

Introducing eCheck-in for All

With eCheck-in, you can start your appointment before you arrive – **with or without a MyChart account.**

What is eCheck-in?

- eCheck-in takes the stress out of your appointment by helping you complete the steps needed to see your care provider ahead of time. This helps you avoid feeling rushed to fill out paperwork when you arrive and allows you and your provider to focus on the reason for your visit.
- During eCheck-in, you can expect to:
 - electronically sign documents
 - complete questionnaires
 - review and update your medication list and health history
 - upload current ID and insurance cards
 - make a copay
 - share your health concerns or questions
- eCheck-in is available to all patients, even if you don't have a MyChart account.

How does eCheck-in work?

- Up to seven days before your appointment, you will receive an email, text or push notification asking you to eCheck-in. Click the link to get started.
 - You will receive the notification immediately if you schedule a visit that's less than 7 days away.
 - If you have a MyChart account, you can set your preferences in the Personal Info section of MyChart to choose how you want to be notified for eCheck-in.
- Simply follow the prompts to complete each step for eCheck-in.
- If you have a MyChart account, you can also login, click "Visits" and then "eCheck-in" to get started.

Can I use eCheck-in if I don't have a MyChart account?

- Yes, eCheck-in is available to all patients, even if you don't have a MyChart account.
- If you don't already have a MyChart account, this is a great time to sign up. Simply click "Finish creating account" after completing eCheck-in. This will allow you to login to MyChart anytime to view information about your visit, message your doctor, see your test results and schedule future appointments.
 - You can also visit UofMHealthWest.org/MyChart to sign up anytime.

What happens if I don't fill out all of the questionnaires, make my copay or upload my ID or insurance card?

- If you are unable to complete every step of eCheck-in ahead of time, you may be asked to provide your ID/ insurance card, make your copay or fill out paperwork when you arrive for your appointment.

Why do you ask some of the same questions from eCheck-in during my visit?

- Your health and safety are important to us. While we can see the information you've provided in our records, there are some things that we still need to review with you personally during your appointment, like medications, for example.

I completed eCheck-in. Why do I need to fill out more paperwork?

- Some forms and questionnaires are not yet available online. In those cases, you will be asked to complete those paper documents in the office.

If I use eCheck-in, do I need to go to the reception desk when I arrive for my appointment?

- Patients can choose to skip the reception desk by using Self Arrival.
- Self Arrival uses the location feature on your smartphone or tablet to detect when you arrive at the office and automatically alerts us that you're here for your appointment.
 - You must have a MyChart account and completed eCheck-in for the Self Arrival service to work properly.
 - To activate Self Arrival, turn on your location services on your device and enable notifications in your MyChart account. (You may need to enable notifications in your device's settings, too.) Enable appointment arrival by going to MyChart's "Account Settings" and reviewing the Appointments Arrival setting.
 - Once you arrive at the office, you will receive a notification on your mobile device. Follow the instructions to complete the check-in process.
 - Most patients are able to complete check-in and take a seat in the waiting area without needing to visit the receptionist.

What if I don't receive a notification for Self Arrival?

- You can still use Self Arrival. In MyChart, view the appointment details for your visit. Click the "I'm here" or "I'm in the waiting room" button and follow the instructions.
- If you do not see one of these buttons when you login to MyChart, please visit the receptionist to let us know you're here.

I'm not comfortable using Self Arrival. What are my options?

- Traditional on-site check-in services remain available if you do not have a smartphone or prefer not to enable location services on your phone. We still recommend completing the eCheck-in process in advance.

What if I have questions about using eCheck-in or Self Arrival?

- Feel free to call our office for additional assistance.