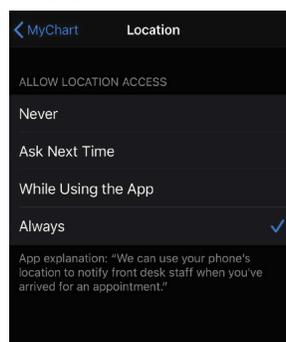
6. Once you have completed the necessary items, you will receive a notification that you are all set and to please wait for your name to be called or to please go to the front desk to complete your check-in.



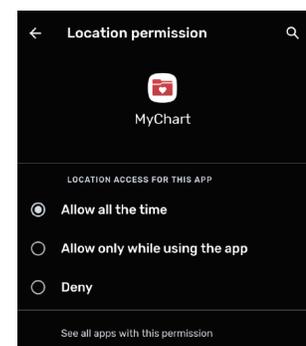
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To use Mobile Arrival via the MyChart app, you will first need to adjust a few settings on your phone. Once this is done, you will not need to do it each time you check in. Using your phone's settings, check that the MyChart app is set to always allow location services.

Apple



Android

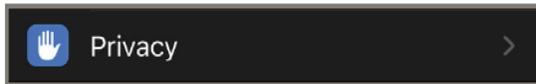


How to turn location services on:

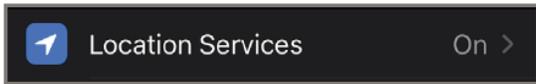
Apple



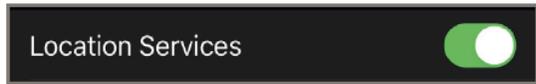
- a. From your home screen, open the “Settings” app on your iPhone



- b. Click “Privacy”



- c. Click “Location Services”

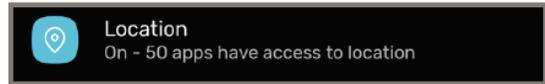


- d. Be sure the “Location Services” switch is set to “On”

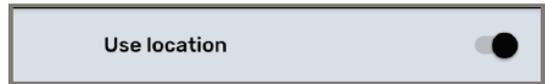
Android



- a. From your home screen, open the “Settings” app on your phone



- b. Click “Location”



- c. Be sure the “Location” switch is set to “On”

Please note:

The smartphone icons and menus shown may be different on your smartphone. See your phone’s instructions for phone settings and support.

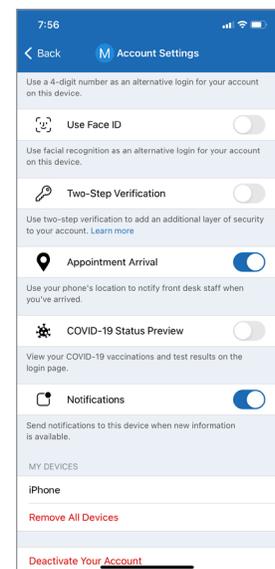
Location Settings Support:

- Apple: <https://support.apple.com/en-us/HT207092>
- Google (Android): <https://support.google.com/accounts/topic/7189122>

2

Open the MyChart app and go to settings. Be sure that “Appointment Arrival” is turned on.

NOTE: You may see some information regarding options for Prepay. Please understand that by checking option C “Pay at Arrival” that this is not a requirement and that the ability to pay through your insurance provider once you receive your bill is still available.



If you have any questions about Mobile Arrival or other appointment options, please reach out to our MyChart Support team at (320) 240-7897.