MyHealth Arrivals- eCheck-In

Patients can complete eCheck-in using the MyHealth web or mobile application. The eCheck-in process allows patients to update specific registration elements prior to an appointment.

The Department Appointment Report (DAR) displays a patient's eCheck-in status under the eCheck-In Status column. Patients who complete eCheck-In will be marked as Complete.

Verified Information

During eCheck-in patients can verify: Personal Information, Insurance Information, Medications, Allergies and submit their co-pay.

When checking in patients who have already completed eCheck-In, an additional window will display all the information that the patient has updated or verified. The information is dynamic and will vary by patient.

For further questions and concerns, please email us through our distribution list: 
DL-UHAContinuingEducation@stanfordhealthcare.org
In addition, documents that the patient has signed as part of eCheck-In will display in the Documents table with a status of E-Signed and Received By MyHealth.

MyHealth Arrivals - eArrival

**Note:** eCheck-in is a key element of the eArrivals functionality.

From the DAR, a patient who has successfully completed eArrival will have their Appt Status display as **e-Arrived**. This means the patient has completed eCheck-in and the patient is automatically detected in the clinic or manually marked themselves as Arrived.

Successful eArrival requires that patients:

- Complete eCheck-In
- Enable location services on their smartphone
- Enable bluetooth detection on their smartphone
- Arrive timely (not late or too early)
- MSPQ completed or not due
- Authorization is not needed or already one file

**Important Steps**

- eCheck-In and e-Arrival does not allow patients to load an image of their insurance cards. Front Desk staff should review all e-Arrived accounts and obtain copies of missing insurance cards, identification cards and clinic front desk forms.

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