

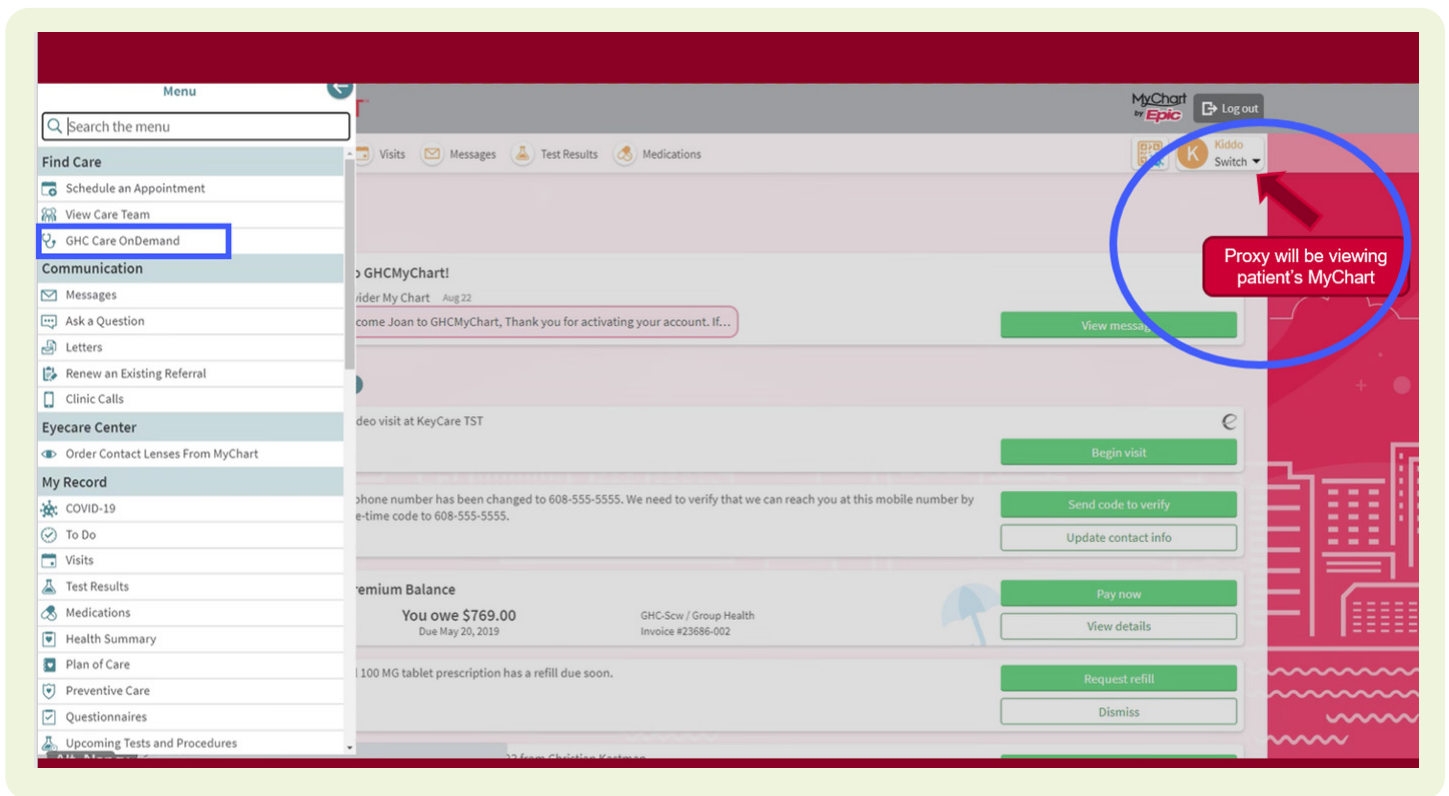
KEYCARE PROXY APPOINTMENT

KeyCare is a way for members to receive unlimited 24/7, 365 day urgent, but non-emergent, medical care without an in-person office visit. Our members will see a licensed provider contracted through KeyCare from wherever the member is within the United States. The KeyCare provider will gain access to the member'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 member's GHC medical record.

These are the steps for the proxy who makes the Care OnDemand appointment for another patient.

Try It Out

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

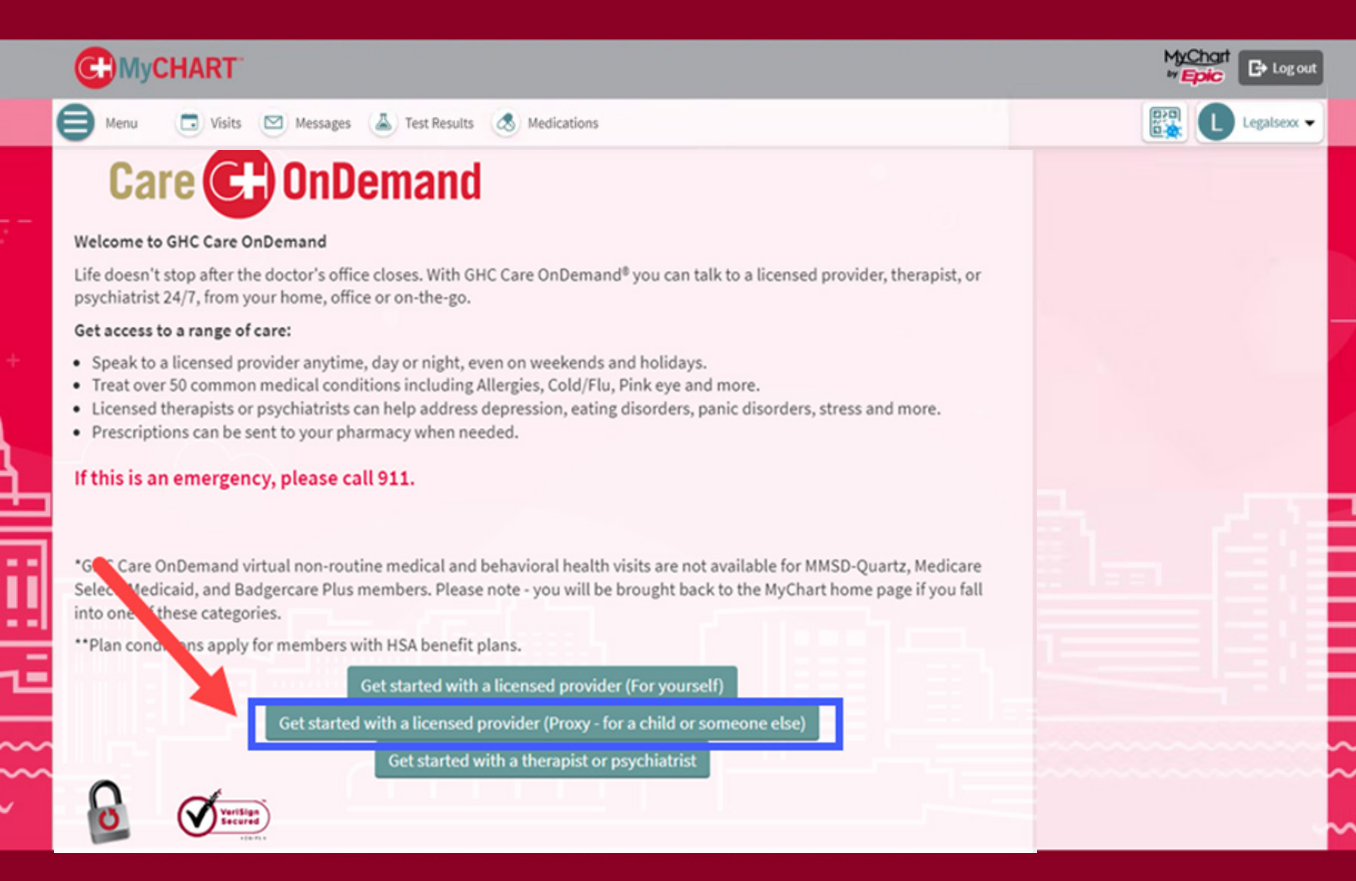


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MK23-128-0(9.23)FL

KEYCARE PROXY APPOINTMENT

2. Since this is the workflow for the proxy access, the proxy will choose the second option:
Get started with a medical physician (for a child or someone else).



MyCHART MyChart by Epic Log out

Menu Visits Messages Test Results Medications Legalsex

Care OnDemand

Welcome to GHC Care OnDemand

Life doesn't stop after the doctor's office closes. With GHC Care OnDemand® you can talk to a licensed provider, therapist, or psychiatrist 24/7, from your home, office or on-the-go.

Get access to a range of care:

- Speak to a licensed provider anytime, day or night, even on weekends and holidays.
- Treat over 50 common medical conditions including Allergies, Cold/Flu, Pink eye and more.
- Licensed therapists or psychiatrists can help address depression, eating disorders, panic disorders, stress and more.
- Prescriptions can be sent to your pharmacy when needed.

If this is an emergency, please call 911.

*GHC Care OnDemand virtual non-routine medical and behavioral health visits are not available for MMSD-Quartz, Medicare Select, Medicaid, and Badgercare Plus members. Please note - you will be brought back to the MyChart home page if you fall into one of these categories.

**Plan conditions apply for members with HSA benefit plans.

Get started with a licensed provider (For yourself)

Get started with a licensed provider (Proxy - for a child or someone else)

Get started with a therapist or psychiatrist

Verification Secured

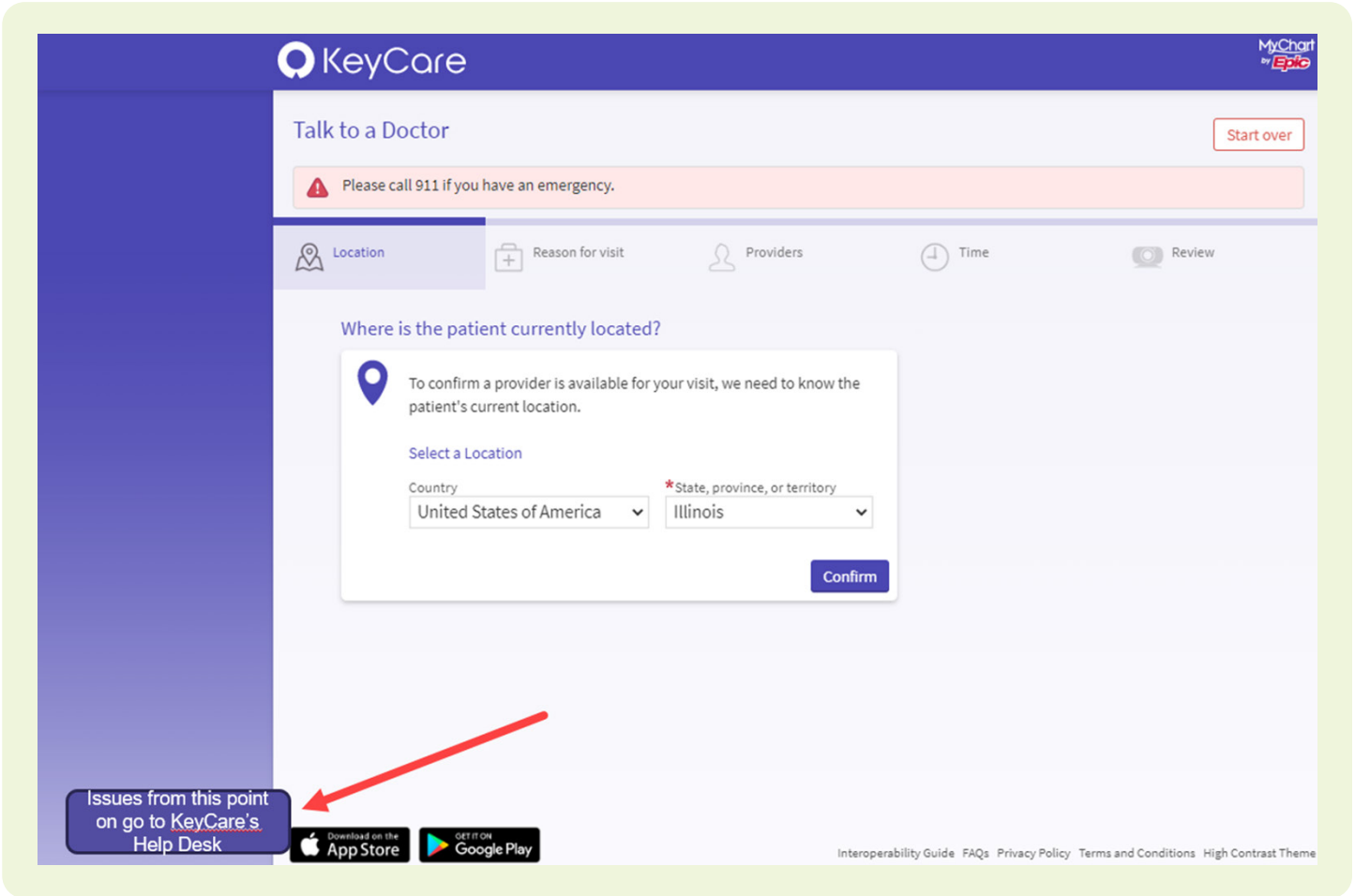
Steps 1 and 2 are within the GHC MyChart platform as identified by the red border.

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- The proxy selects the state they are currently in and seeking care in. Providers are available in all 50 states for ages 0 and up.



KeyCare MyChart by Epic

Talk to a Doctor Start over

Please call 911 if you have an emergency.

Location Reason for visit Providers Time Review

Where is the patient currently located?

To confirm a provider is available for your visit, we need to know the patient's current location.

Select a Location

Country *State, province, or territory

Confirm

Issues from this point on go to [KeyCare's Help Desk](#)

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Interoperability Guide FAQs Privacy Policy Terms and Conditions High Contrast Theme

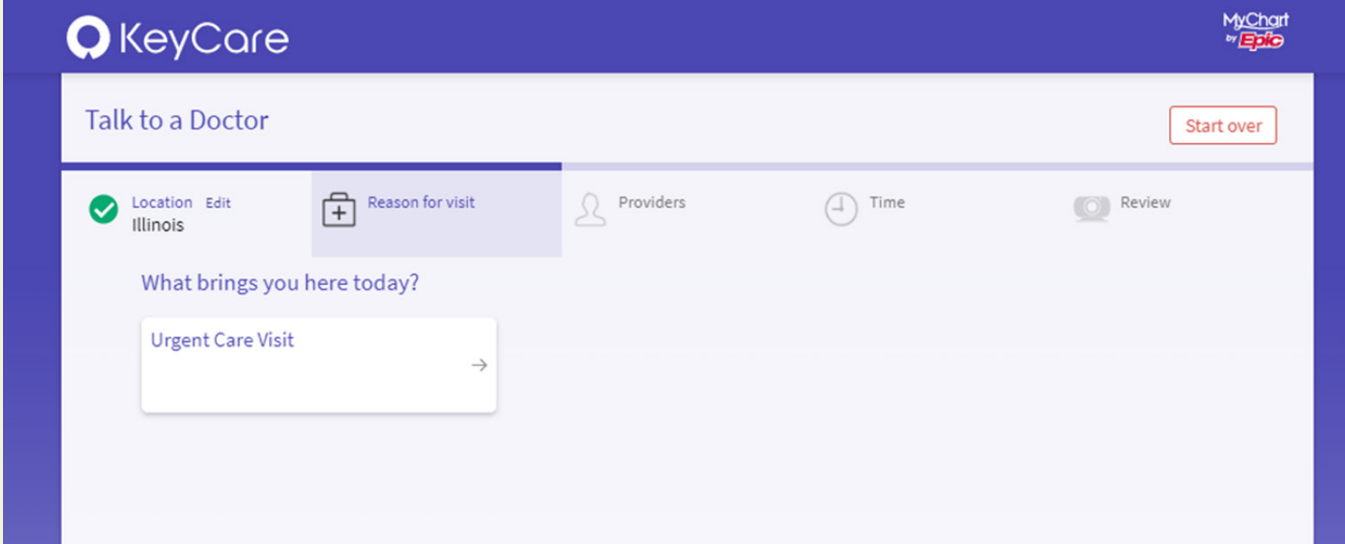
The remaining steps are within the KeyCare MyChart platform as identified by the purple border. If the patient has any issues within the KeyCare MyChart, they must call 1-888-508-0085 for assistance.

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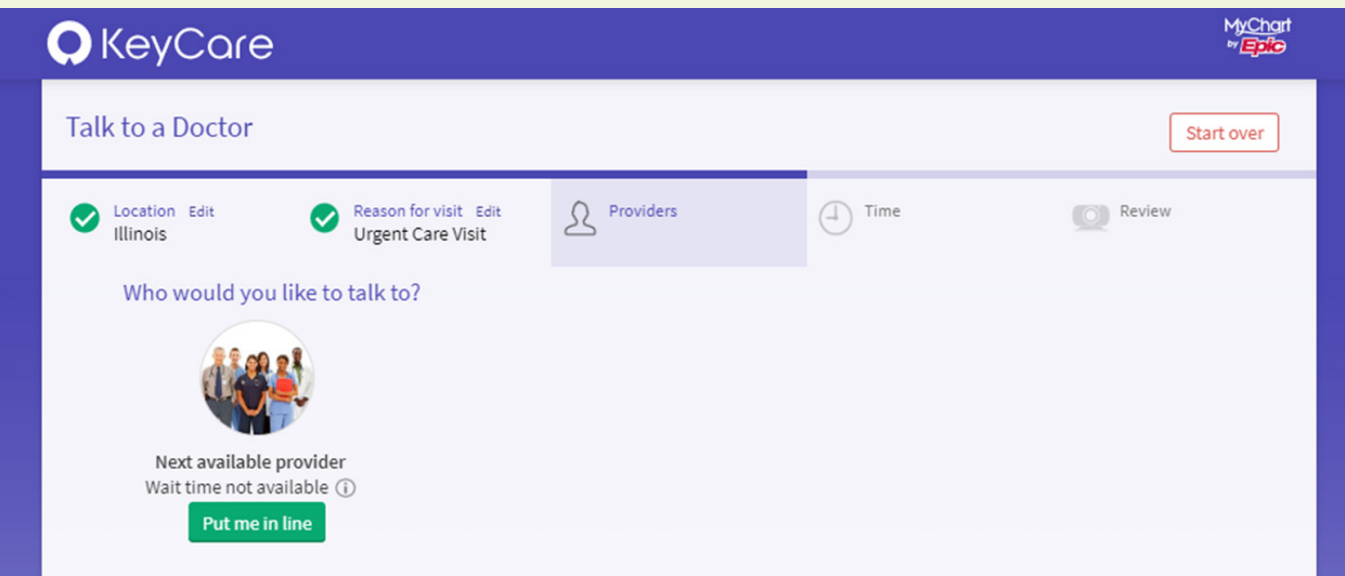
KEYCARE PROXY APPOINTMENT

4. Click **Urgent Care Visit**.



The screenshot shows the KeyCare 'Talk to a Doctor' interface. At the top left is the KeyCare logo, and at the top right is the MyChart by Epic logo. Below the title bar, there is a 'Start over' button. The main content area has several tabs: 'Location' (checked), 'Reason for visit', 'Providers', 'Time', and 'Review'. The 'Reason for visit' tab is active, showing a dropdown menu with 'Urgent Care Visit' selected. Below the dropdown is the question 'What brings you here today?'.

5. Select **Put me in line**.



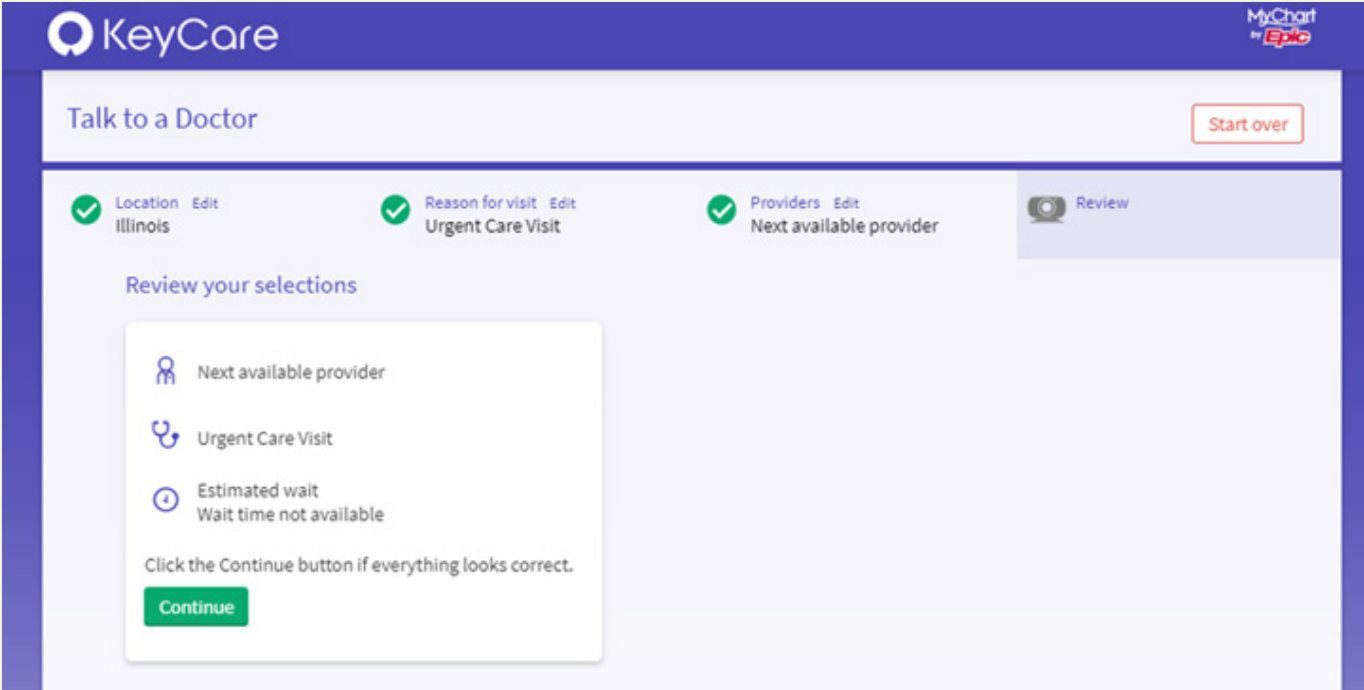
The screenshot shows the KeyCare 'Talk to a Doctor' interface. At the top left is the KeyCare logo, and at the top right is the MyChart by Epic logo. Below the title bar, there is a 'Start over' button. The main content area has several tabs: 'Location' (checked), 'Reason for visit' (checked), 'Providers', 'Time', and 'Review'. The 'Reason for visit' tab is active, showing 'Urgent Care Visit'. Below the tabs, there is the question 'Who would you like to talk to?' and a circular image of a group of people. Below the image, it says 'Next available provider' and 'Wait time not available'. A green button labeled 'Put me in line' is visible at the bottom.

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6. Click **Continue**.



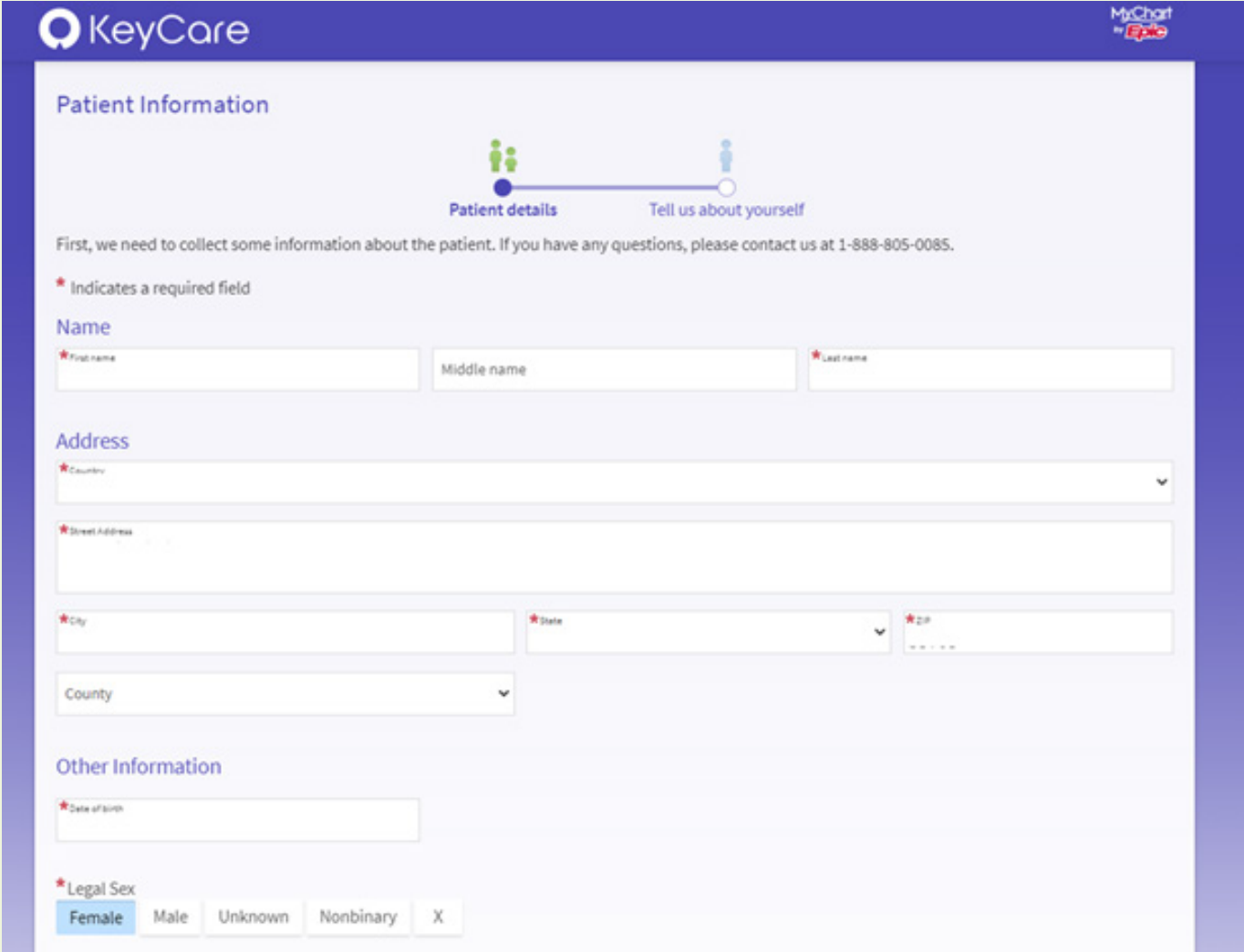
The screenshot shows the KeyCare web interface for scheduling an appointment. At the top, the KeyCare logo is on the left and MyChart by Epic is on the right. The main heading is "Talk to a Doctor" with a "Start over" button. Below this are three selection steps, each with a green checkmark and an "Edit" link: "Location" (Illinois), "Reason for visit" (Urgent Care Visit), and "Providers" (Next available provider). A "Review" button is also present. A "Review your selections" box contains a list of the chosen options: "Next available provider", "Urgent Care Visit", and "Estimated wait" (Wait time not available). Below the list is the instruction "Click the Continue button if everything looks correct." and a green "Continue" button.

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7. The proxy enters demographic information about the **patient**.



The screenshot shows the KeyCare Patient Information form. At the top left is the KeyCare logo, and at the top right is the MyChart by Epic logo. The form title is "Patient Information". Below the title is a progress indicator with two steps: "Patient details" (active) and "Tell us about yourself". A message states: "First, we need to collect some information about the patient. If you have any questions, please contact us at 1-888-805-0085." A legend indicates that a red asterisk (*) denotes a required field. The form is divided into three sections: "Name", "Address", and "Other Information".

Name

* First name Middle name * Last name

Address

* Country

* Street Address

* City * State * ZIP

County

Other Information

* Date of birth

* Legal Sex

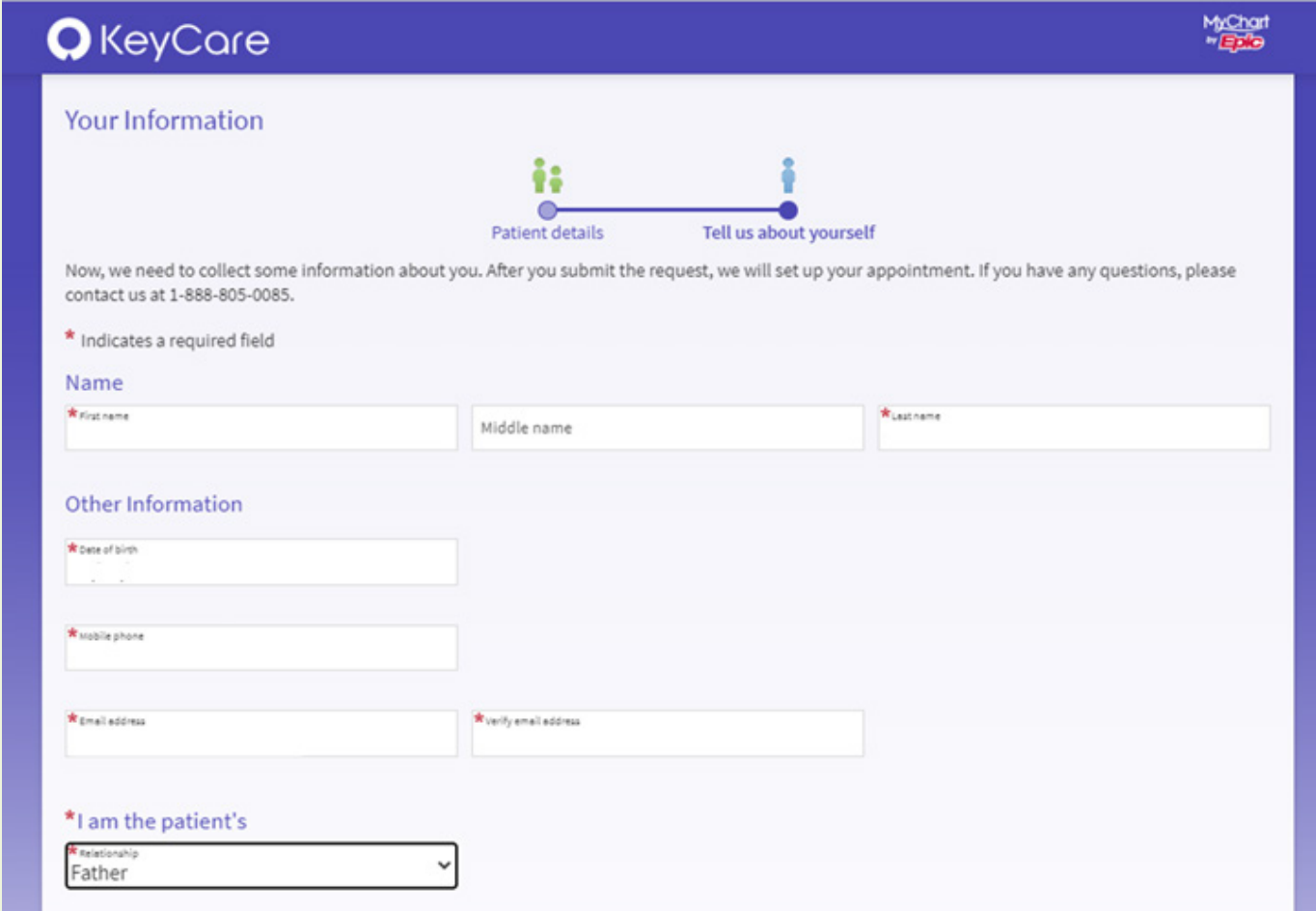
Female Male Unknown Nonbinary X

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8. The proxy also enters information about themselves, including their relationship to the patient.



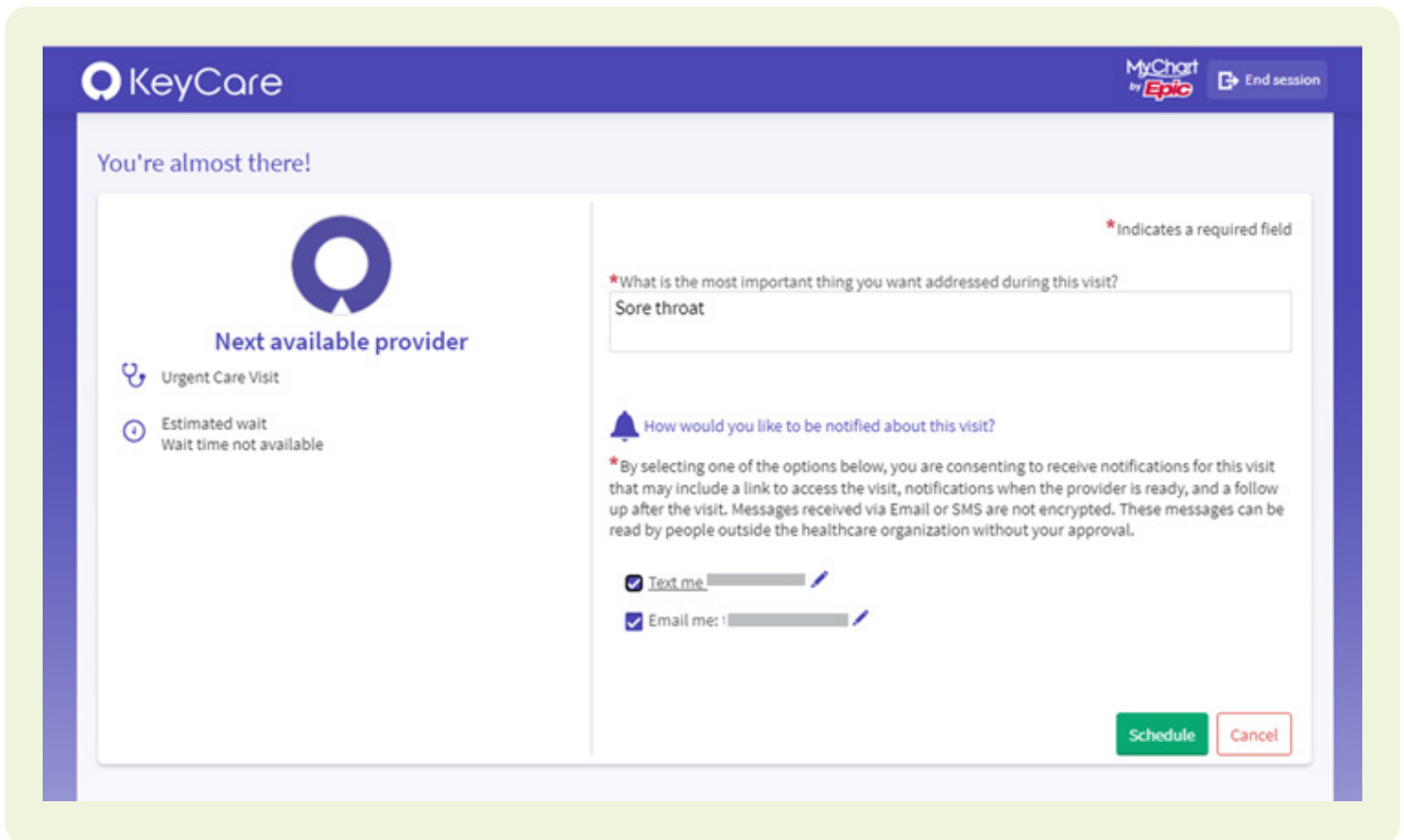
The screenshot shows the 'Your Information' section of the KeyCare MyChart proxy appointment form. The form is titled 'Your Information' and includes a progress indicator with two steps: 'Patient details' and 'Tell us about yourself'. Below the progress indicator, there is a message: 'Now, we need to collect some information about you. After you submit the request, we will set up your appointment. If you have any questions, please contact us at 1-888-805-0085.' A legend indicates that a red asterisk (*) denotes a required field. The form contains several input fields: 'Name' (with sub-fields for 'First name', 'Middle name', and 'Last name'), 'Other Information' (with sub-fields for 'Date of birth', 'Mobile phone', 'Email address', and 'Verify email address'), and a dropdown menu for 'I am the patient's' relationship, which is currently set to 'Father'.

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9. The proxy enters what the patient needs addressed and selects a method to be contacted for any notifications.



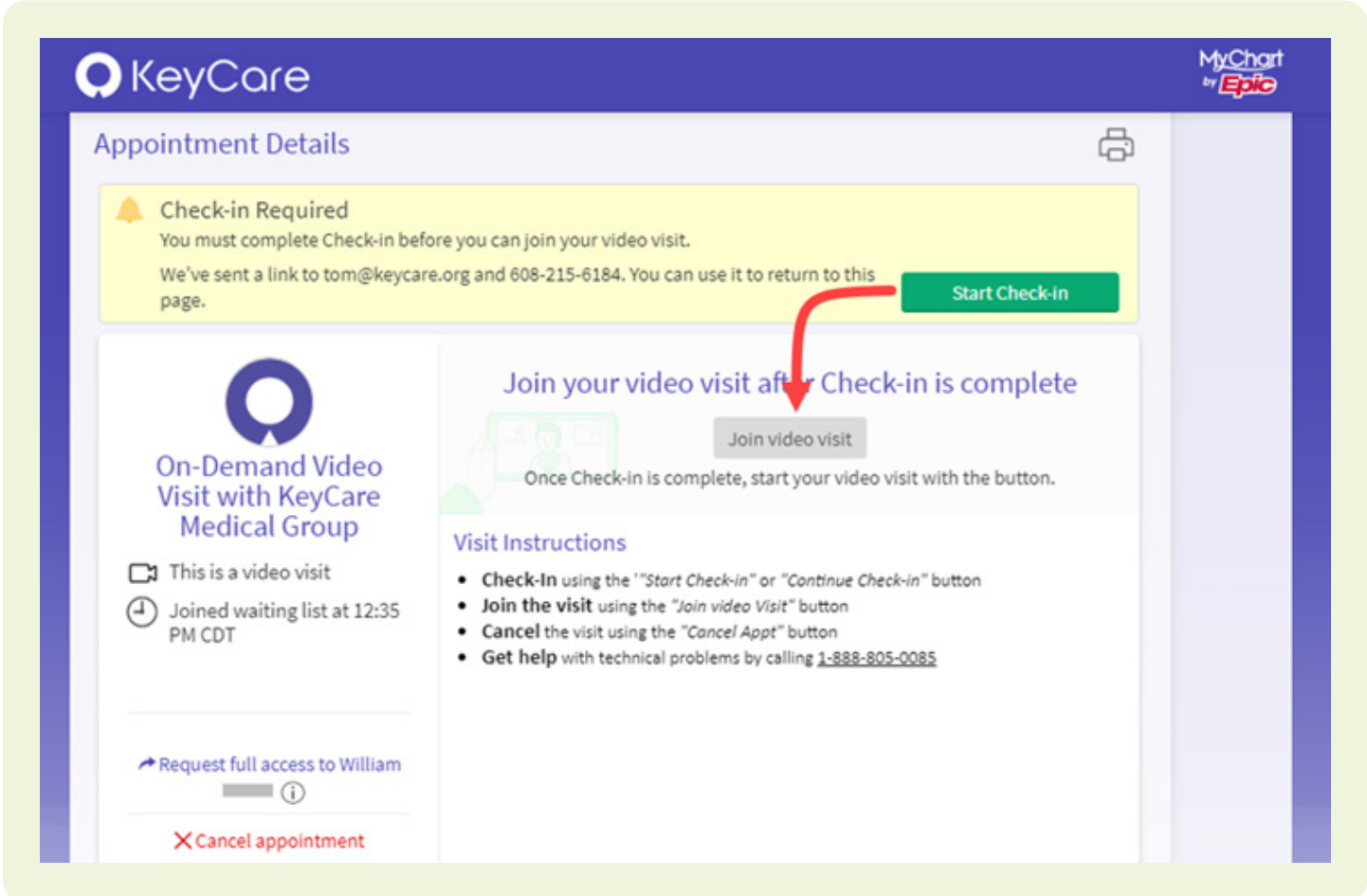
The screenshot shows the KeyCare proxy appointment interface. At the top left is the KeyCare logo, and at the top right are the MyChart by Epic logo and an 'End session' button. The main heading reads 'You're almost there!'. On the left side, under 'Next available provider', there are two options: 'Urgent Care Visit' and 'Estimated wait' (with a note 'Wait time not available'). The main form area contains a text input field for the reason for the visit, with the text 'Sore throat' entered. Above this field is a note: '*What is the most important thing you want addressed during this visit?'. Below the input field is a notification section titled 'How would you like to be notified about this visit?'. It includes a consent statement: '*By selecting one of the options below, you are consenting to receive notifications for this visit that may include a link to access the visit, notifications when the provider is ready, and a follow up after the visit. Messages received via Email or SMS are not encrypted. These messages can be read by people outside the healthcare organization without your approval.' There are two checked options: 'Text me' and 'Email me:'. At the bottom right of the form are 'Schedule' and 'Cancel' buttons. A legend at the top right of the form area states '*Indicates a required field'.

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10. The proxy starts the check in process here. This must be done prior to joining the visit.



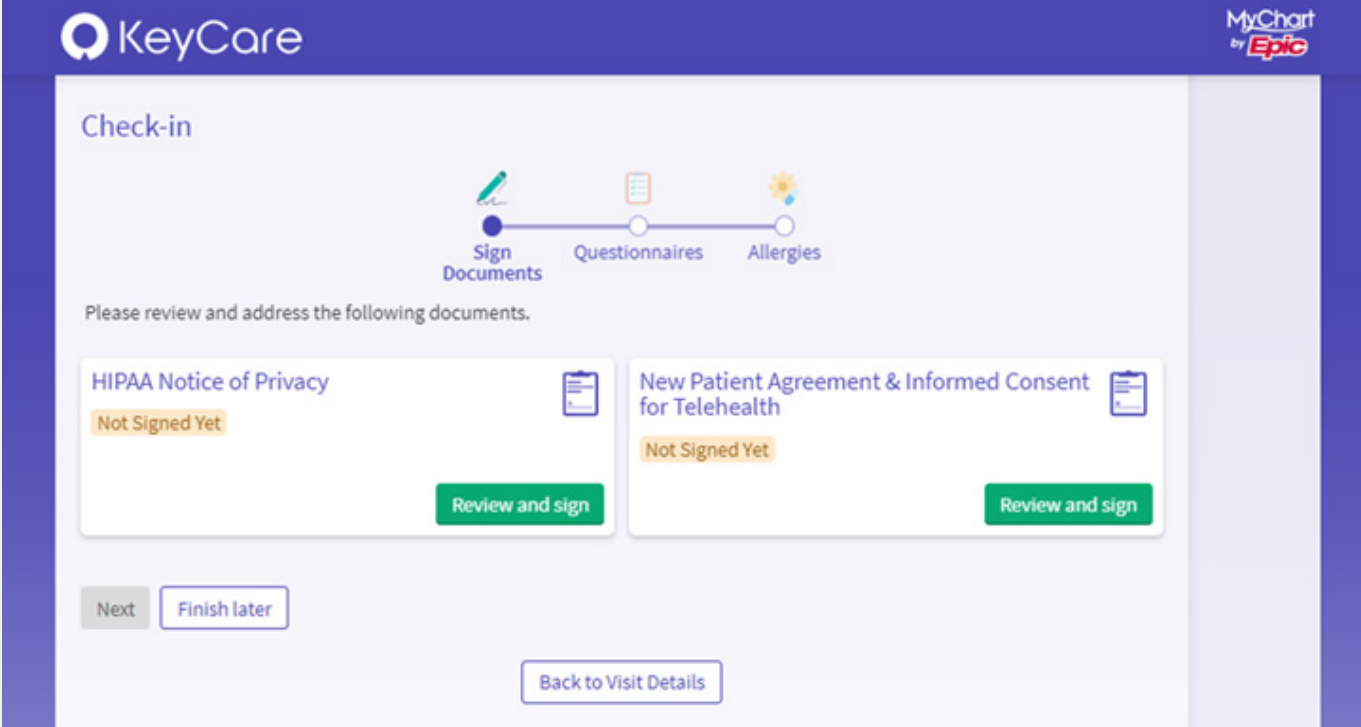
The screenshot displays the KeyCare interface for an appointment. At the top, the KeyCare logo is on the left and MyChart by Epic is on the right. The main heading is 'Appointment Details'. A yellow notification box at the top left contains the text: 'Check-in Required. You must complete Check-in before you can join your video visit. We've sent a link to tom@keycare.org and 608-215-6184. You can use it to return to this page.' To the right of this box is a green 'Start Check-In' button. A red arrow points from this button to a grey 'Join video visit' button located below the heading 'Join your video visit after Check-in is complete'. Below this heading is the instruction: 'Once Check-in is complete, start your video visit with the button.' To the left of the 'Join video visit' button is an 'On-Demand Video Visit with KeyCare Medical Group' section, which includes a video visit icon, the text 'This is a video visit', and 'Joined waiting list at 12:35 PM CDT'. Below this is a 'Request full access to William' link and a 'Cancel appointment' button at the bottom left. A 'Visit Instructions' section on the right lists: 'Check-In using the "Start Check-in" or "Continue Check-in" button', 'Join the visit using the "Join video Visit" button', 'Cancel the visit using the "Cancel Appt" button', and 'Get help with technical problems by calling 1-888-805-0085'.

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11. A **HIPAA** and **New Patient Agreement/Informed Consent for Telehealth** needs to be signed for the proxy for each visit.



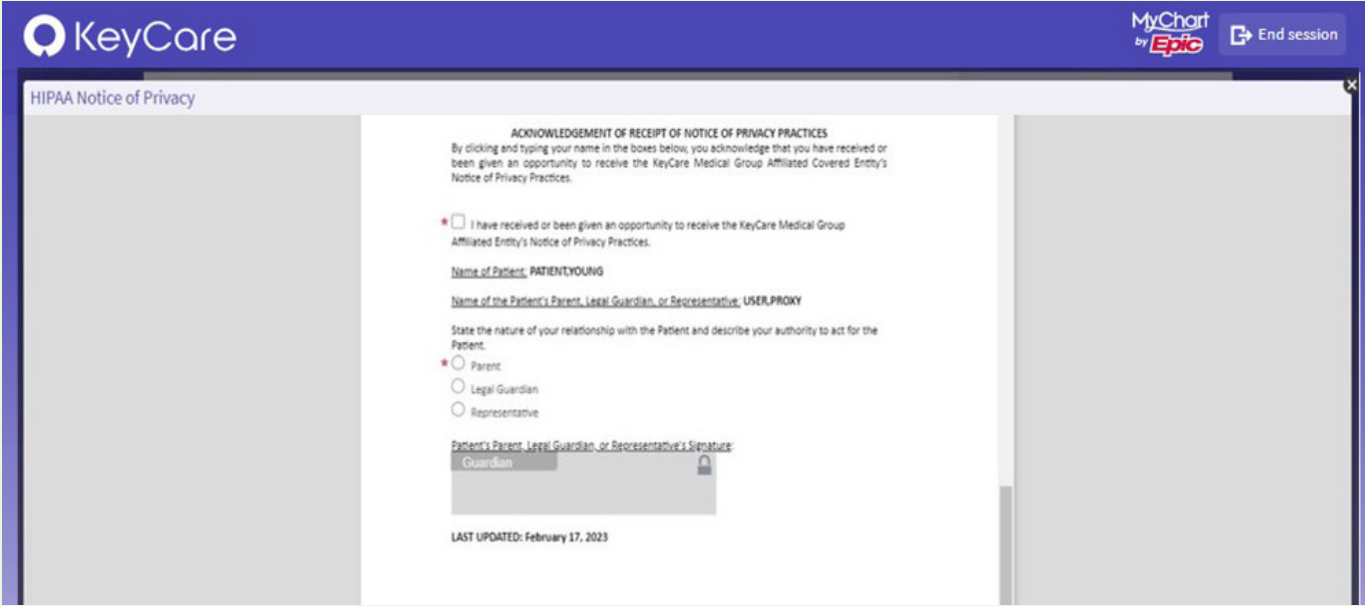
The screenshot displays the KeyCare MyChart interface for a 'Check-in' process. At the top, the KeyCare logo is on the left and the MyChart by Epic logo is on the right. A progress bar shows three steps: 'Sign Documents' (active), 'Questionnaires', and 'Allergies'. Below the progress bar, the text reads 'Please review and address the following documents.' Two document cards are shown: 'HIPAA Notice of Privacy' and 'New Patient Agreement & Informed Consent for Telehealth'. Both cards have a 'Not Signed Yet' status and a 'Review and sign' button. At the bottom, there are buttons for 'Next', 'Finish later', and 'Back to Visit Details'.

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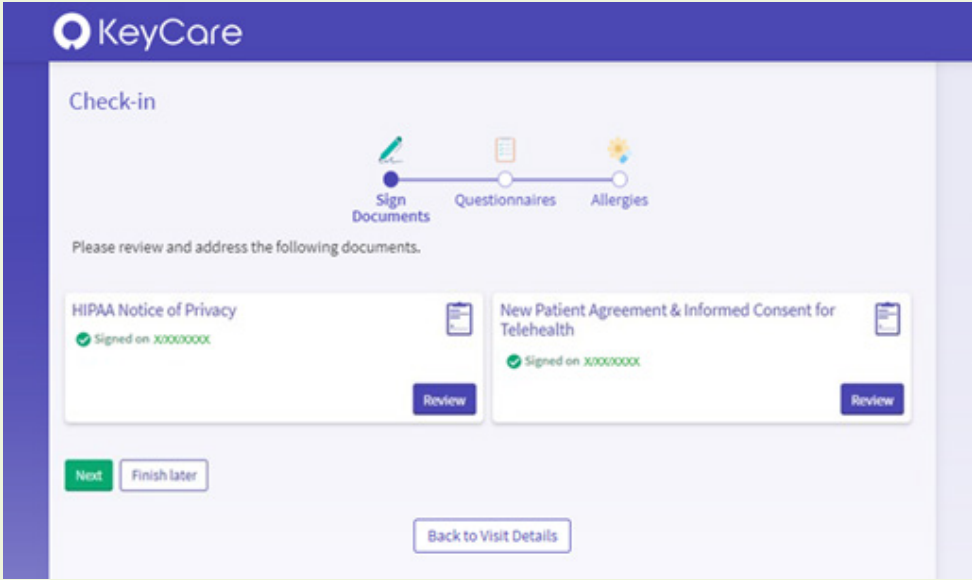
12. The proxy completes BOTH forms and signs them.



The screenshot shows the KeyCare MyChart interface for a HIPAA Notice of Privacy form. The form is titled "HIPAA Notice of Privacy" and includes the following sections:

- ACKNOWLEDGEMENT OF RECEIPT OF NOTICE OF PRIVACY PRACTICES**
By clicking and typing your name in the boxes below, you acknowledge that you have received or been given an opportunity to receive the KeyCare Medical Group Affiliated Covered Entity's Notice of Privacy Practices.
- A checkbox: I have received or been given an opportunity to receive the KeyCare Medical Group Affiliated Entity's Notice of Privacy Practices.
- Text input fields: Name of Patient: PATIENT,YOUNG and Name of the Patient's Parent, Legal Guardian, or Representative: USER,PROXY
- Text: State the nature of your relationship with the Patient and describe your authority to act for the Patient.
- Radio button options: Parent, Legal Guardian, Representative
- Text input field: Patient's Parent, Legal Guardian, or Representative's Signature: Guardian
- Text: LAST UPDATED: February 17, 2023

13. Once both forms are signed, a green checkmark appears with the date of signature by the proxy.



The screenshot shows the KeyCare MyChart "Check-in" screen. It features a progress bar with three steps: "Sign Documents" (completed), "Questionnaires", and "Allergies". Below the progress bar, it says "Please review and address the following documents." Two document cards are displayed:

- HIPAA Notice of Privacy**: Signed on XXXX/XXXX/XXXX. A green checkmark is visible next to the text.
- New Patient Agreement & Informed Consent for Telehealth**: Signed on XXXX/XXXX/XXXX. A green checkmark is visible next to the text.

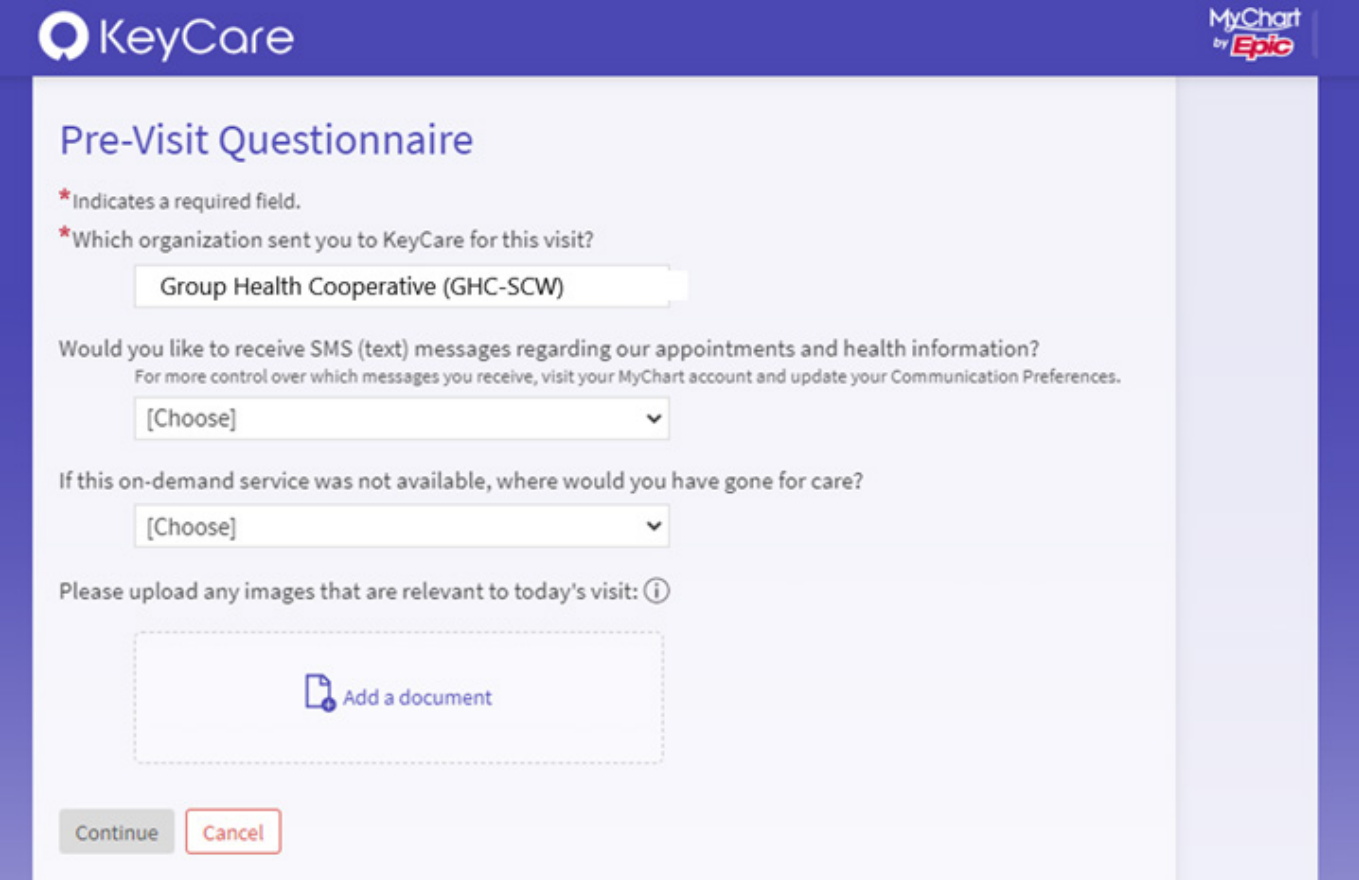
Each document card has a "Review" button. At the bottom, there are buttons for "Next", "Finish later", and "Back to Visit Details".

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14. **Group Health Cooperative (GHC-SCW)** will show up as the default in the field that asks: **“Which organization sent you to KeyCare for this visit?”**. The remaining fields can be filled in as desired as well as uploading any images relevant to the visit.



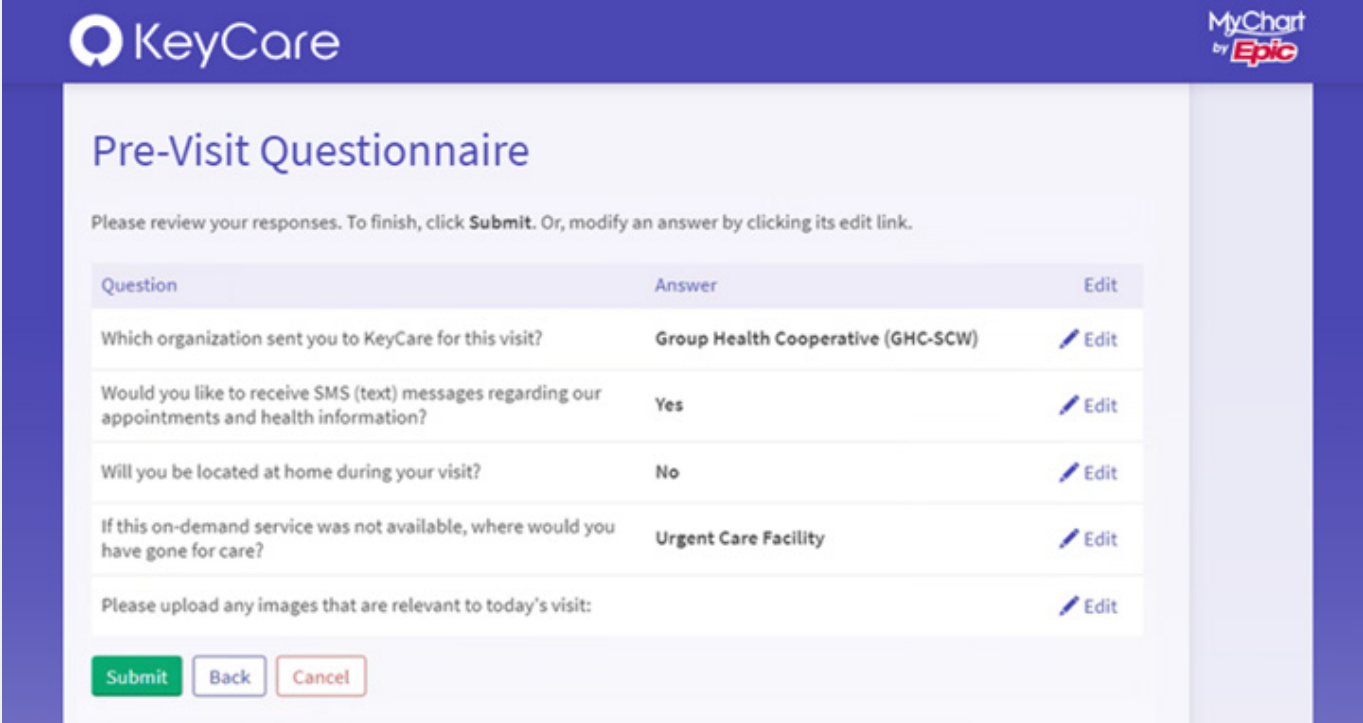
The screenshot shows the KeyCare Pre-Visit Questionnaire interface. At the top left is the KeyCare logo, and at the top right is the MyChart by Epic logo. The main heading is "Pre-Visit Questionnaire". Below this, there is a legend: "*Indicates a required field." The first question is "*Which organization sent you to KeyCare for this visit?" with a dropdown menu currently showing "Group Health Cooperative (GHC-SCW)". The second question is "Would you like to receive SMS (text) messages regarding our appointments and health information?" with a sub-note: "For more control over which messages you receive, visit your MyChart account and update your Communication Preferences." and a dropdown menu showing "[Choose]". The third question is "If this on-demand service was not available, where would you have gone for care?" with a dropdown menu showing "[Choose]". Below these is a section for uploading images: "Please upload any images that are relevant to today's visit: ⓘ" with a dashed box containing an "Add a document" button. At the bottom left are "Continue" and "Cancel" buttons.

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15. Here they will review and modify their previous answers as needed, then click **Submit**.



KeyCare MyChart by Epic

Pre-Visit Questionnaire

Please review your responses. To finish, click **Submit**. Or, modify an answer by clicking its edit link.

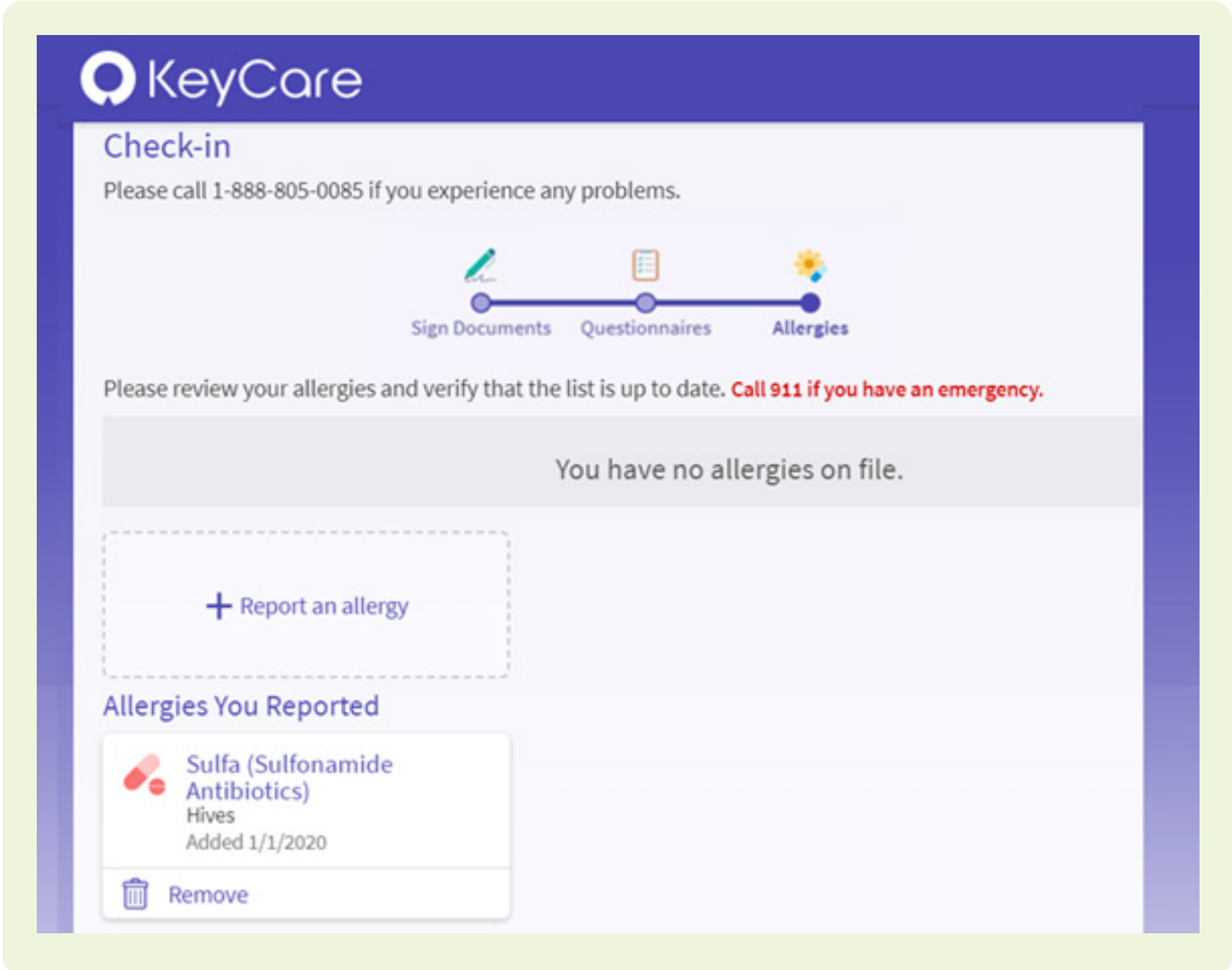
Question	Answer	Edit
Which organization sent you to KeyCare for this visit?	Group Health Cooperative (GHC-SCW)	Edit
Would you like to receive SMS (text) messages regarding our appointments and health information?	Yes	Edit
Will you be located at home during your visit?	No	Edit
If this on-demand service was not available, where would you have gone for care?	Urgent Care Facility	Edit
Please upload any images that are relevant to today's visit:		Edit

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16. Next is reviewing or adding any allergies on behalf of the patient.



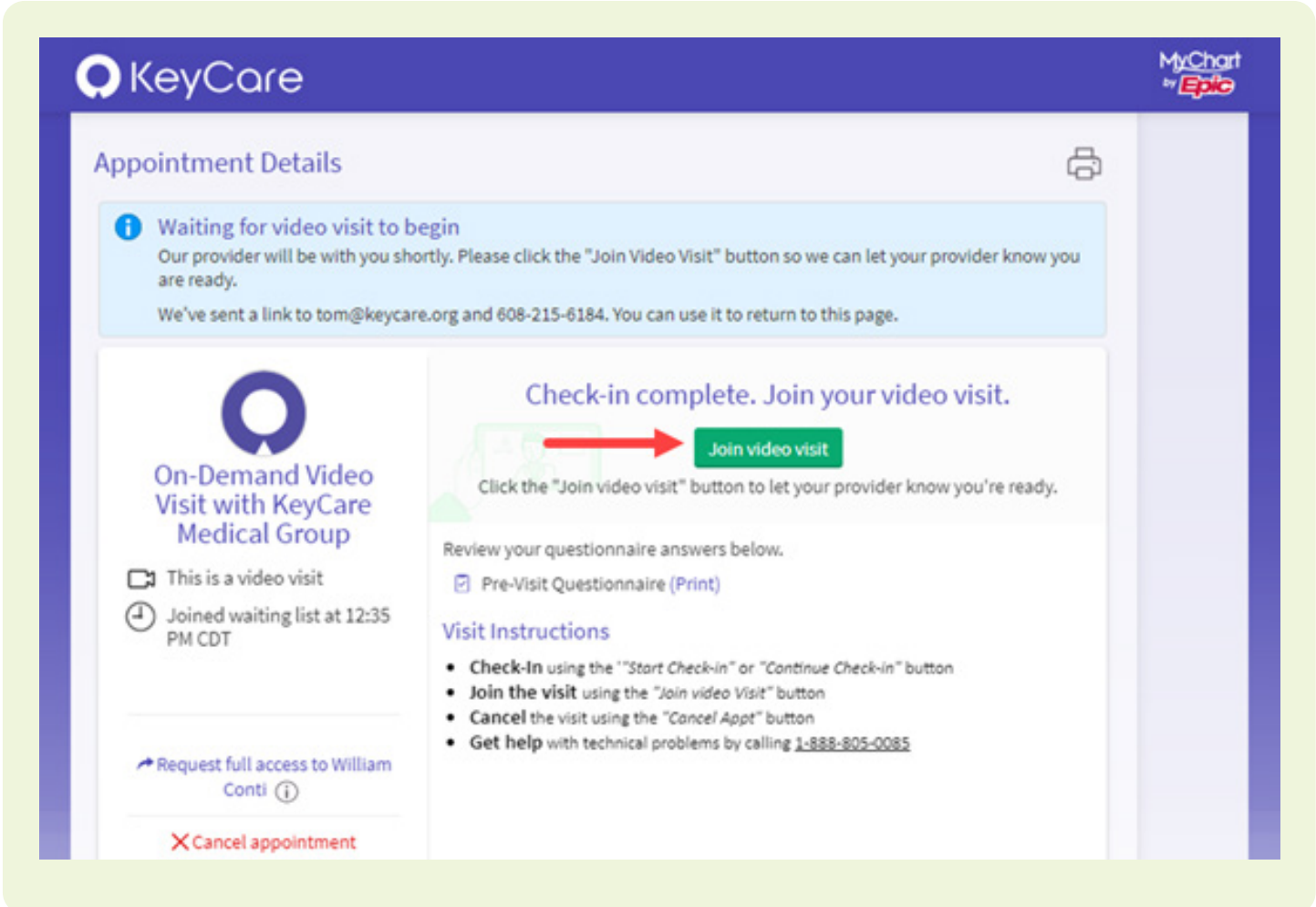
The screenshot shows the KeyCare patient portal interface. At the top, the KeyCare logo is displayed. Below it, a 'Check-in' section contains a message: 'Please call 1-888-805-0085 if you experience any problems.' A progress bar with three steps is shown: 'Sign Documents' (with a pencil icon), 'Questionnaires' (with a document icon), and 'Allergies' (with a flower icon). Below the progress bar, a message reads: 'Please review your allergies and verify that the list is up to date. Call 911 if you have an emergency.' A large grey box in the center states: 'You have no allergies on file.' Below this, a dashed box contains a '+ Report an allergy' button. Underneath, the 'Allergies You Reported' section lists one allergy: 'Sulfa (Sulfonamide Antibiotics)' with symptoms 'Hives' and a date 'Added 1/1/2020'. A 'Remove' button with a trash icon is located at the bottom of the allergy entry.

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



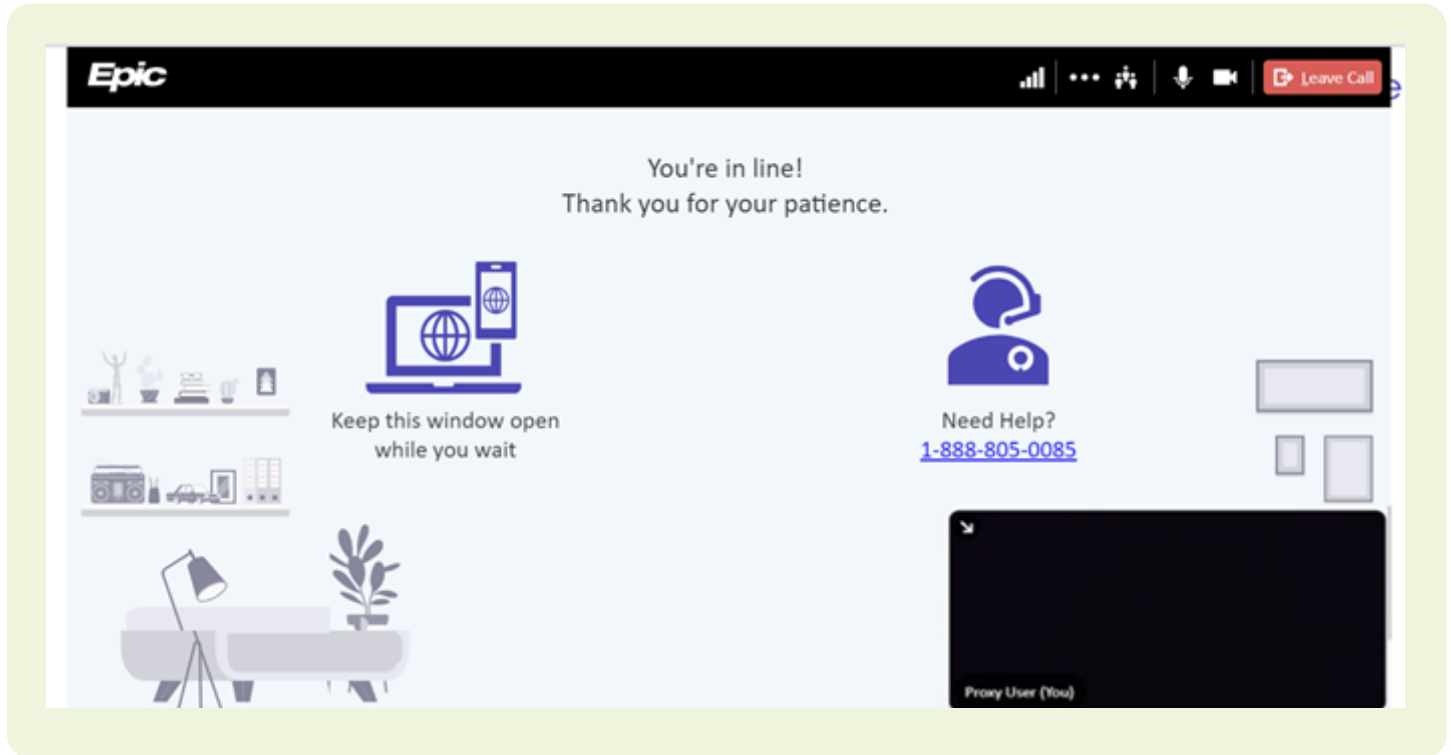
The screenshot displays the KeyCare MyChart interface for an appointment. At the top, the KeyCare logo is on the left and MyChart by Epic is on the right. The main heading is "Appointment Details" with a printer icon. A blue information box states: "Waiting for video visit to begin. Our provider will be with you shortly. Please click the 'Join Video Visit' button so we can let your provider know you are ready. We've sent a link to tom@keycare.org and 608-215-6184. You can use it to return to this page." Below this, the "On-Demand Video Visit with KeyCare Medical Group" section includes a video visit icon, the text "This is a video visit", and a clock icon indicating "Joined waiting list at 12:35 PM CDT". A link for "Request full access to William Conti" is present, along with a "Cancel appointment" button. The central area features a large green "Join video visit" button with a red arrow pointing to it, and the text "Check-in complete. Join your video visit." and "Click the 'Join video visit' button to let your provider know you're ready." Below this, there is a section for "Review your questionnaire answers below" with a "Pre-Visit Questionnaire (Print)" link. The "Visit Instructions" section lists: "Check-In using the 'Start Check-in' or 'Continue Check-in' button", "Join the visit using the 'Join video Visit' button", "Cancel the visit using the 'Cancel Appt' button", and "Get help with technical problems by calling 1-888-805-0085".

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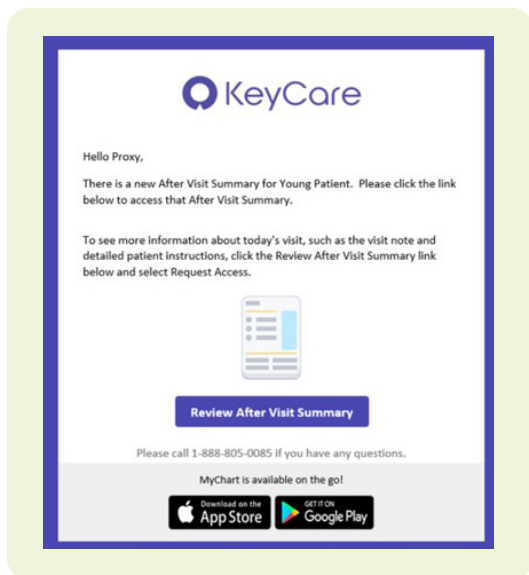
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18. The proxy is now in line to see the next provider.



19. The proxy will receive a notification after the visit with a link to a limited AVS, including prescriptions and/or work or school excuse.

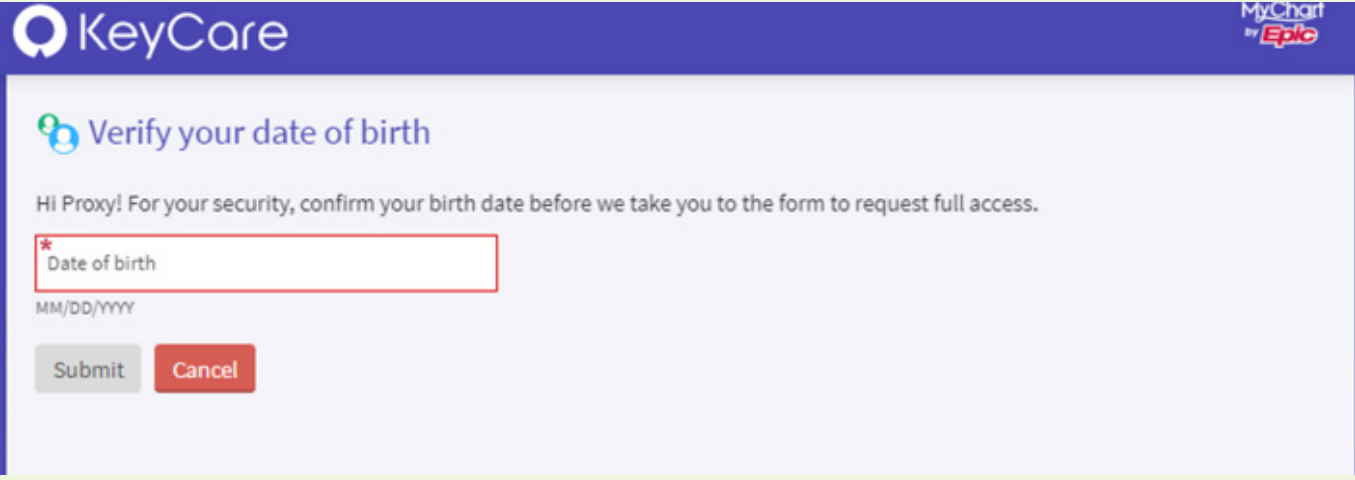


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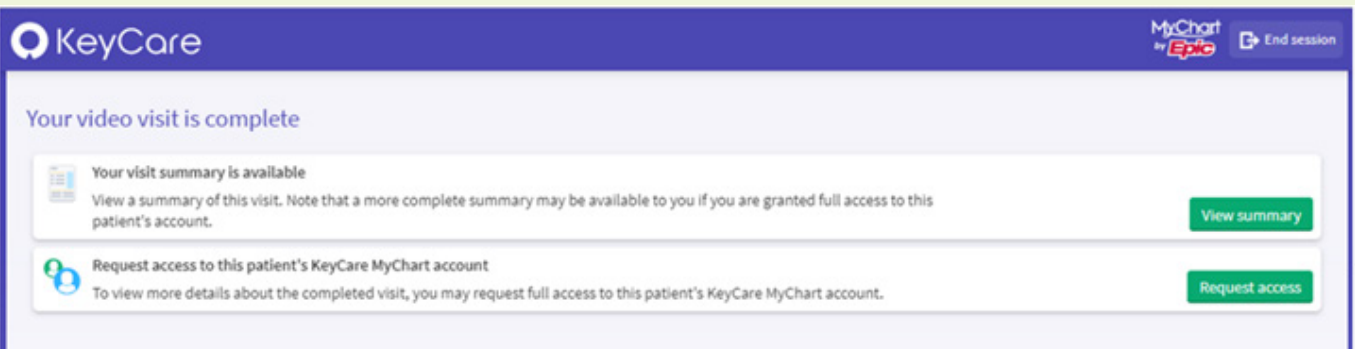
KEYCARE PROXY APPOINTMENT

20. If the proxy wants full access to the patient's MyChart, they will need to request full proxy access in KeyCare. The proxy would then see the full visit history in KeyCare, the visit notes and any patient education provided. Once full proxy access is achieved on both sides, the proxy may link the charts via Happy Together.



The screenshot shows the KeyCare interface with the title 'Verify your date of birth'. Below the title, it says 'Hi Proxy! For your security, confirm your birth date before we take you to the form to request full access.' There is a text input field labeled 'Date of birth' with a red asterisk and a red border. Below the field is the format 'MM/DD/YYYY'. At the bottom, there are two buttons: 'Submit' and 'Cancel'.

21. Below is where the member can go to see the limited access of the AVS and where they can request full access to the patient's KeyCare MyChart account.



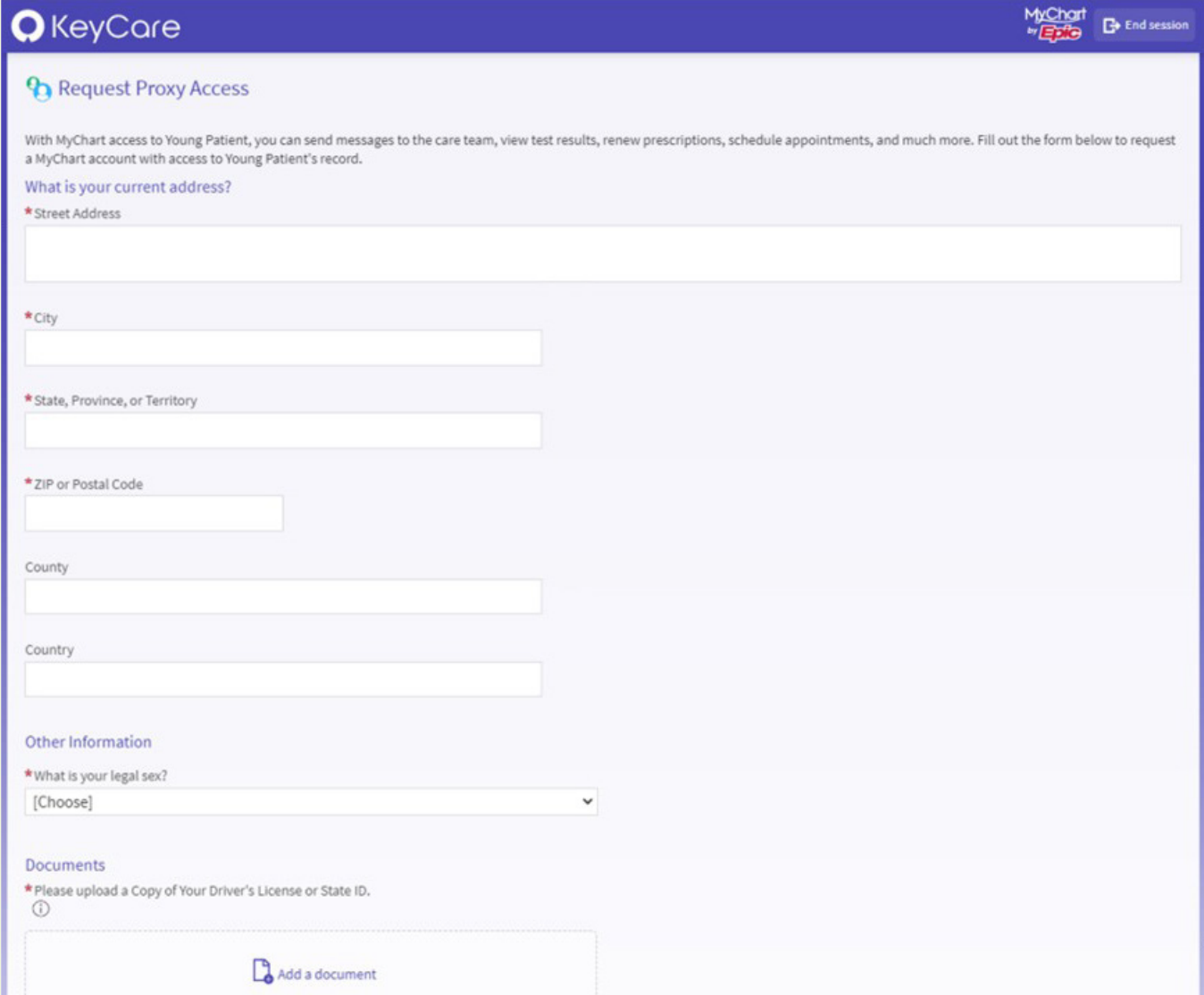
The screenshot shows the KeyCare interface with the title 'Your video visit is complete'. There are two main sections. The first section is titled 'Your visit summary is available' and contains the text 'View a summary of this visit. Note that a more complete summary may be available to you if you are granted full access to this patient's account.' with a 'View summary' button. The second section is titled 'Request access to this patient's KeyCare MyChart account' and contains the text 'To view more details about the completed visit, you may request full access to this patient's KeyCare MyChart account.' with a 'Request access' button.

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22. Below is an example of the proxy would fill out to gain full access to the patient's KeyCare MyChart account.



KeyCare MyChart by Epic End session

Request Proxy Access

With MyChart access to Young Patient, you can send messages to the care team, view test results, renew prescriptions, schedule appointments, and much more. Fill out the form below to request a MyChart account with access to Young Patient's record.

What is your current address?

* Street Address

* City

* State, Province, or Territory

* ZIP or Postal Code

County


Country

Other Information

* What is your legal sex?
[Choose] ▼

Documents

* Please upload a Copy of Your Driver's License or State ID.
 ⓘ

 Add a document

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