# **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.

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

<u>Mobile Arrival</u>: You will receive an alert 30 minutes prior to your appointment allowing you to use this feature using your mobile device's web browser <u>or</u> 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 <u>100m</u> 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.)







Almost Done!

Chart Epiko MyChart

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• Follow-Up Visit

- 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.



- 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.
- 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.

 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 <u>or</u> to please go to the front desk to complete your check-in.

Almost done! Please complete eCheck-In.	
eCheck-In Close	

eCheck-In						
1	6.	*	0	X		1
Insurance	Medications	Allergies	Health Issues	Travel History	Questionnaires	Sign Documents
Responsibility for Pa	iyment					
E						
We have this person	on file to pay for cost	s not covered by	y insurance. Is this ir	formation correct	2	
Would you like to use	e insurance to pay for	this appointme	ent?			
Use insurance Do	o not bill insurance					
Next Finish later						
			Back to the home pa	5°		

Android

9:50 ( 🗢 ■) (M) Additional Steps Close	eCheck-In Complete	Ţ.			
1	Save time with MyChart Sign up for MyChart to access your personal healthcare information with your computer or smartphone.				
Thanks for using eCheck-In! We've checked you in. Please wait for your name to be called. You may need to: ▲ Verify Nersonal Information Generations Werify Allergies Ø Verify Health Issues	You're almost done! Please go to the front desk to complete check in. You may need to: ▲ Verify Personal Information Patient Contacts				
	Office Visit with				
	Friday I				

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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





#### How to turn location services on:



a. From your home screen, open the "Settings" app on your iPhone



d. Be sure the "Location Services" switch is set to "On"

## Android

a. From your home screen, open the "Settings" app on your phone



Use 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
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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.