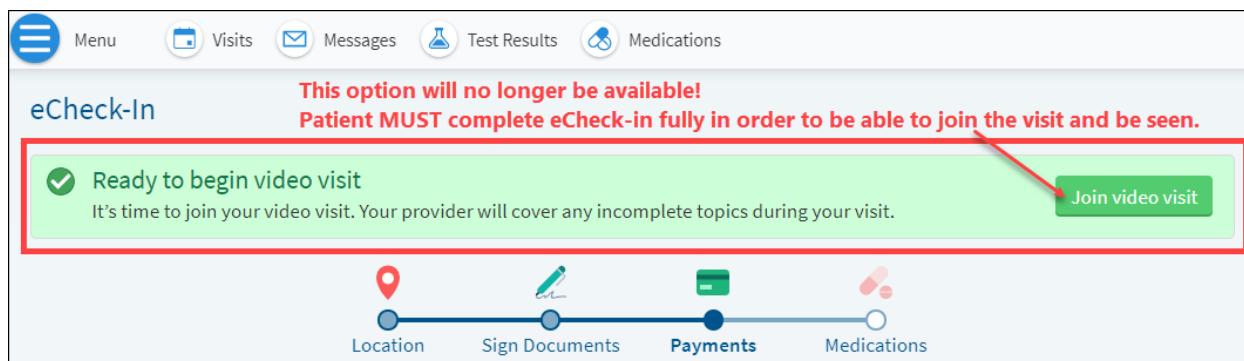


## Completed eCheck-in Required.

**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.



### 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.

RWJBarnabas | MyChart

## Verify Your Identity

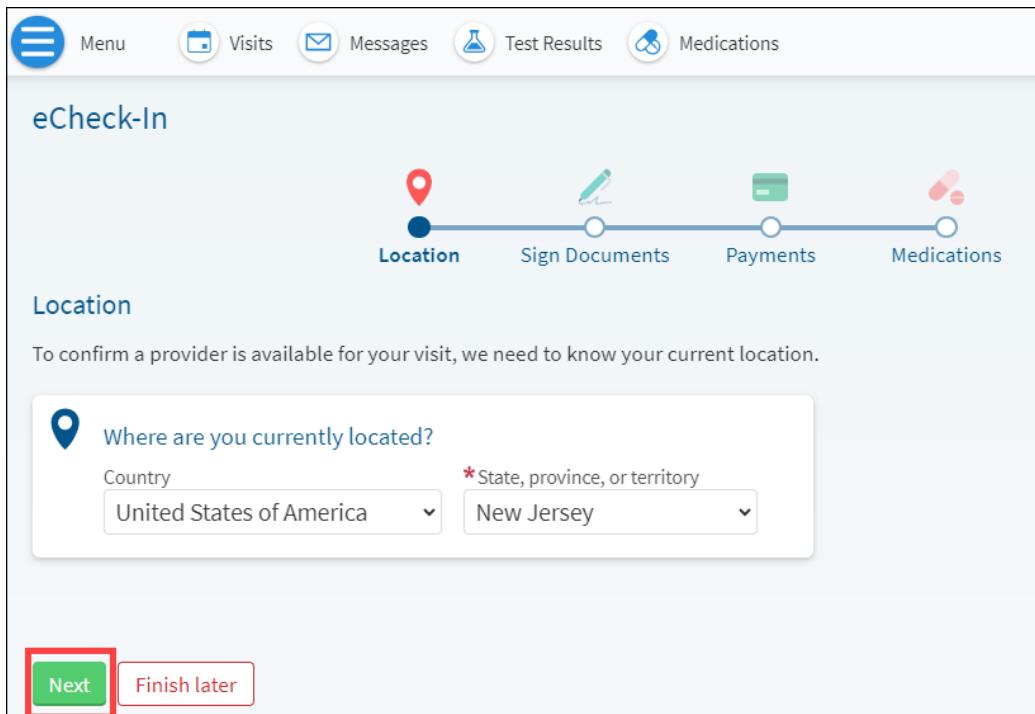
Confirm information for Kj or use a username and password.

\* Indicates a required field.

Date of Birth

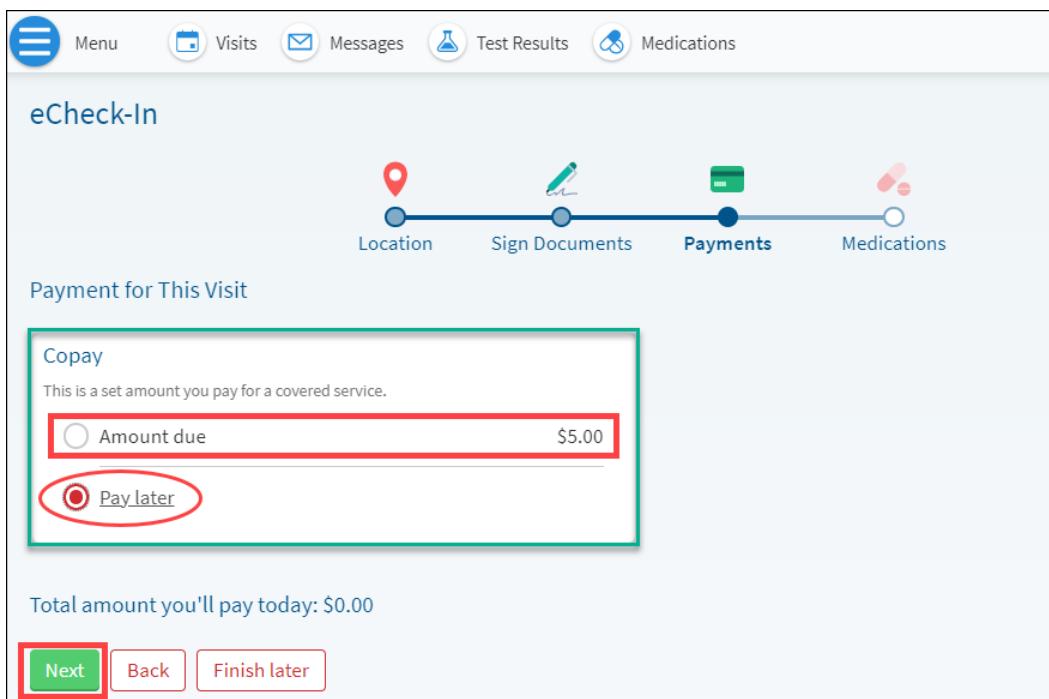
Verify

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



The screenshot shows the 'eCheck-In' interface. At the top, there are five navigation icons: Menu, Visits, Messages, Test Results, and Medications. Below that is a horizontal progress bar with four steps: 'Location' (filled blue), 'Sign Documents' (outline), 'Payments' (outline), and 'Medications' (outline). The 'Location' step is highlighted. 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 a location pin icon and 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 of the form are two buttons: a green 'Next' button with a red border and a white 'Finish later' button.

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' interface. The top navigation and progress bar are identical to the previous step. The main content area is titled 'eCheck-In' and 'Payment for This Visit'. It features a green-outlined box containing a 'Copay' section. The text 'This is a set amount you pay for a covered service.' is followed by an input field with a red border. Inside the field, there is a radio button labeled 'Amount due' and the value '\$5.00'. Below this is another radio button labeled 'Pay later' with a red border around the entire copay section. At the bottom of the page, the text 'Total amount you'll pay today: \$0.00' is displayed, followed by three buttons: a green 'Next' button with a red border, a 'Back' button, and a 'Finish later' button.

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

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.

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**

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 Locatio...
	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	Mychart, Rex 65 y.o. / M	Office Visit	<input type="checkbox"/>	Completed	
4:45 PM	Scheduled	Testing, Chelle 44 y.o. / F	Office Visit	<input type="checkbox"/>	Not Started	
4:45 PM	Scheduled	Testing, Chelle 44 y.o. / F	Office Visit	<input type="checkbox"/>	In Progress	

**Contact Information**

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

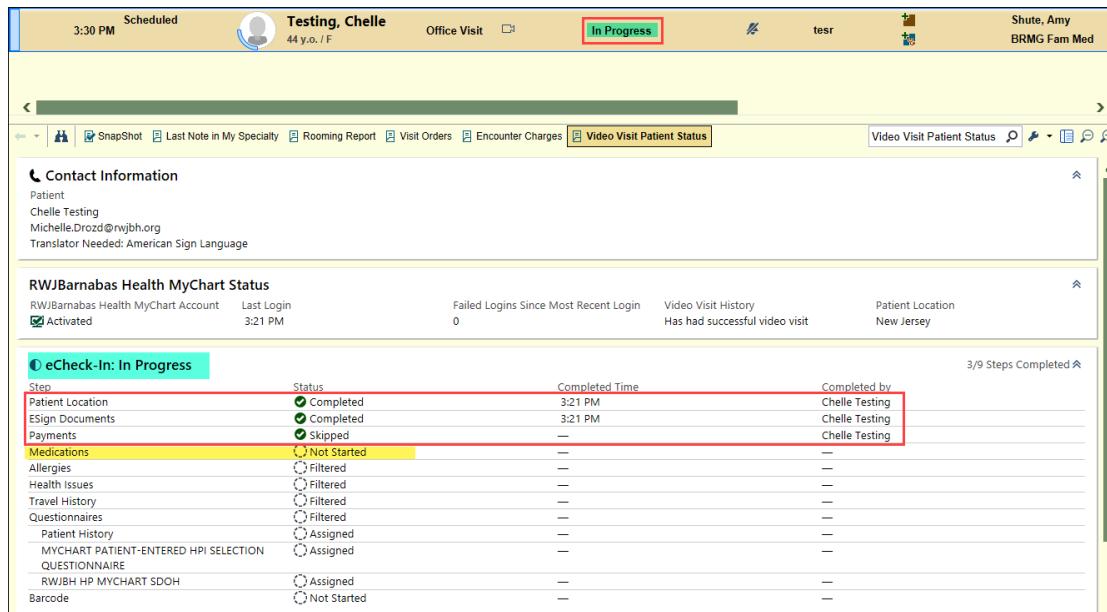
**RWJBarnabas Health MyChart Status**

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

**eCheck-In: Not Started**

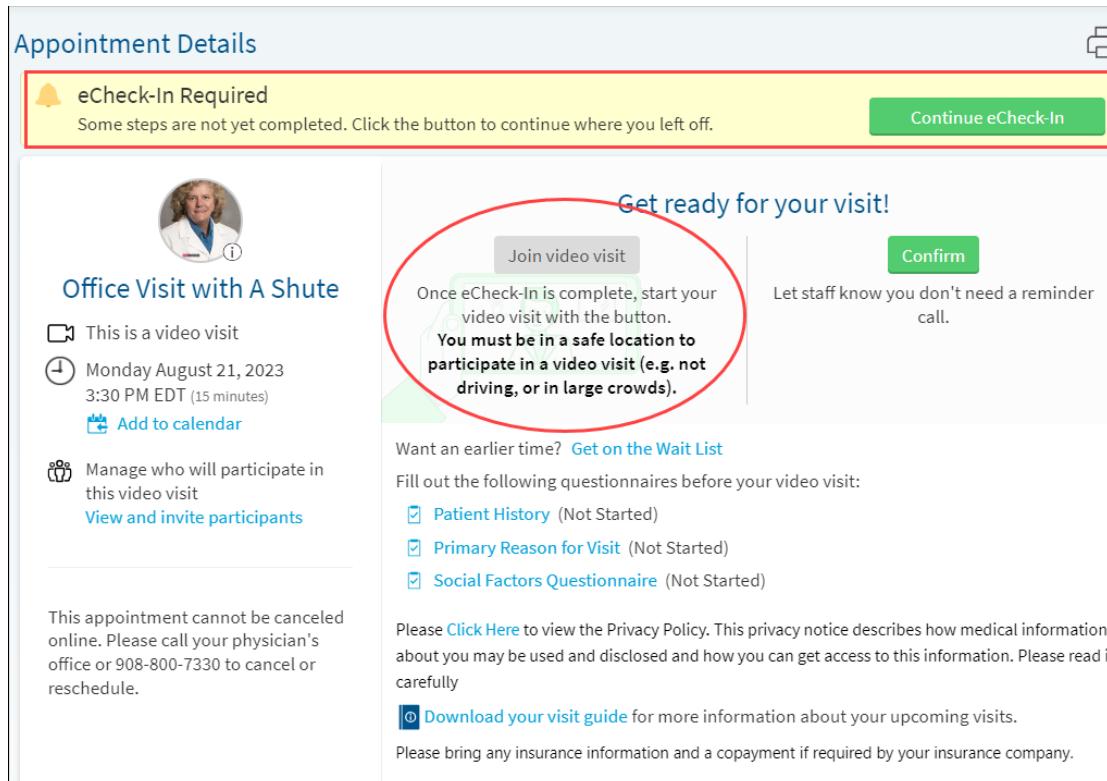
Step	Status	Completed Time
Patient Location	<input type="radio"/> Not Started	—
Personal Information	<input type="radio"/> Not Started	—
Insurance	<input type="radio"/> Not Started	—
Patient Contacts	<input type="radio"/> Not Started	—
ESign Documents	<input type="radio"/> Not Started	—
Payments	<input type="radio"/> Not Started	—
Medications	<input type="radio"/> Not Started	—
Allergies	<input type="radio"/> Not Started	—
Health Issues	<input type="radio"/> Not Started	—
Travel History	<input type="radio"/> Not Started	—
Questionnaires	<input type="radio"/> 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**”.



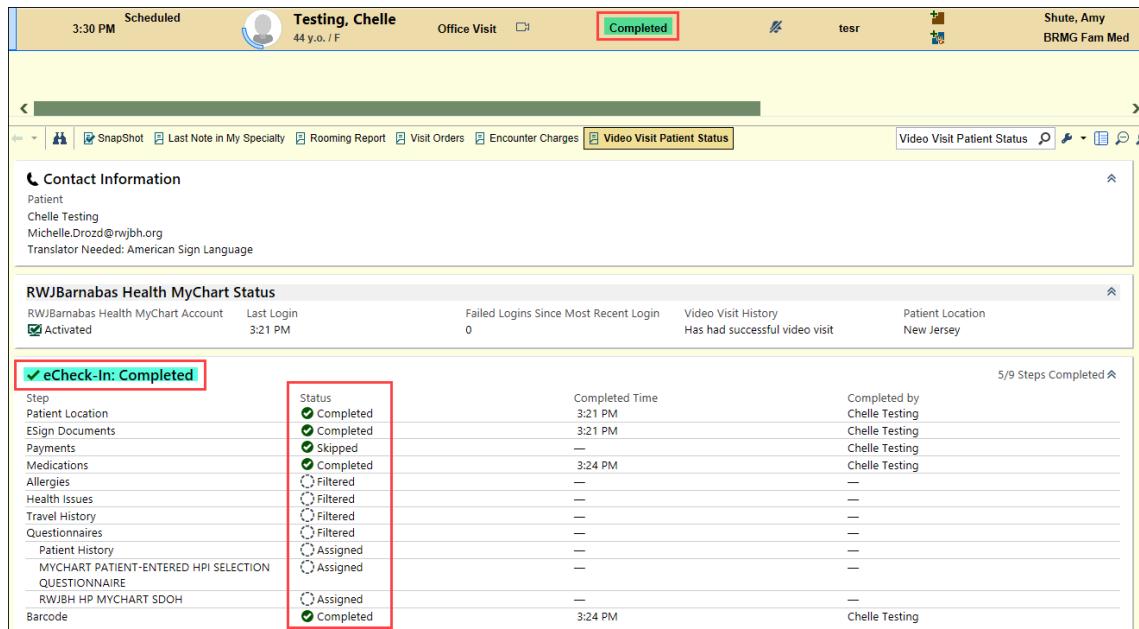
The screenshot shows the Epic eCheck-in status page for a patient named Chelle Testing. The top bar indicates the appointment is scheduled for 3:30 PM, the patient is a 44 y.o. F, and the status is 'In Progress'. The 'Video Visit Patient Status' button is highlighted with a red box. The page displays the patient's contact information, RWJBarnabas Health MyChart status (activated), and a detailed eCheck-in progress table. The table shows 3/9 steps completed, with the 'Medications' step highlighted in yellow and marked as 'Not Started'. Other steps listed include Patient Location (Completed), ESign Documents (Completed), Payments (Skipped), Allergies (Filtered), Health Issues (Filtered), Travel History (Filtered), Questionnaires (Filtered), Patient History (Assigned), MYCHART PATIENT-ENTERED HPI SELECTION (Assigned), QUESTIONNAIRE (Assigned), RWJBH HP MYCHART SDOH (Assigned), and 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.



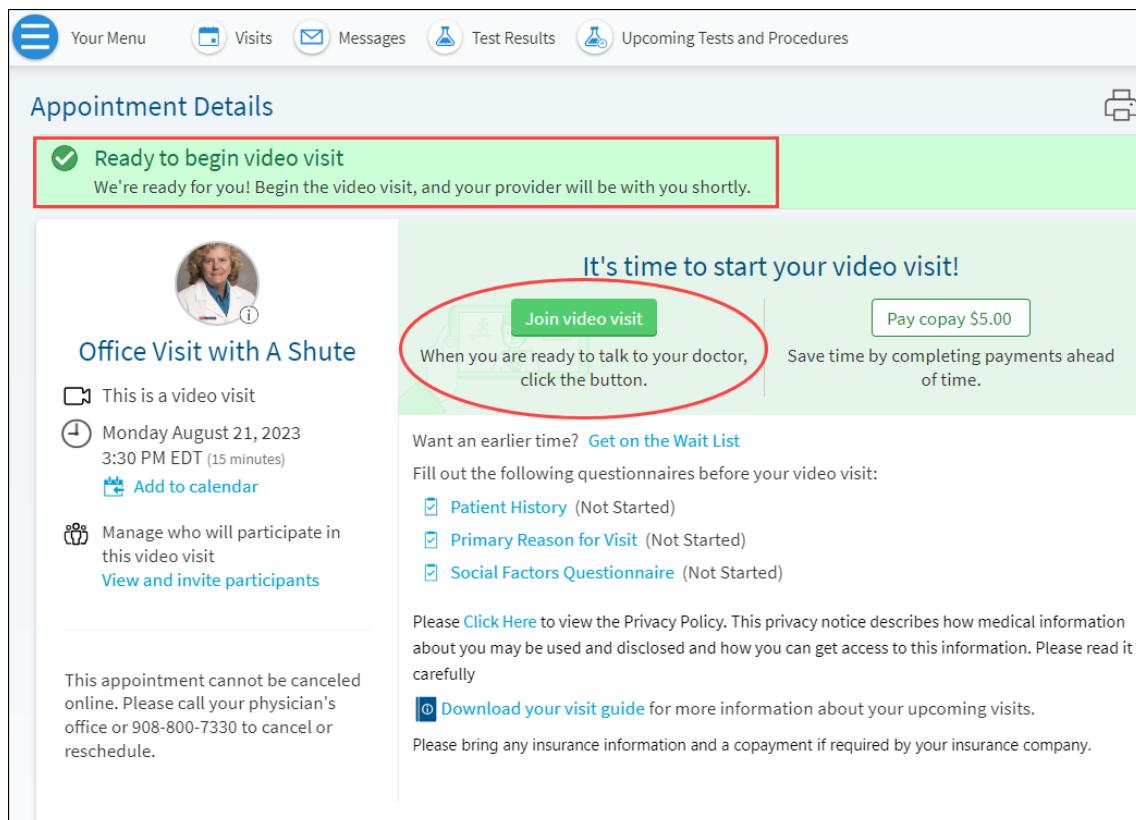
The screenshot shows the patient's eCheck-in landing page. A yellow banner at the top states “eCheck-In Required” with the subtext “Some steps are not yet completed. Click the button to continue where you left off.” A green “Continue eCheck-In” button is highlighted with a red box. The main content area shows appointment details for an “Office Visit with A Shute” on Monday, August 21, 2023, at 3:30 PM EDT. It includes a video visit option, calendar integration, and participant management. A large red circle highlights a section titled “Get ready for your visit!” which contains instructions for a video visit, a “Join video visit” button, and a “Confirm” button. Below this, there are links for “Get on the Wait List”, “Want an earlier time?”, and “Fill out the following questionnaires before your video visit:”. The questionnaires listed are “Patient History” (Not Started), “Primary Reason for Visit” (Not Started), and “Social Factors Questionnaire” (Not Started). At the bottom, there are links for “Click Here” to view the Privacy Policy, “Download your visit guide”, and a note about bringing insurance information.

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



The screenshot shows the Epic EMR interface for a patient named 'Testing, Chelle'. The status bar at the top indicates the visit is 'Completed'. The 'eCheck-In: Completed' section is highlighted with a red box. The table below lists various steps of the eCheck-in process, each with a status column showing 'Completed' with a green checkmark.

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



The screenshot shows the patient's appointment details page. A red box highlights the message 'Ready to begin video visit' and the instruction 'We're ready for you! Begin the video visit, and your provider will be with you shortly.' Below this, there is a 'Join video visit' button with a red oval around it. The page also includes sections for 'Office Visit with A Shute', appointment details, and patient instructions.

**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](#)

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**

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

Pay copay \$5.00

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.