

Completed eCheck-in Required.

Effective 8/23/2023: Patients will NOT be seen if their eCheck-in status is not COMPLETED

Prior to this change

Patients had the option to directly join their video visit without completing their eCheck-in within 5 minutes of their scheduled appointment time.

The screenshot shows the eCheck-in interface. At the top, there is a navigation bar with icons for Menu, Visits, Messages, Test Results, and Medications. Below this, the 'eCheck-In' section is highlighted. A red banner states: "This option will no longer be available! Patient MUST complete eCheck-in fully in order to be able to join the visit and be seen." Below the banner, a green box contains a checkmark icon and the text: "Ready to begin video visit. It's time to join your video visit. Your provider will cover any incomplete topics during your visit." A red arrow points from the text "Join video visit" in the green box to the "Join video visit" button. At the bottom, there is a progress bar with four steps: Location, Sign Documents, Payments, and Medications. The "Payments" step is currently active.

eCheck-in Steps

Patients must complete the following steps, or they will not be able to join their video visit and will not be seen by their provider.

1. Click on the eCheck-in link sent via SMS and/or email. Verify their Identity by entering their DOB.

The screenshot shows the "Verify Your Identity" screen. At the top, there is a logo for RWJ Barnabas HEALTH and MyChart. Below the logo, the text "Verify Your Identity" is displayed. Underneath, it says "Confirm information for Kj or use a username and password." A red asterisk indicates a required field. Below this, there is a text input field labeled "Date of Birth". At the bottom, there is a green button labeled "Verify".

2. Verify their location. Click **NEXT**.

The screenshot shows the 'eCheck-In' section of the Epic telehealth interface. At the top, there is a navigation bar with icons for Menu, Visits, Messages, Test Results, and Medications. Below this is a progress bar with four steps: Location (active), Sign Documents, Payments, and Medications. The 'Location' step is highlighted with a red location pin icon. The main content area is titled 'Location' and contains the text: 'To confirm a provider is available for your visit, we need to know your current location.' Below this is a form with the question 'Where are you currently located?'. It has two dropdown menus: 'Country' (set to 'United States of America') and '* State, province, or territory' (set to 'New Jersey'). At the bottom left, there are two buttons: 'Next' (highlighted with a red box) and 'Finish later'.

3. Pay their Copay (if applicable). If they are not able to pay their copay for some reason, they will need to select "Pay later" and click **NEXT**.

The screenshot shows the 'eCheck-In' section of the Epic telehealth interface, specifically the 'Payment for This Visit' step. The progress bar at the top shows four steps: Location, Sign Documents, Payments (active), and Medications. The 'Payments' step is highlighted with a green credit card icon. The main content area is titled 'Payment for This Visit' and contains a 'Copay' section. The text reads: 'This is a set amount you pay for a covered service.' Below this are two radio button options: 'Amount due' (with a value of '\$5.00') and 'Pay later' (which is selected and circled in red). At the bottom, it says 'Total amount you'll pay today: \$0.00'. There are three buttons at the bottom: 'Next' (highlighted with a red box), 'Back', and 'Finish later'.

4. Review/update their medications and preferred Pharmacy. Click **SUBMIT**.

Location Sign Documents Payments Medications

Current Medications

Please review your medications and verify that the list is up to date. **Call 911 if you have an emergency.**

+ Report a medication

Medications You Reported Taking

Medications will not be added until your provider reviews them in a future visit.

Crestor 10 mg tablet
[Learn more](#)

Remove

Select a Pharmacy for This Visit

BARNABAS HEALTH RETAIL PHARMACY AT MONMOUTH MEDICAL CENTER (MMC)
300 2nd Ave Long Branch NJ 07740

+ Add a pharmacy

Clear pharmacy selection

Submit Back Finish later

Once they click **SUBMIT**, they will be brought to this screen, where they can click **“Join video visit”** to connect to the call and be seen by the provider.

Appointment Details

Ready to begin video visit
We're ready for you! Begin the video visit, and your provider will be with you shortly.

Office Visit with A Shute

This is a video visit

Thursday August 17, 2023
11:30 AM EDT (15 minutes)

Add to calendar

Manage who will participate in this video visit
[View and invite participants](#)

This appointment cannot be canceled online. Please call your physician's office or 908-800-7330 to cancel or reschedule.

It's time to start your video visit!

Join video visit

Pay copay \$5.00

When you are ready to talk to your doctor, click the button.

Save time by completing payments ahead of time.

Want an earlier time? [Get on the Wait List](#)

Fill out the following questionnaires before your video visit:

- ☒ Patient History (Not Started)
- ☒ Primary Reason for Visit (Not Started)
- ☒ Social Factors Questionnaire (Not Started)

Please [Click Here](#) to view the Privacy Policy. This privacy notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please read it carefully.

[Download your visit guide](#) for more information about your upcoming visits.

Please bring any insurance information and a copayment if required by your insurance company.

Effective 8/23/2023

The patient's eCheck-in Status is visible to the Provider and Clinical Staff on the MPS (Multi Provider Schedule). Front Desk Staff can view the patient's eCheck-in Status on the DAR (Department Appointment Report).

eCheck-in Statuses:

- Not Started
- In Progress
- Completed

Department Appointments Report: My DAR

Refresh Settings Appt Desk Walk In Sign In Check In Check Out Orders/Follow-Ups Room Appt Info Registration Message Expand Canc/Resch

1 Full Appointment List 2 Appointment Totals

Date: 8/21/2023 BRMG FAM MED [1020010002001]

Ms	Time	Status	Pt Info	Mo...	Vi...	eCheck-In Status	eCheck-In Reminder	Procedure	Provider	Appt Arrival Location
	2:30 PM	Arrived	Mychart, Rex			Completed		Office Visit	Shute, Amy	Remote Visit
	4:45 PM	Sch	Testing, Chelle			Not Started		Office Visit	Shute, Amy	Remote Visit
	4:45 PM	Sch	Testing, Chelle			In Progress		Office Visit	Shute, Amy	Remote Visit

BRMG FAM MED (All Providers) Filter by Status Total: 2

Time	Status	Patient	Visit Type	Provider Video	eCheck-In Status	eCheck-In Reminder
2:30 PM	Signed Checked in: 2:42 PM	Mychart, Rex 65 y.o. / M	Office Visit		Completed	
4:45 PM	Scheduled	Testing, Chelle 44 y.o. / F	Office Visit		Not Started	
4:45 PM	Scheduled	Testing, Chelle 44 y.o. / F	Office Visit		In Progress	

Snapshot Last Note in My Specialty Rooming Report Visit Orders Encounter Charges Video Visit Patient Status

Contact Information

Patient
Chelle Testing
Michelle.Drozdz@rwjbh.org
Translator Needed: American Sign Language

RWJBarnabas Health MyChart Status

RWJBarnabas Health MyChart Account Last Login Failed Logins Since Most Recent Login Video Visit History
Activated 3:21 PM 0 Has had successful video visit

eCheck-In: Not Started

Step	Status	Completed Time
Patient Location	Not Started	—
Personal Information	Not Started	—
Insurance	Not Started	—
Patient Contacts	Not Started	—
ESign Documents	Not Started	—
Payments	Not Started	—
Medications	Not Started	—
Allergies	Not Started	—
Health Issues	Not Started	—
Travel History	Not Started	—
Questionnaires	Not Started	—

- If the patient starts their eCheckin and does not complete it entirely and click submit, their eCheck-in Status will show as **"In Progress"**.

Testing, Chelle 44 y.o. / F Office Visit **In Progress** tesr Shute, Amy BRMG Fam Med

3:30 PM Scheduled

Video Visit Patient Status

Contact Information

Patient
Chelle Testing
Michelle.Drozd@rwjbh.org
Translator Needed: American Sign Language

RWJBarnabas Health MyChart Status

RWJBarnabas Health MyChart Account Last Login 3:21 PM Failed Logins Since Most Recent Login 0 Video Visit History Has had successful video visit Patient Location New Jersey

eCheck-In: In Progress 3/9 Steps Completed

Step	Status	Completed Time	Completed by
Patient Location	Completed	3:21 PM	Chelle Testing
ESign Documents	Completed	3:21 PM	Chelle Testing
Payments	Skipped	—	Chelle Testing
Medications	Not Started	—	—
Allergies	Filtered	—	—
Health Issues	Filtered	—	—
Travel History	Filtered	—	—
Questionnaires	Filtered	—	—
Patient History	Assigned	—	—
MYCHART PATIENT-ENTERED HPI SELECTION QUESTIONNAIRE	Assigned	—	—
RWJBH HP MYCHART SDOH	Assigned	—	—
Barcode	Not Started	—	—

- If the Provider sends a "direct link" to a patient whose eCheck-in Status is **"Not Started"** or **"In Progress"**, the patient will be brought to their eCheck-in. If their status was **In Progress**, it will bring them to where they left off, so that they can finish and click submit.

Appointment Details

eCheck-In Required
Some steps are not yet completed. Click the button to continue where you left off. [Continue eCheck-In](#)

Office Visit with A Shute

This is a video visit

Monday August 21, 2023
3:30 PM EDT (15 minutes)
[Add to calendar](#)

Manage who will participate in this video visit
[View and invite participants](#)

This appointment cannot be canceled online. Please call your physician's office or 908-800-7330 to cancel or reschedule.

Get ready for your visit!

[Join video visit](#)

Once eCheck-In is complete, start your video visit with the button.
You must be in a safe location to participate in a video visit (e.g. not driving, or in large crowds).

Let staff know you don't need a reminder call. [Confirm](#)

Want an earlier time? [Get on the Wait List](#)

Fill out the following questionnaires before your video visit:

- ☒ [Patient History](#) (Not Started)
- ☒ [Primary Reason for Visit](#) (Not Started)
- ☒ [Social Factors Questionnaire](#) (Not Started)

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Please bring any insurance information and a copayment if required by your insurance company.

- Once the patient has completed their eCheck-in, the patient will be able to join their video visit.

3:30 PM Scheduled **Testing, Chelle** 44 y.o. / F Office Visit **Completed** tesr Shute, Amy BRMG Fam Med

Snapshot Last Note in My Specialty Rooming Report Visit Orders Encounter Charges **Video Visit Patient Status** Video Visit Patient Status

Contact Information
Patient
Chelle Testing
Michelle.Drozd@rwjbh.org
Translator Needed: American Sign Language

RWJBarnabas Health MyChart Status
RWJBarnabas Health MyChart Account Last Login Failed Logins Since Most Recent Login Video Visit History Patient Location
Activated 3:21 PM 0 Has had successful video visit New Jersey

✓ eCheck-In: Completed 5/9 Steps Completed

Step	Status	Completed Time	Completed by
Patient Location	✓ Completed	3:21 PM	Chelle Testing
ESign Documents	✓ Completed	3:21 PM	Chelle Testing
Payments	✓ Skipped	—	Chelle Testing
Medications	✓ Completed	3:24 PM	Chelle Testing
Allergies	○ Filtered	—	—
Health Issues	○ Filtered	—	—
Travel History	○ Filtered	—	—
Questionnaires	○ Filtered	—	—
Patient History	○ Assigned	—	—
MYCHART PATIENT-ENTERED HPI SELECTION QUESTIONNAIRE	○ Assigned	—	—
RWJBH HP MYCHART SDOH	○ Assigned	—	—
Barcode	✓ Completed	3:24 PM	Chelle Testing

Your Menu Visits Messages Test Results Upcoming Tests and Procedures

Appointment Details

✓ Ready to begin video visit
We're ready for you! Begin the video visit, and your provider will be with you shortly.

Office Visit with A Shute
This is a video visit
Monday August 21, 2023
3:30 PM EDT (15 minutes)
[Add to calendar](#)
Manage who will participate in this video visit
[View and invite participants](#)

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Join video visit
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Pay copay \$5.00
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☒ [Social Factors Questionnaire](#) (Not Started)

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