

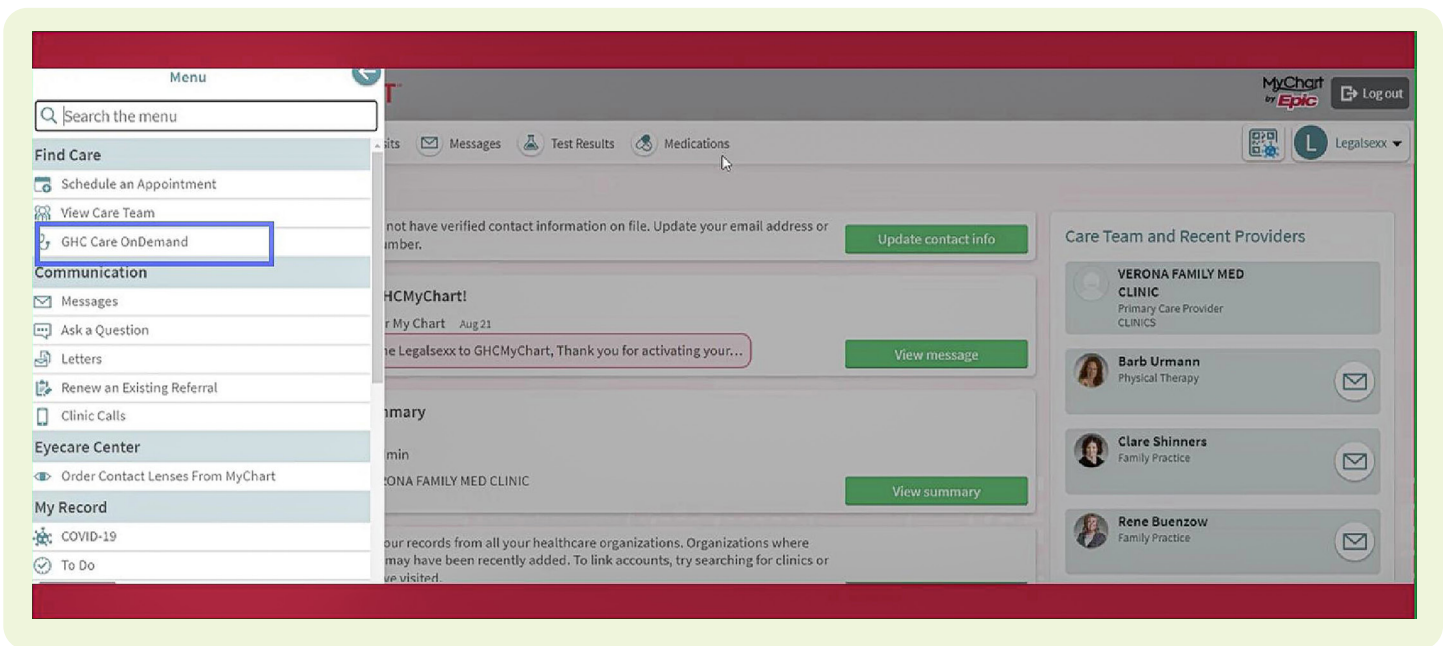
KEYCARE SELF APPOINTMENT

KeyCare is a way for patients to receive unlimited 24/7, 365 day urgent, but non-emergent, medical care without an in-person office visit. Our patients will see a licensed provider contracted through KeyCare from wherever the patient is within the United States. The KeyCare provider will gain access to the patient's health information during the visit. All notes and instructions provided by the KeyCare provider can be accessed by the GHC care team post-visit within the patient's GHC medical record.

These are the steps for patient's who make their own Care OnDemand appointments.

Try It Out

1. The patient starts in their **MyChart** account by finding **GHC Care OnDemand**.



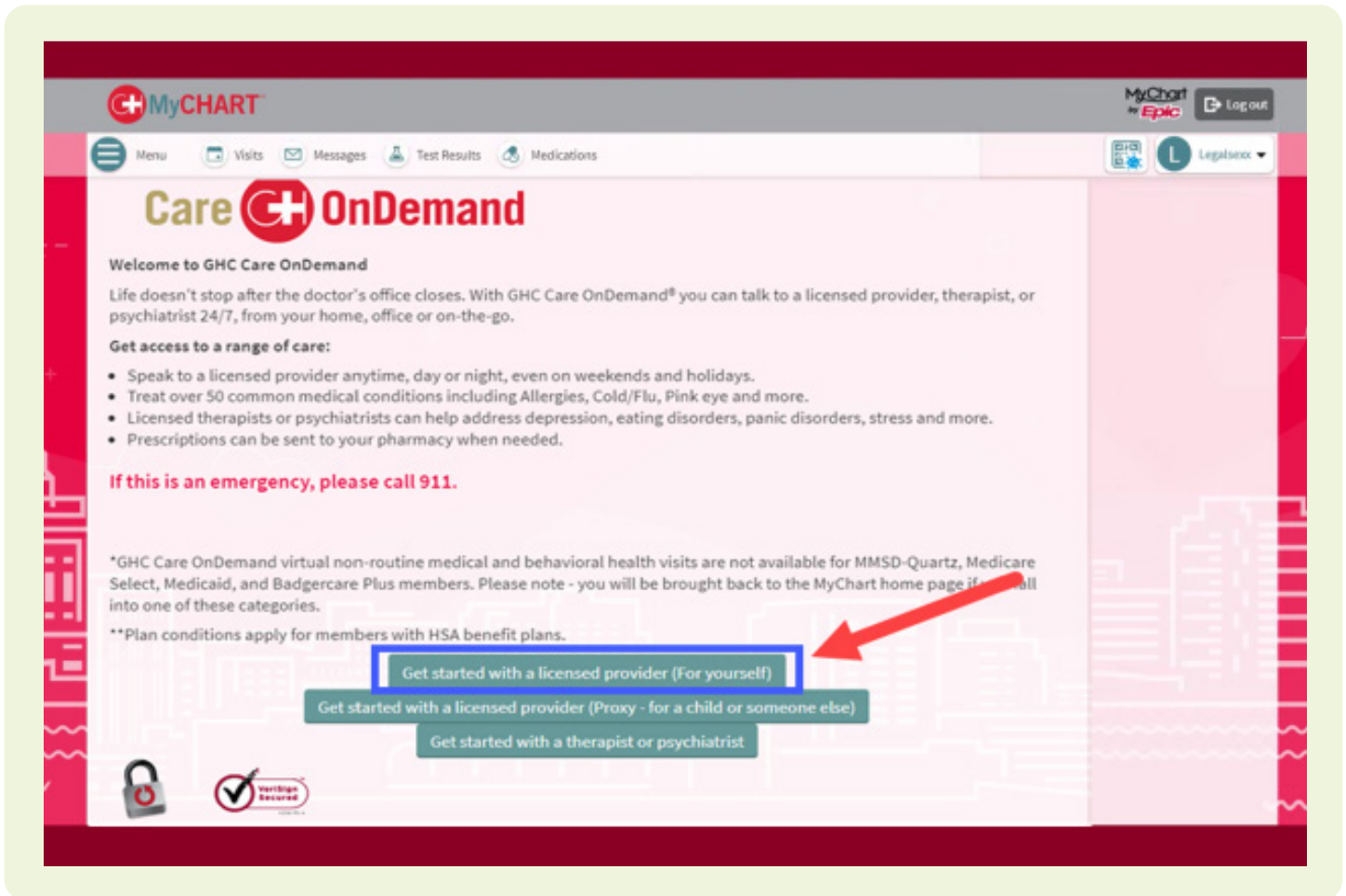
Steps 1 – 9 are within the GHC MyChart platform as identified by the red border.

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2. Since this is the workflow for a patient making the appointment for themselves, they will choose the first option: **Get started with a medical physician (for yourself)**.

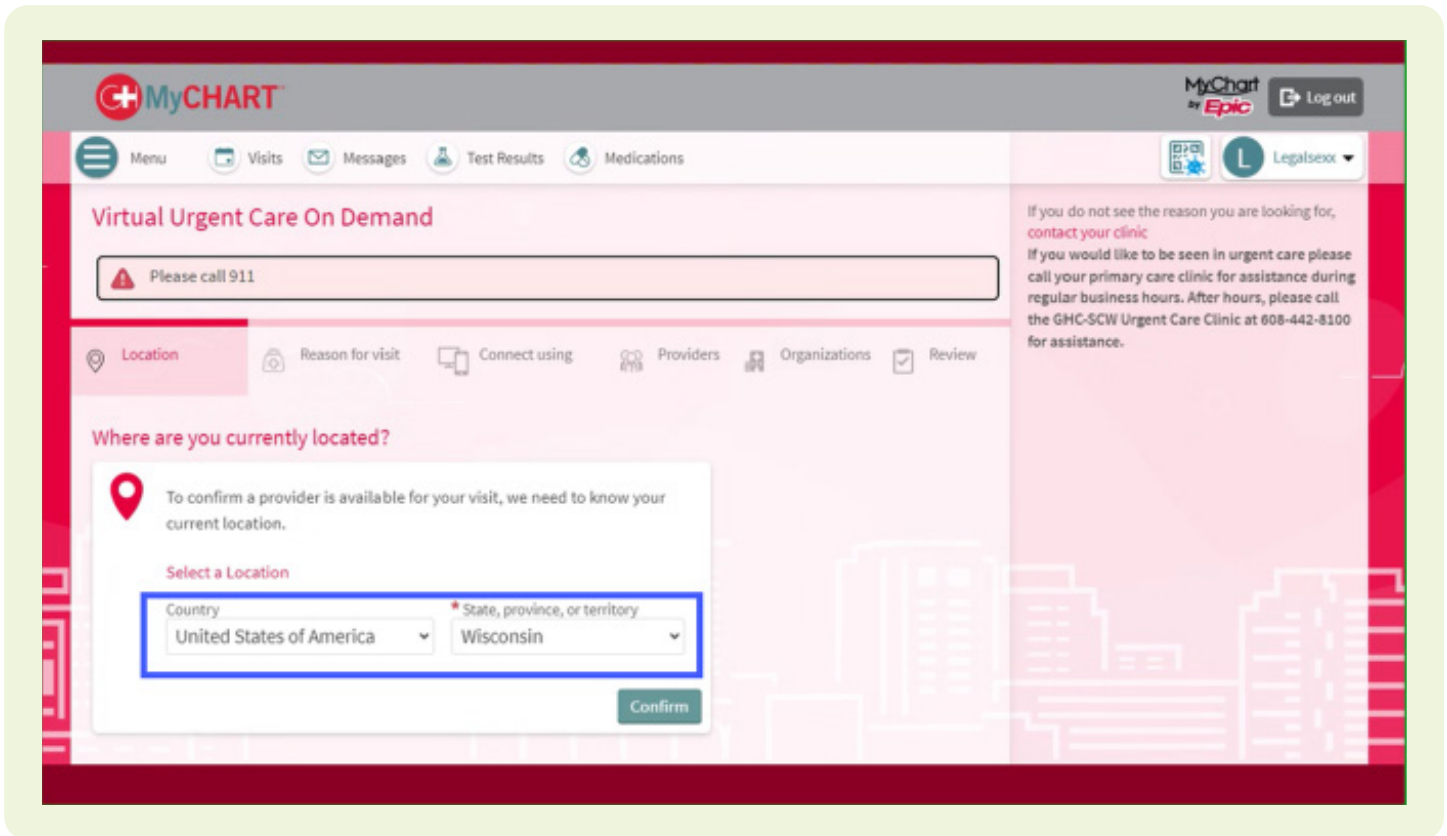


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3. The patient selects the state they are currently in and seeking care in. Providers are available in all 50 states for ages 18+.

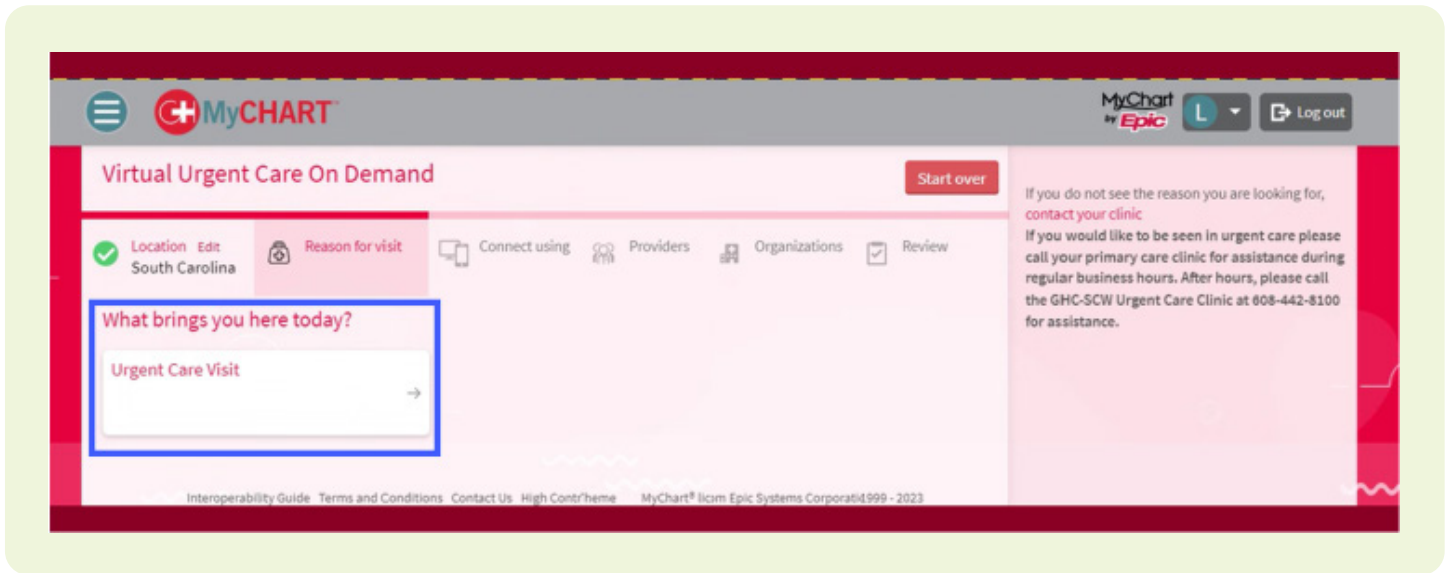


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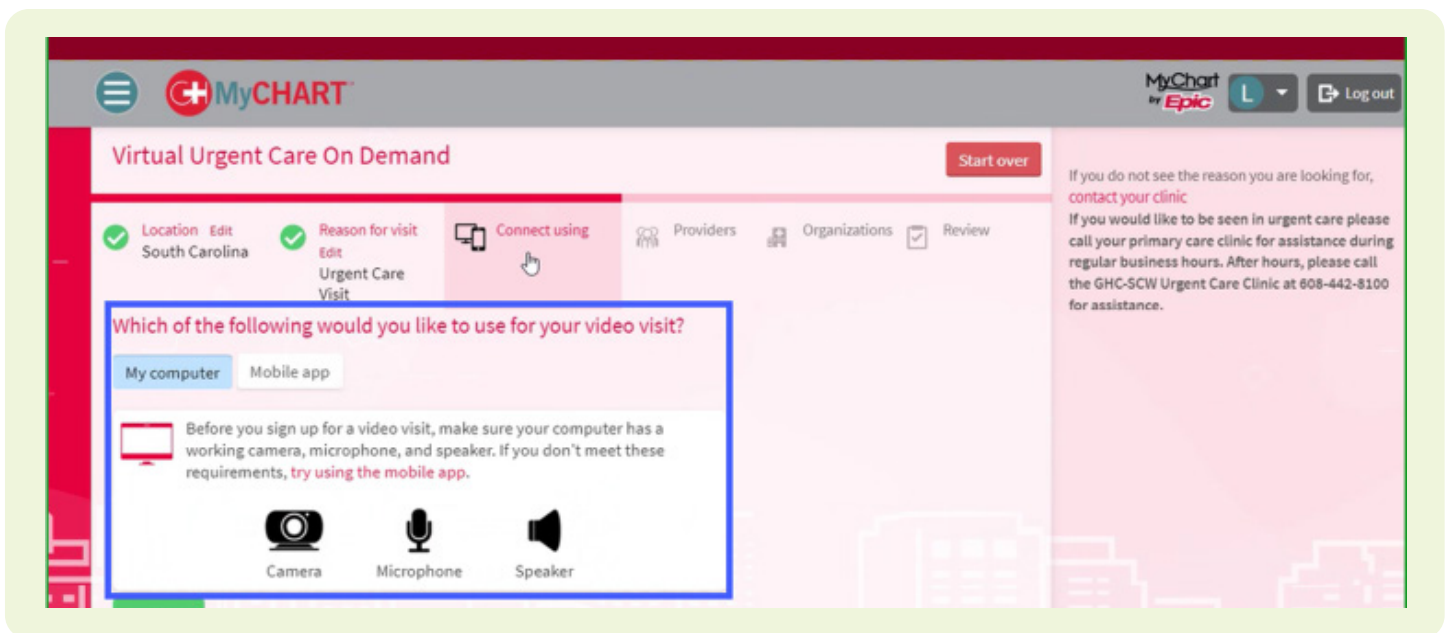
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4. Click **Urgent Care Visit**.



5. Visits are available via their computer or mobile app. If their computer does not have a working camera, microphone, and speaker – they should use the mobile app.

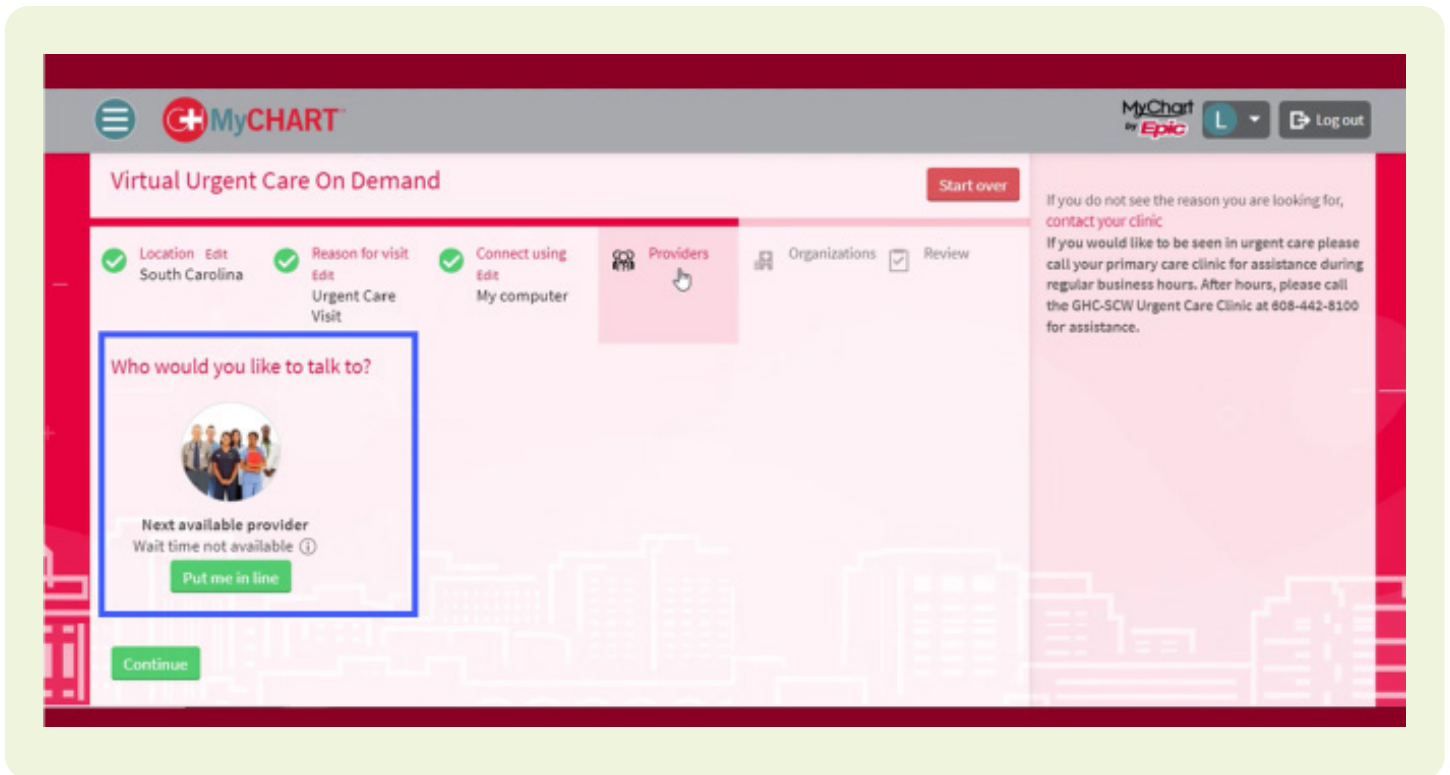


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6. Select **Put me in line** and they will wait in a queue for the next available provider for the visit.

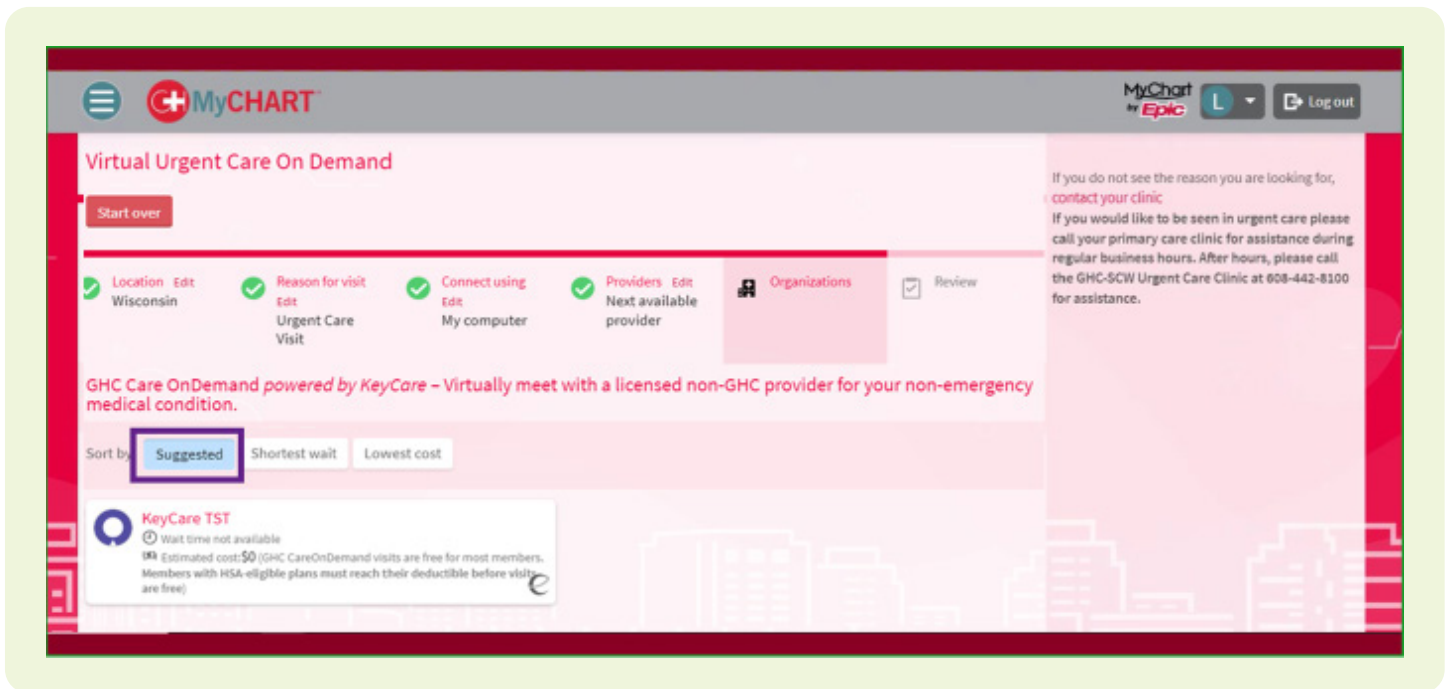


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7. Select **Suggested**. (Note that selecting any of the choices of **Suggested**, **Shortest wait**, or **Lowest cost** will always give the same outcome) This service is free to our patients with some limitations. MMMSD-Quartz, Medicare Select, Medicaid and Badgercare Plus patients are not eligible to use this service and patients with a high deductible may have some patient responsibility.

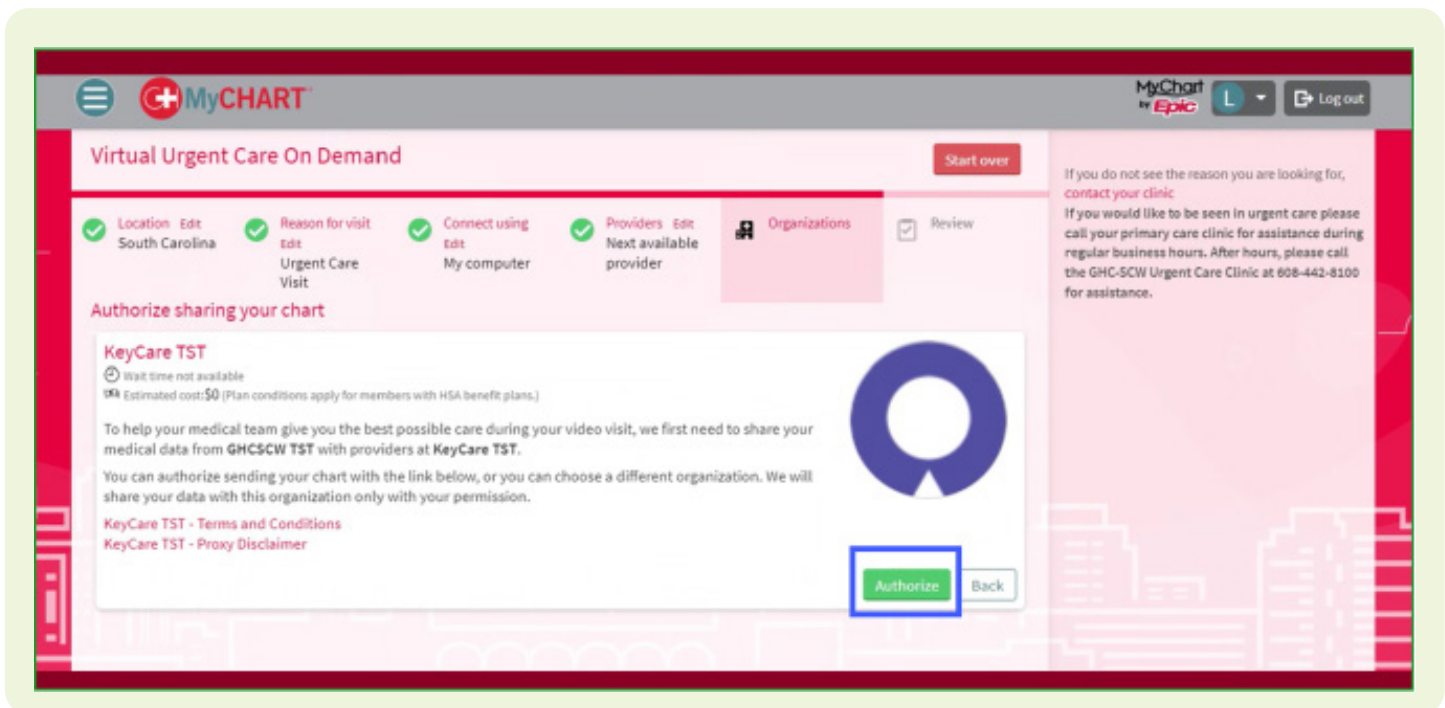


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8. When the patient clicks **Authorize**, this will allow the sharing of their GHC medical chart with the KeyCare provider.

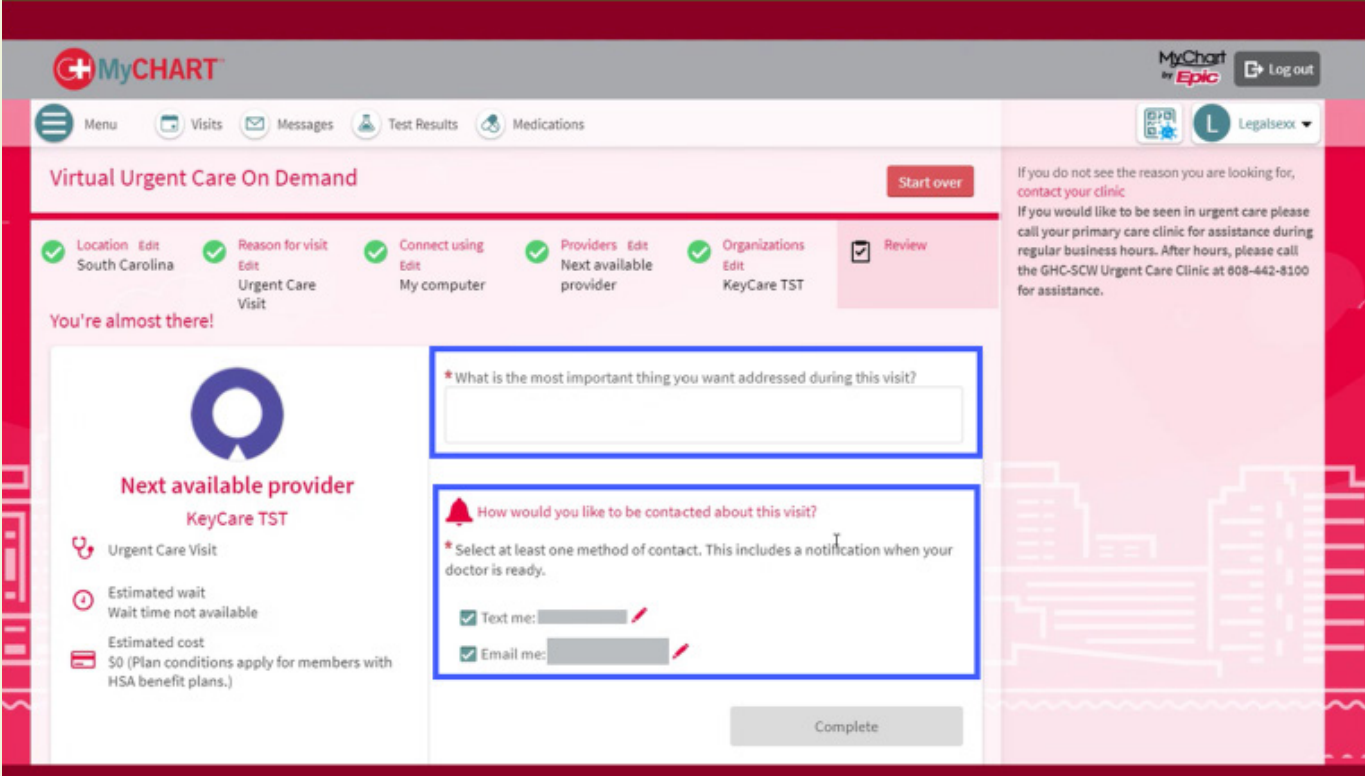


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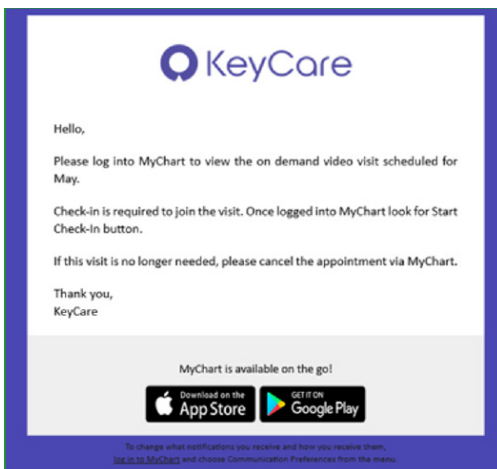
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9. Enter the reason they need to see the provider and select at least one method to be contacted with notifications (see example of text/email below) – either text or email.



The screenshot shows the MyChart interface for a virtual urgent care appointment. The header includes the MyChart logo and navigation tabs for Menu, Visits, Messages, Test Results, and Medications. The main content area is titled "Virtual Urgent Care On Demand" and includes a "Start over" button. Below this, there are several steps: Location (South Carolina), Reason for visit (Urgent Care Visit), Connect using (My computer), Providers (Next available provider), and Organizations (KeyCare TST). A "Review" button is also present. The form asks for the most important thing to be addressed during the visit and how the patient would like to be contacted (Text me or Email me). A "Complete" button is at the bottom. A sidebar on the right provides instructions: "If you do not see the reason you are looking for, contact your clinic. If you would like to be seen in urgent care please call your primary care clinic for assistance during regular business hours. After hours, please call the GHC-SCW Urgent Care Clinic at 808-442-8100 for assistance."



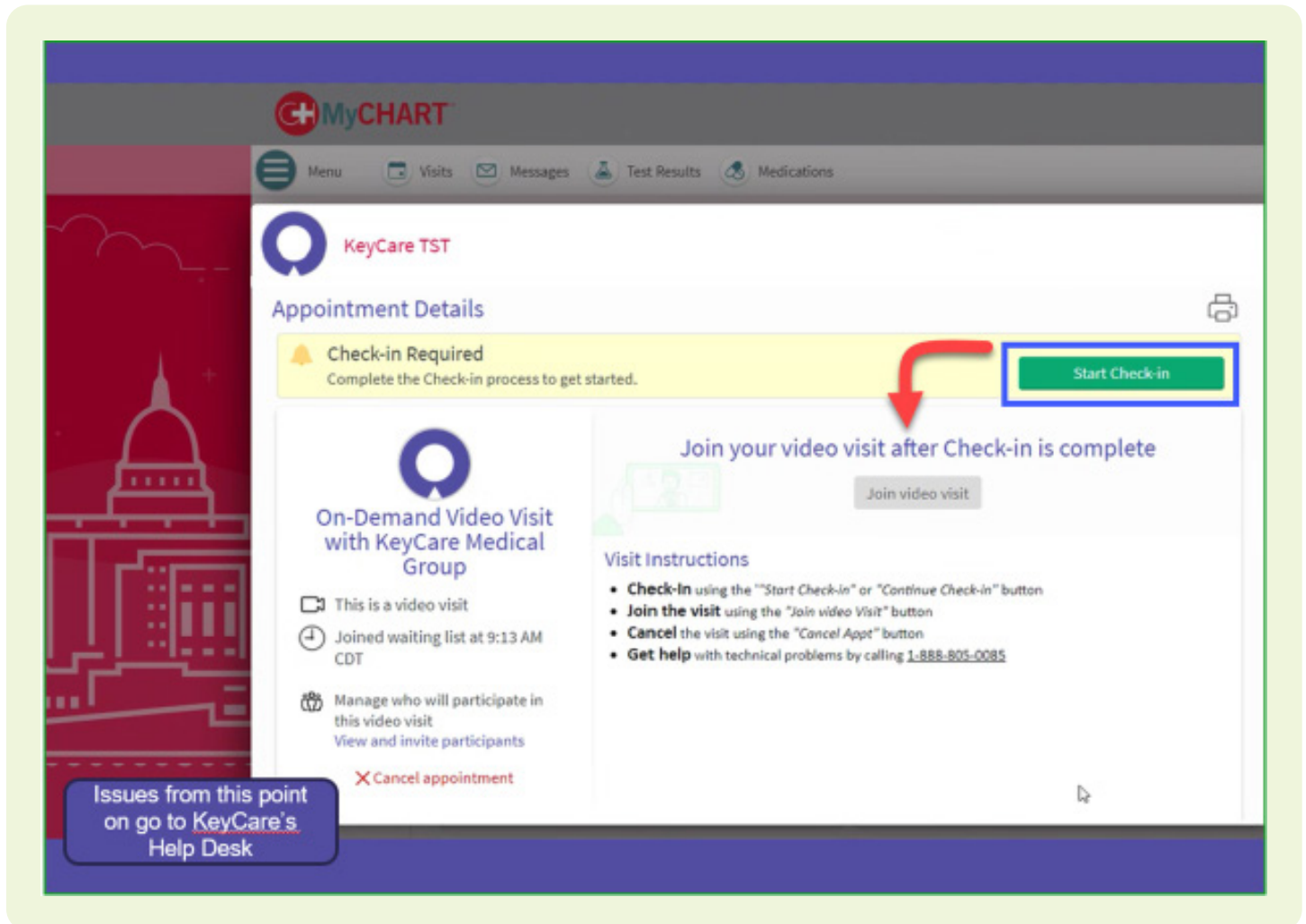
This is an example of a text or email the patient might receive when they request an on-demand video visit.

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10. At this point, the patient has left the “GHC platform” and is now under the “KeyCare platform”. If the patient is experiencing any issues from this point on, they must contact KeyCare at the number provided on the screen, not GHC. They will click on **Start Check-in** to walk through the steps and once all questions have been answered, they can click on **Join video visit**.



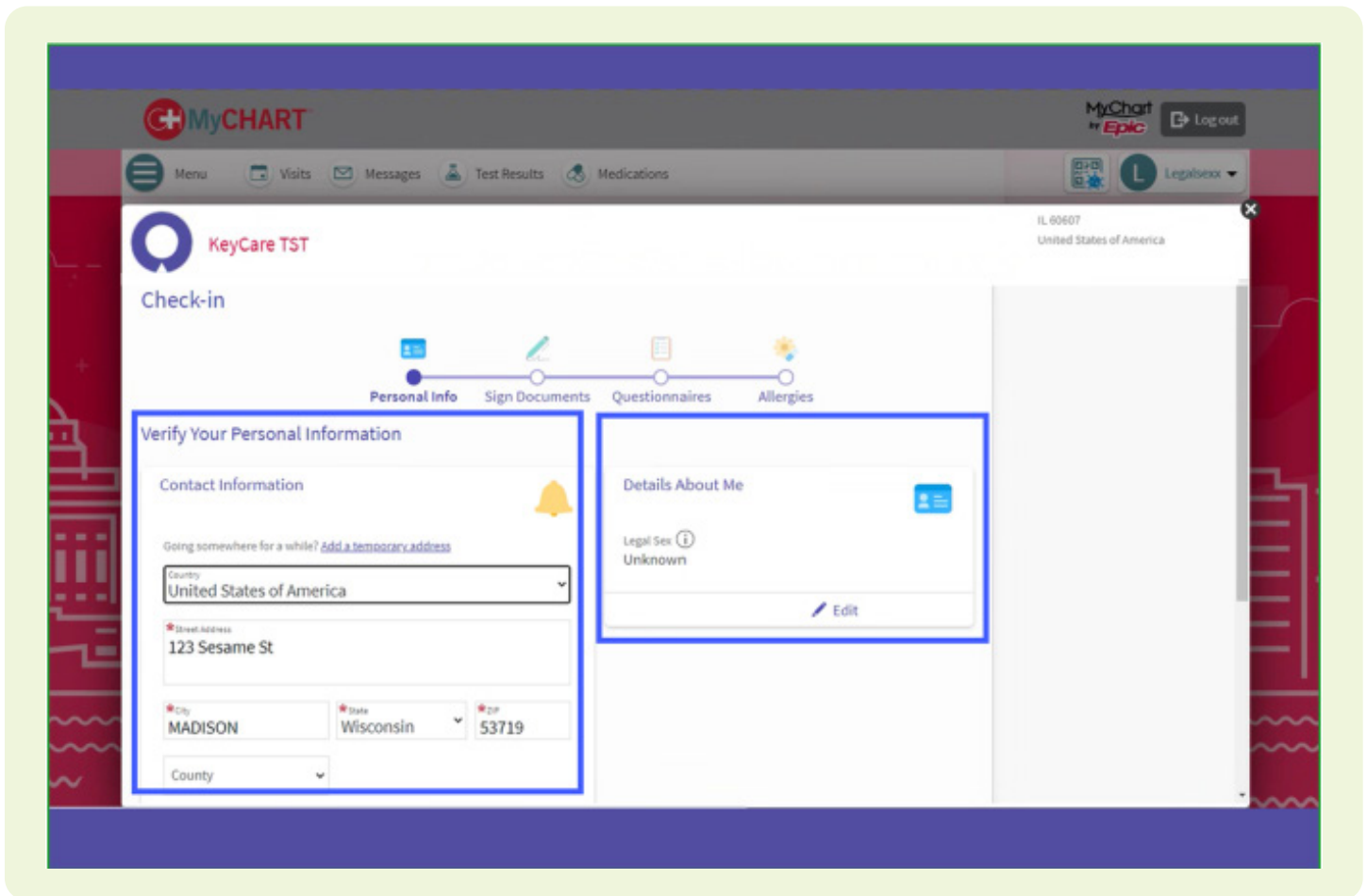
The remaining steps are within the KeyCare MyChart platform as identified by the purple border. If the patient has any issues within the KeyCare MyChart, they must call 1-888-508-0085 for assistance.

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11. Below are the check-in screens, including contact information and other personal info.

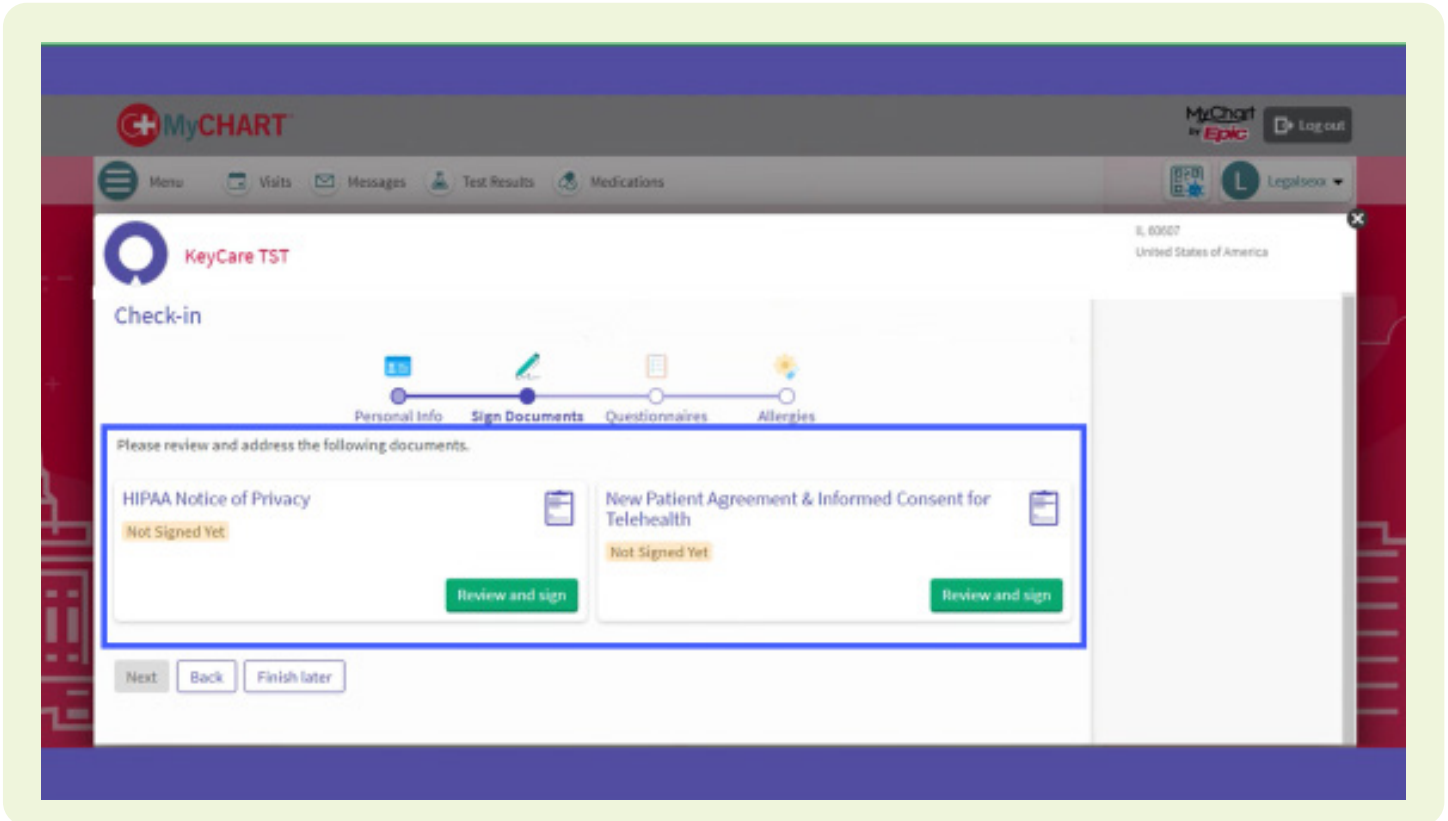


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12. A HIPAA and **New Patient Agreement/Informed Consent for Telehealth** also needs to be signed for their first appointment. Thereafter, they will not need to sign these again.

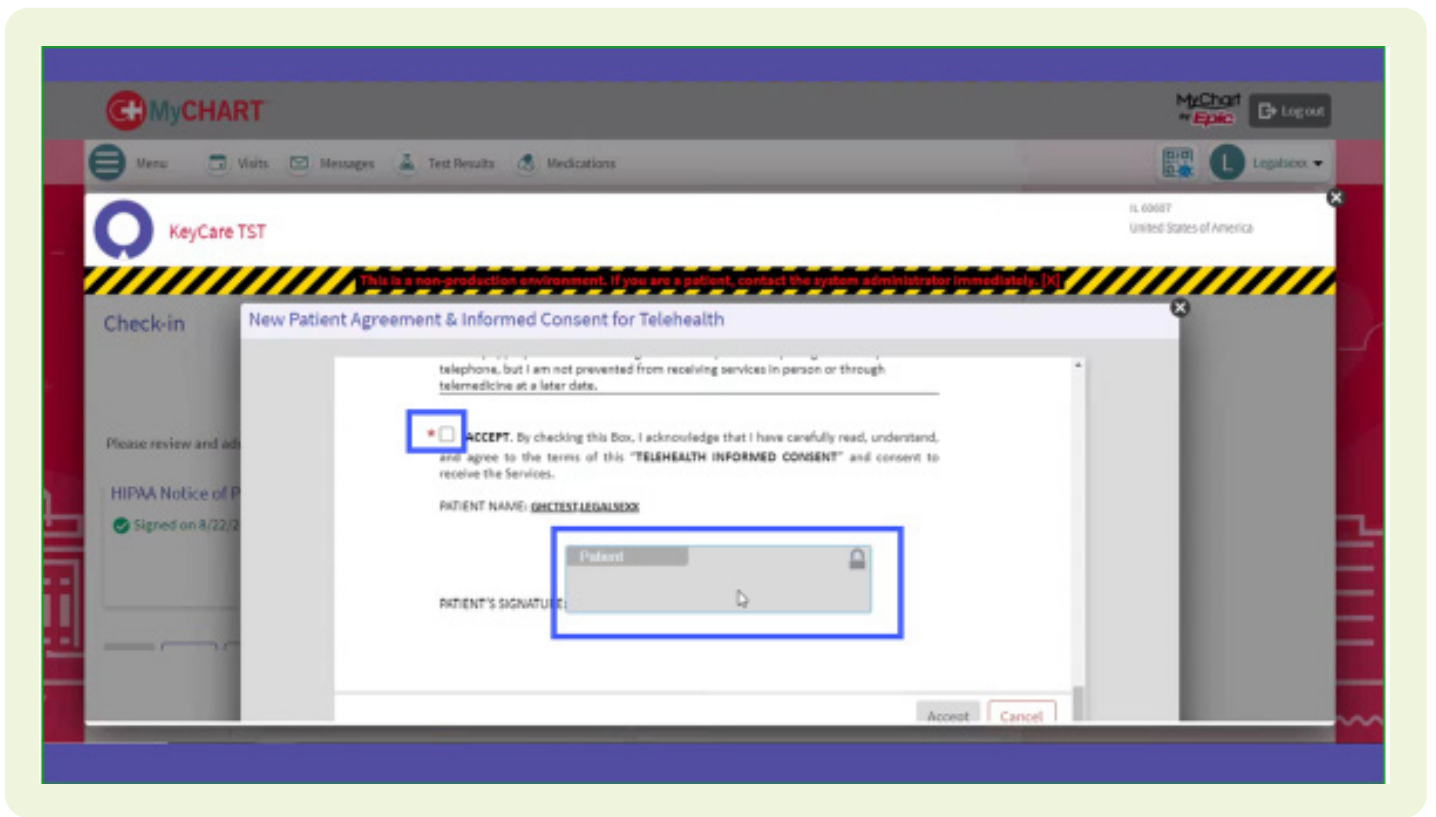


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13. Below is what the agreement/consent form looks like – they must click on **Accept**, then “sign” and **Accept**.

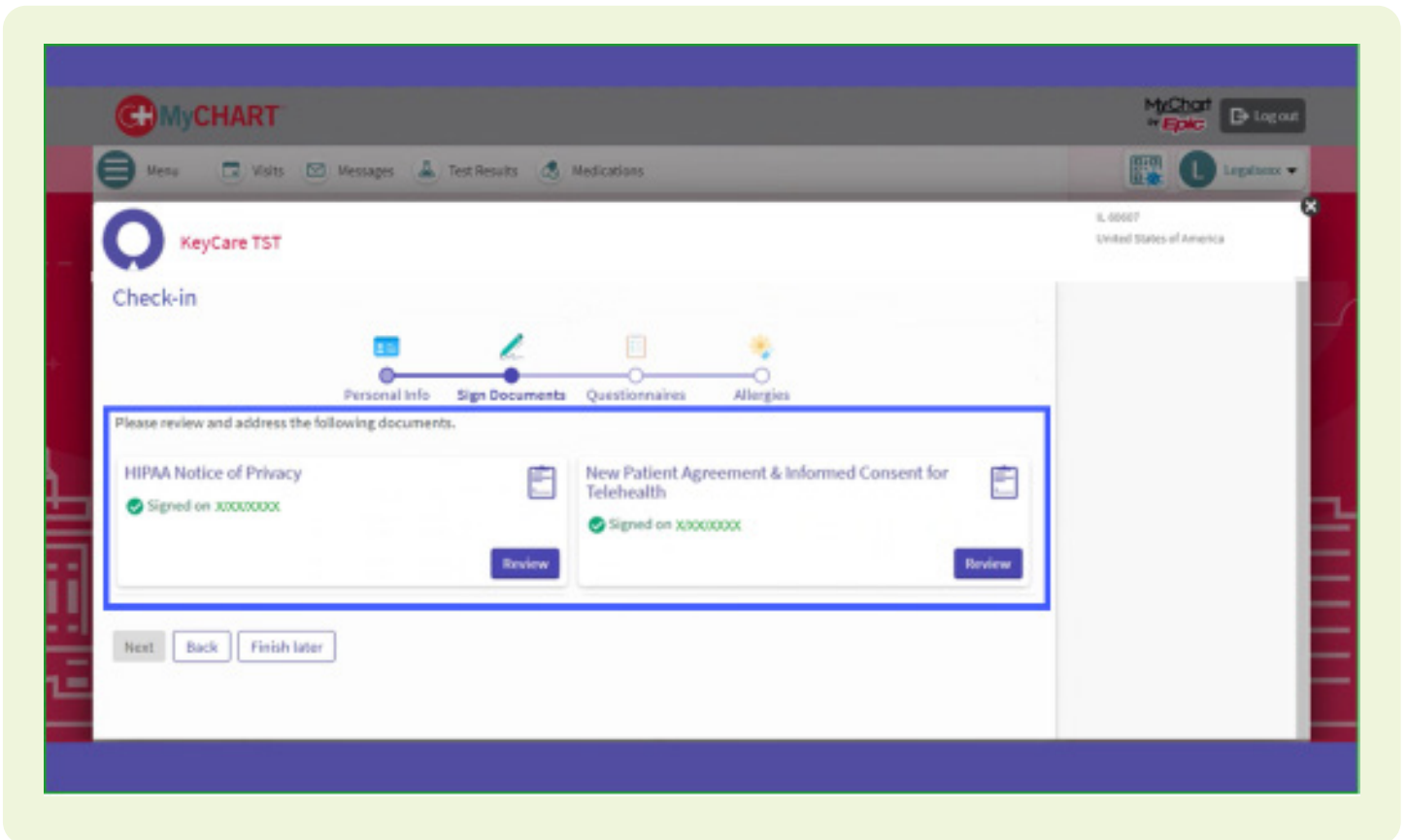


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14. Once both forms are signed, a green checkmark appears with date of signature.

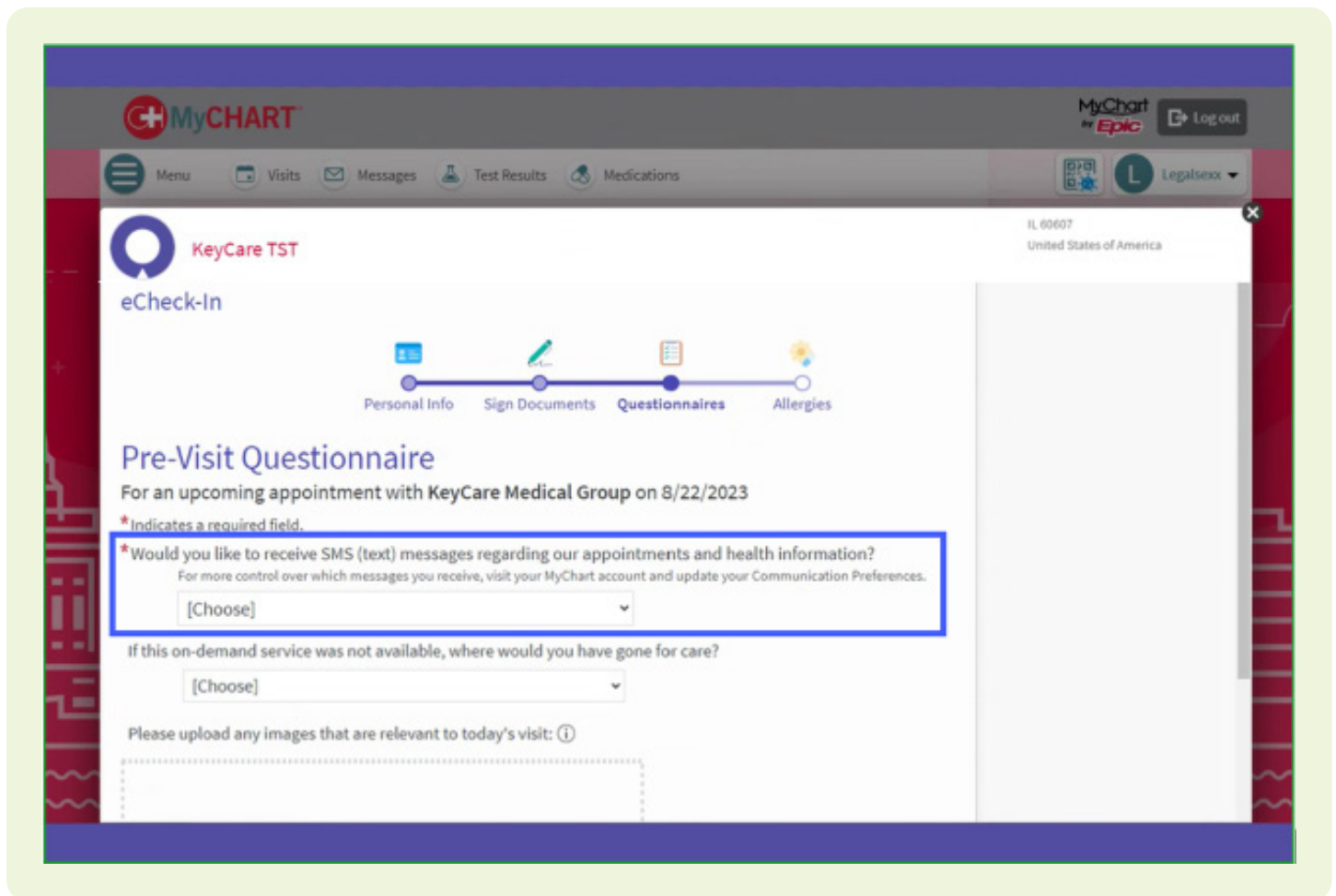


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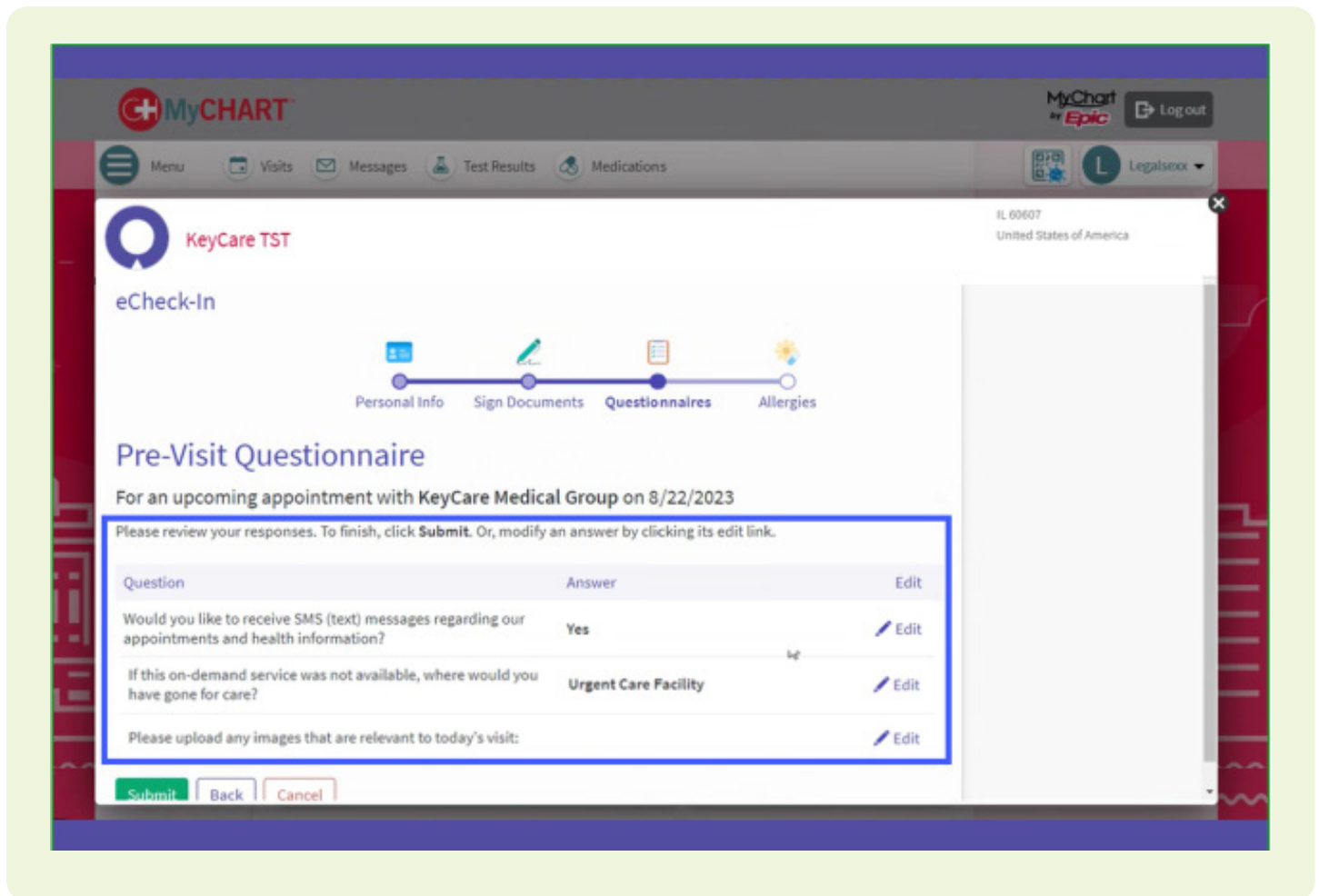
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15. The patient must fill in the question about receiving text messages. They can also upload any images relevant to the visit if they choose.



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16. They will review and modify their previous answers as needed, then click **Submit**.

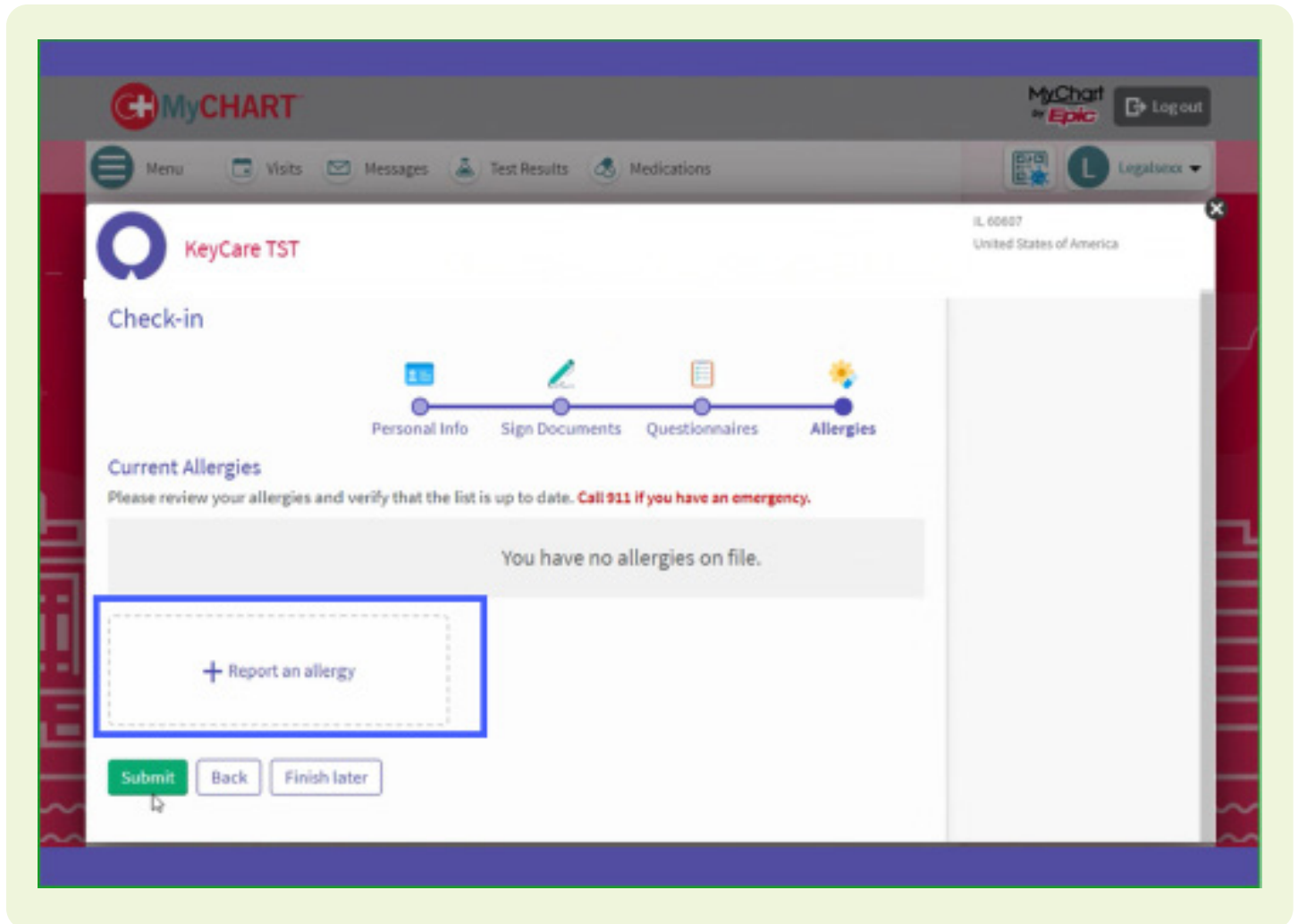


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17. Next is reviewing or adding allergies.

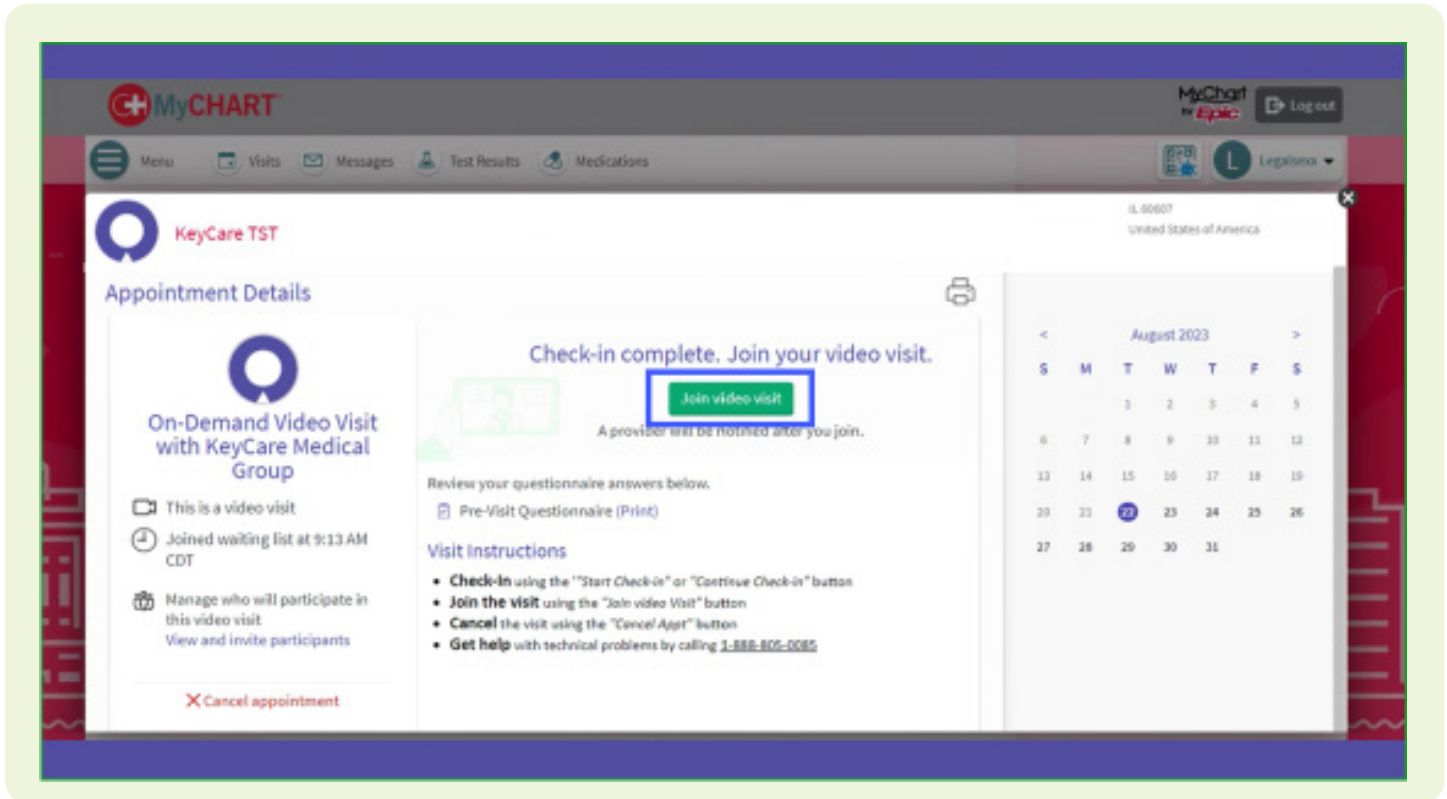


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18. And now that check-in is complete, they can click **Join video visit**.

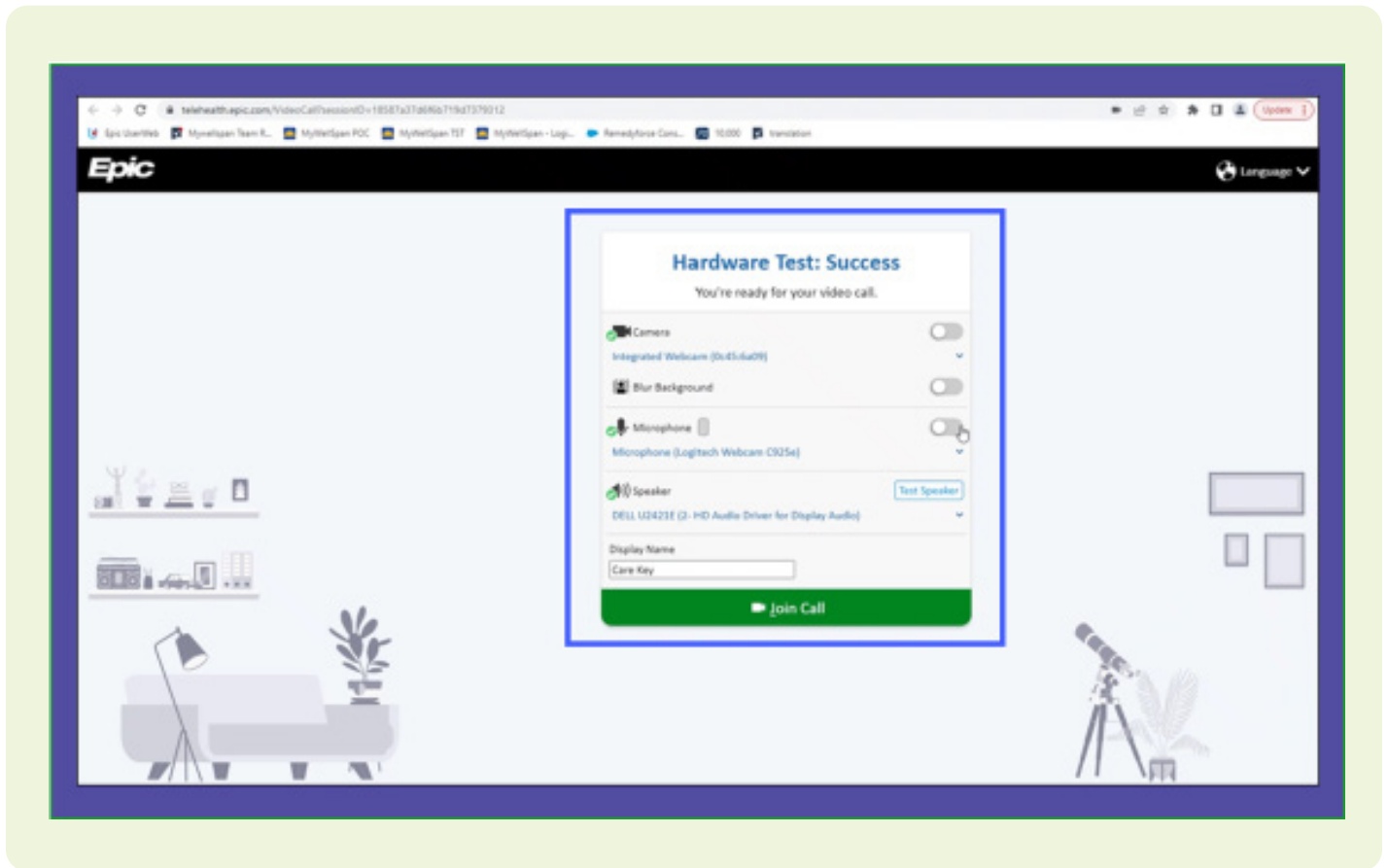


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19. Some hardware tests before seeing the provider....

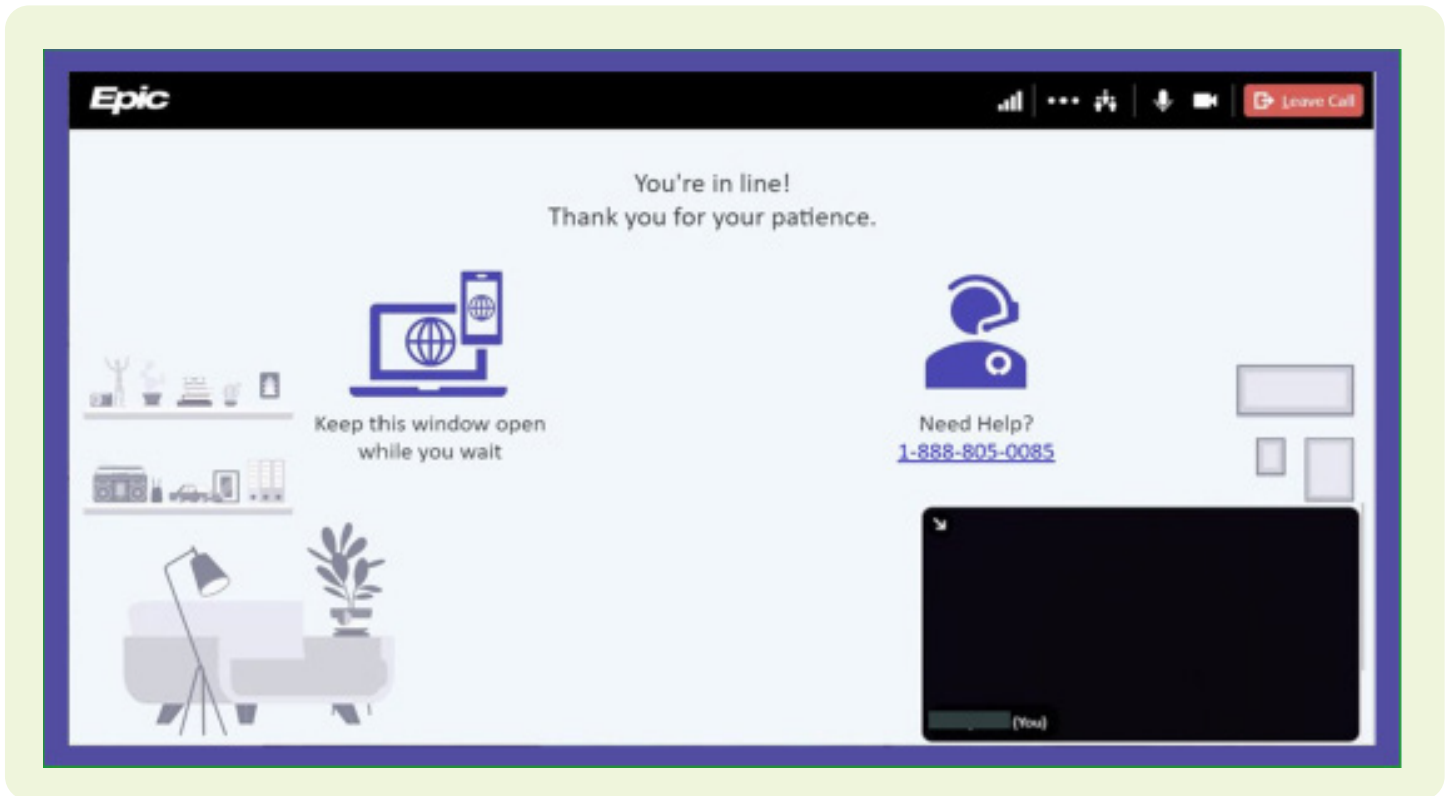


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20. And the patient is now in line to see the next provider.

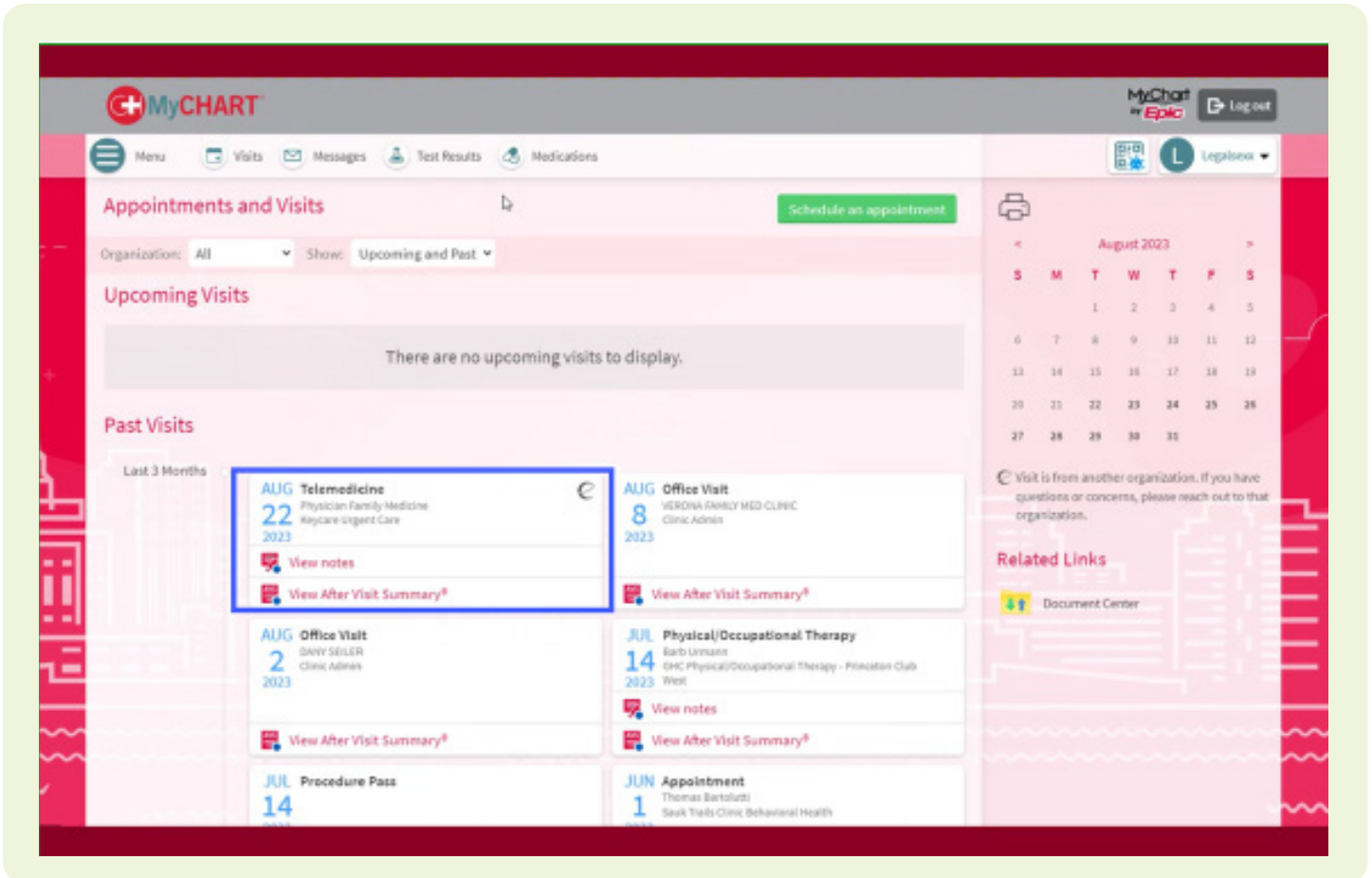


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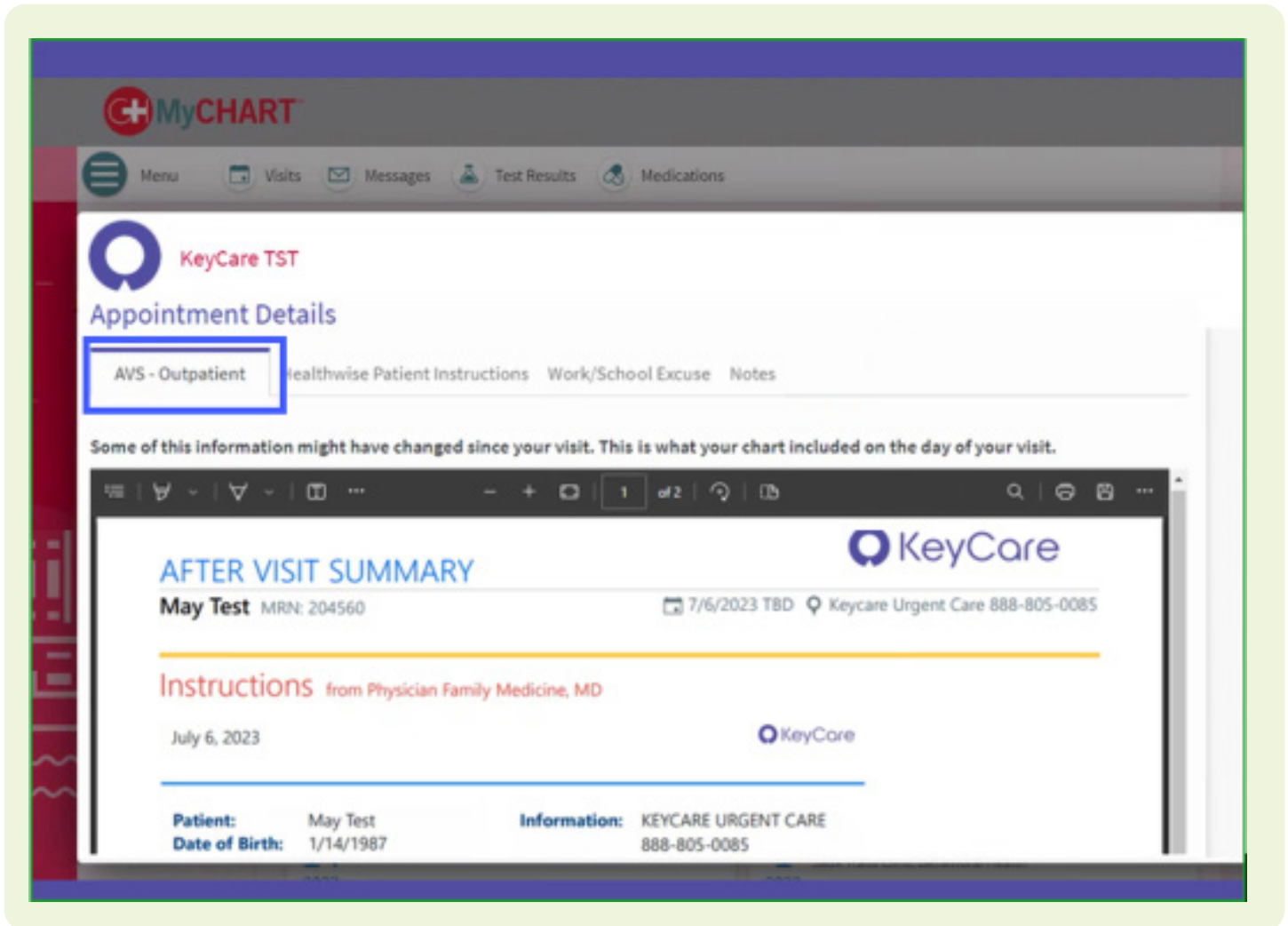
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21. After the visit with the KeyCare provider, the patient can click on the past visit and see additional info within their MyChart account.



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22. This opens when they click on the appointment - the first tab is where they can see their AVS.

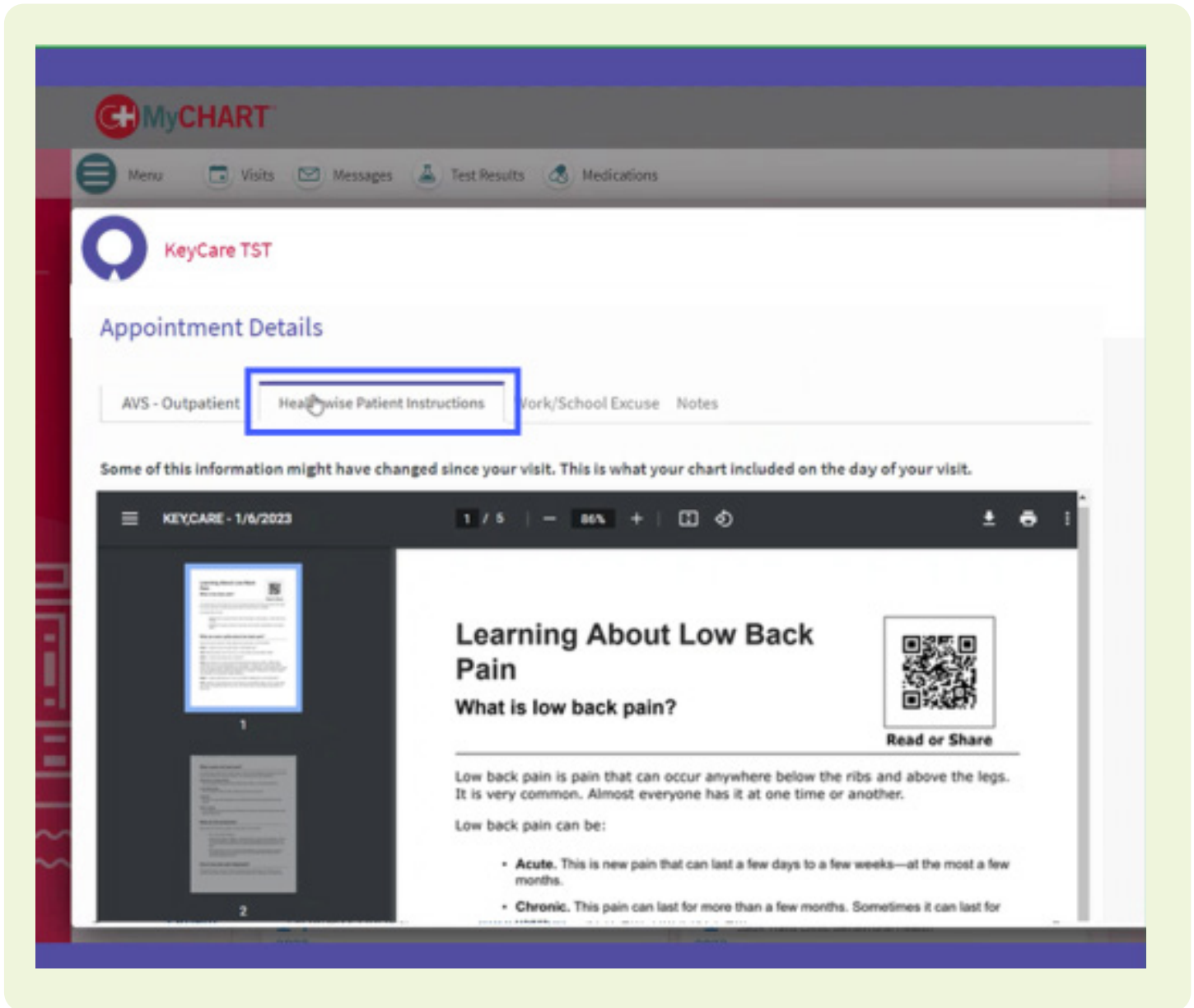


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23. If the provider added any patient instructions, they can click here.

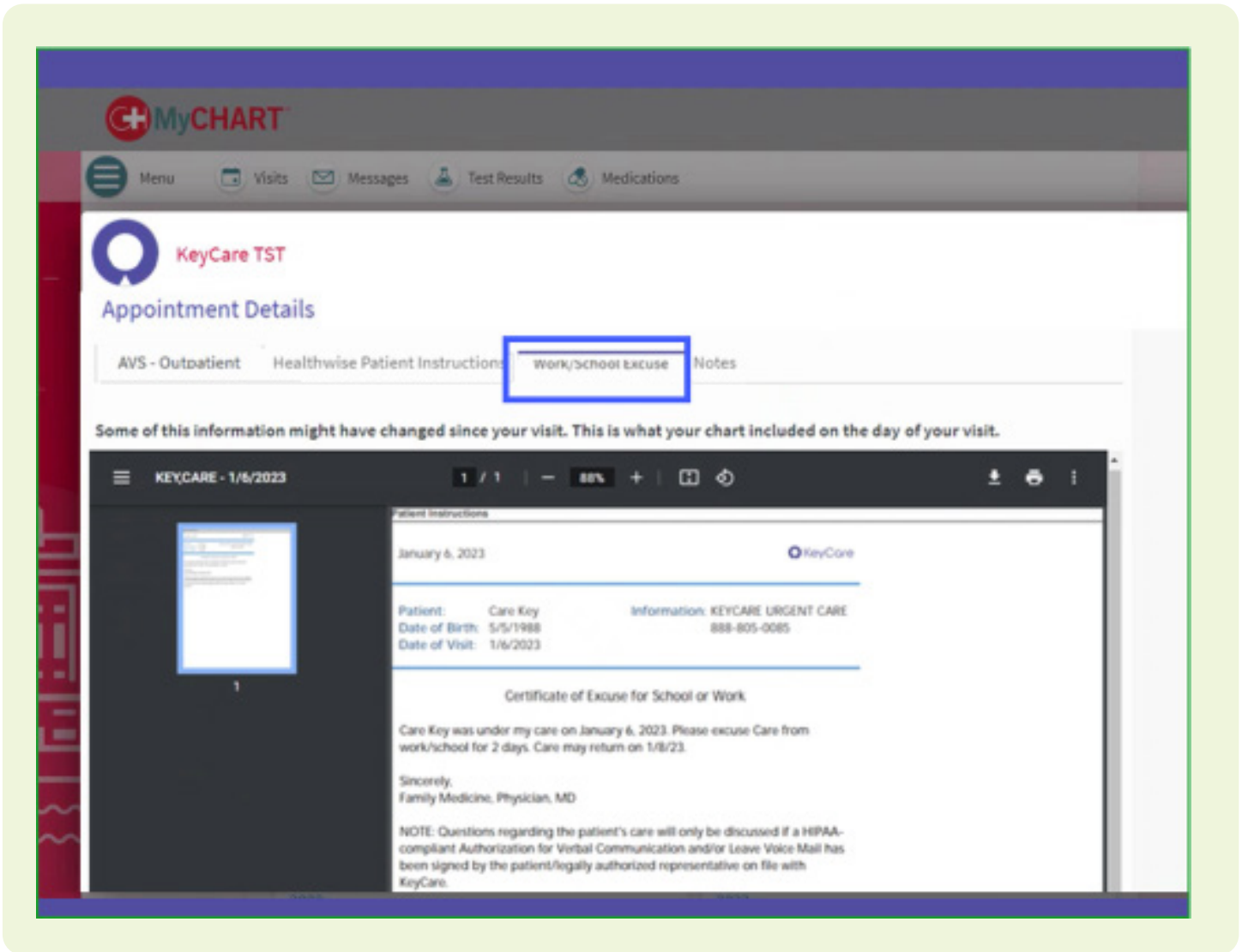


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24. There is also a tab for a work or school excuse.



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25. And lastly, there are the notes from the visit.

