



# Patient Arrival Guide for Hello Patient

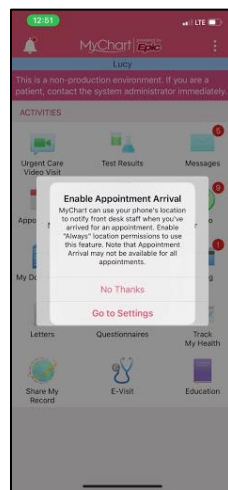
This patient guide will introduce you to Hello Patient and how to use it for appointments with your healthcare provider. Hello Patient works with the MyChart app on your smartphone to assist with the arrival and check in process for your appointment. Hello Patient uses geographical location information to alert office staff of your location and allow you to check-in once you've arrived at your provider's office. Since Hello Patient uses MyChart, ensure that the MyChart mobile app is installed on your smartphone.

## Preparing Your Smartphone

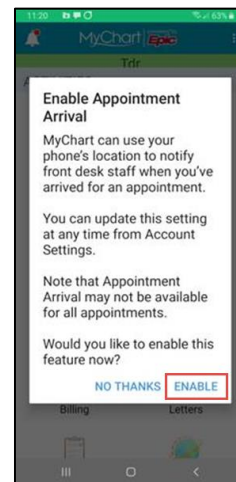
**Allow the MyChart app to send you notifications.**

1. Open the MyChart app on your smartphone by tapping the icon.
2. Once Hello Patient is activated, the first time you log in to MyChart, you should see a pop up message to allow Appointment Arrival. To allow for Appointment Arrival use **Go to Settings** and follow the on-screen prompts from your device. If you do not receive the message or previously selected **No Thanks**, complete steps 3 through 7.

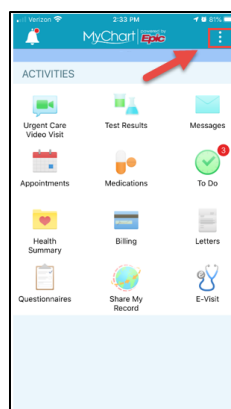
### Apple/iOS Users



### Android Users

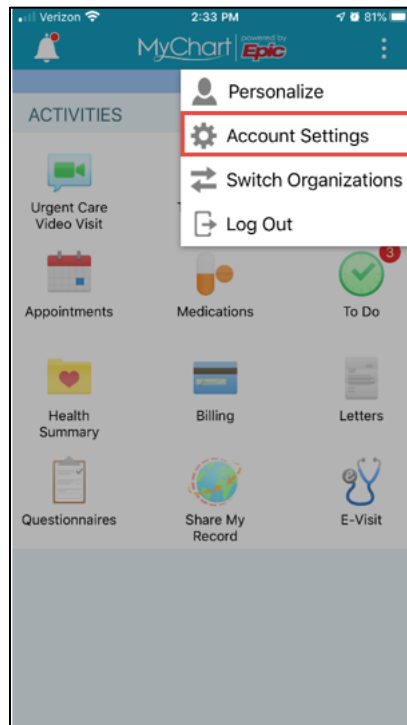


3. From the home page find the menu button at the top, right of the screen. Tap the **Menu button**.



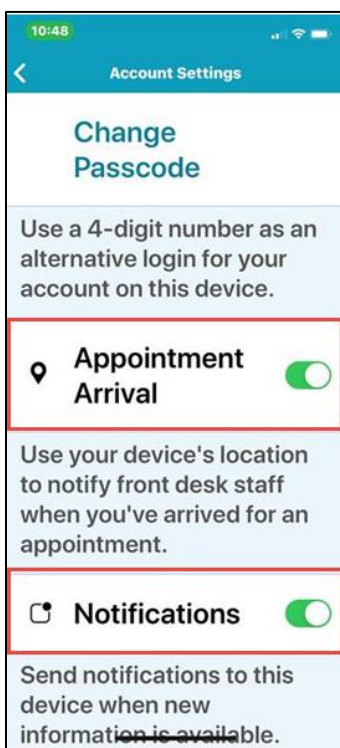


- From the drop down menu tap **Account Settings**.

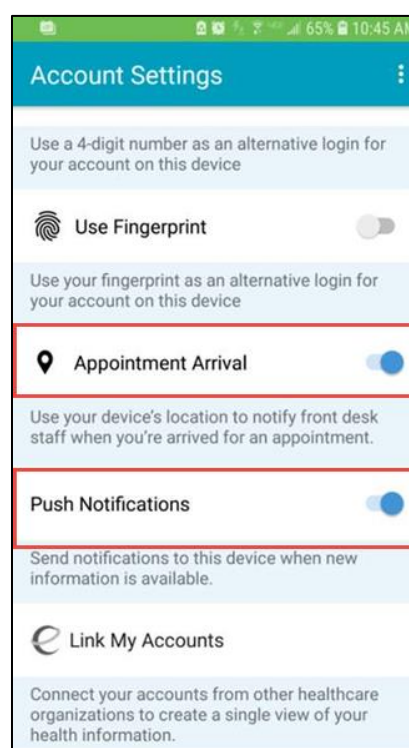


- On the settings page, find **Appointment Arrival** and **Notifications**. If these are not turned on, tap the on button to allow them. This has turned on notifications within the app.

**Apple/iOS Users**



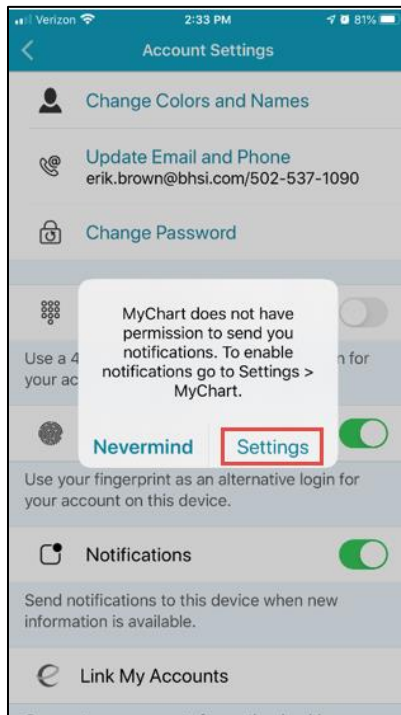
**Android Users**



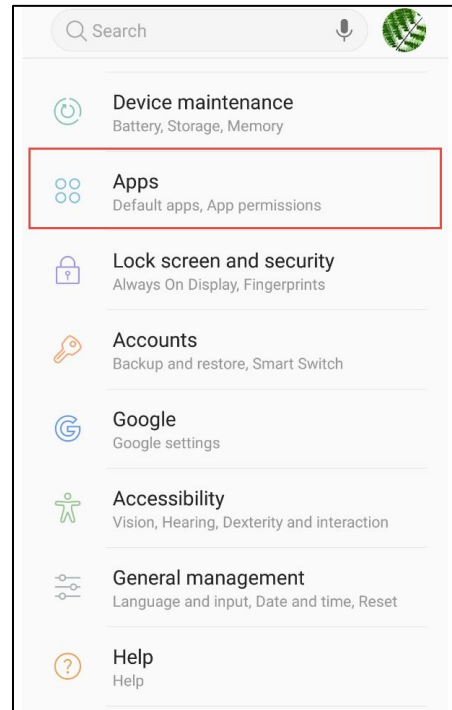


- Follow any onscreen prompts from your smartphone to visit the settings screen for your device and complete the process of enabling notifications on your device.

**Apple/iOS Users**

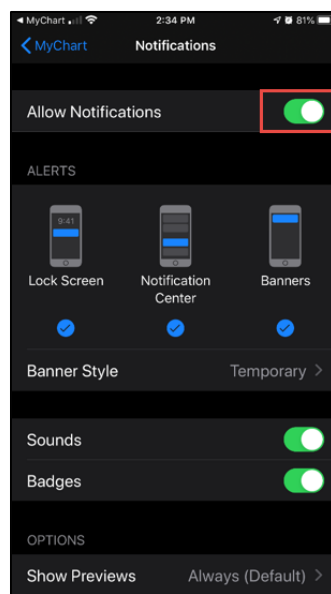
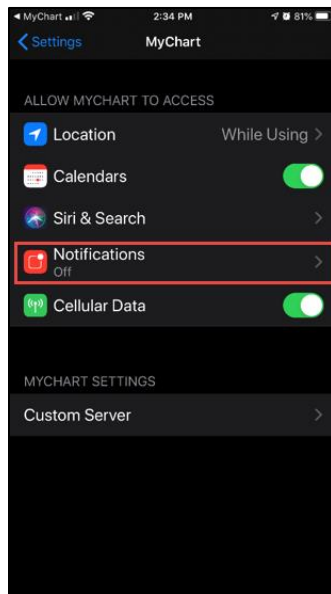


**Android Users**

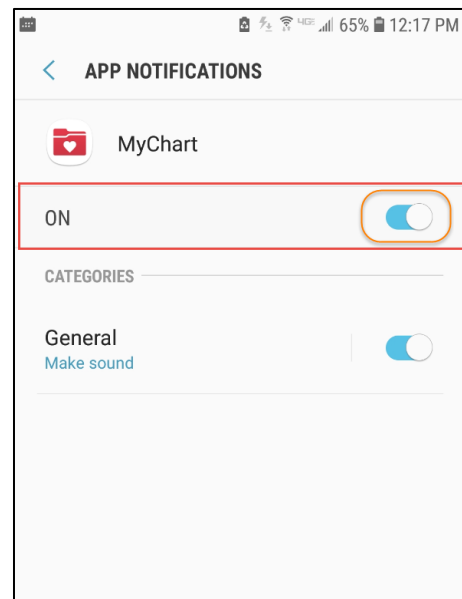


- In your smartphone's settings screen, ensure that notifications are on for MyChart.

**Apple/iOS Users**



**Android Users**

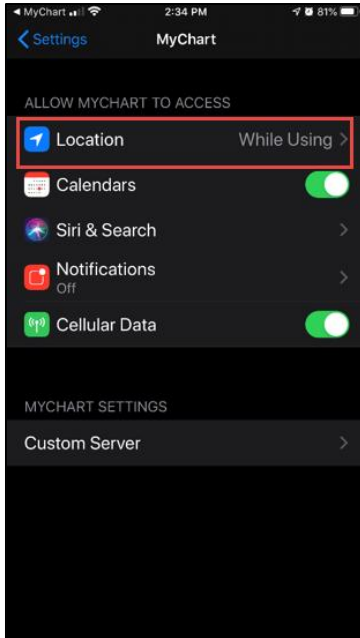




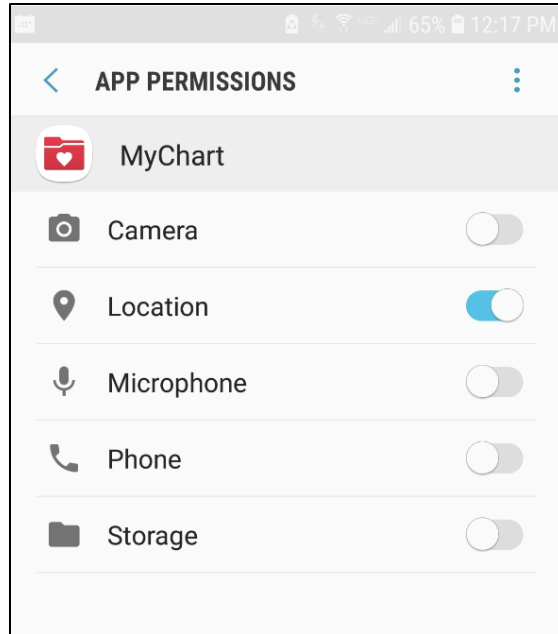
## Allow the MyChart app to use device locations.

1. From your device settings, find and tap **Location**.

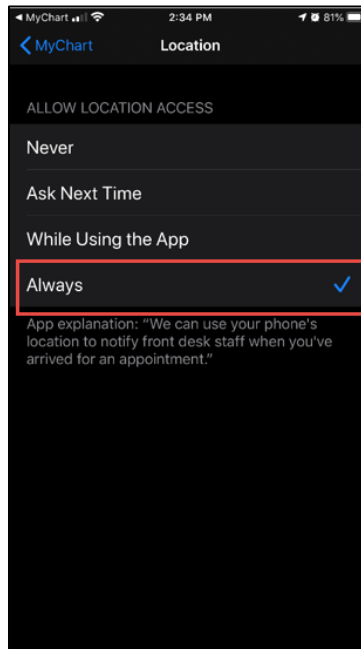
### Apple/iOS Users



### Android Users



2. **For Apple/iOS Users Only:** Select **Always** to enable MyChart to use your location appropriately for Hello Patient.



3. Notification and location settings are now enabled for MyChart. You can now use the app to arrive and check-in for your appointment.

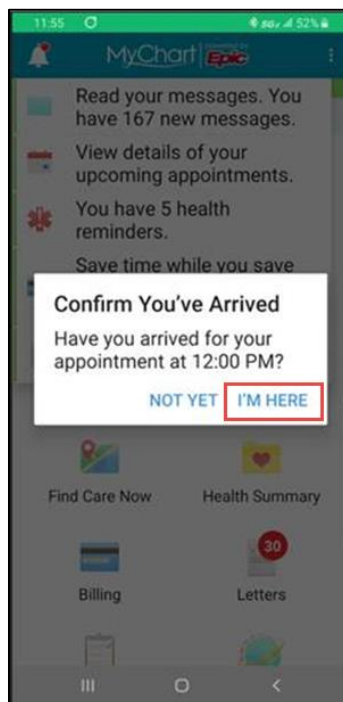


## Using Hello Patient to Arrive and Check-in

1. When you have arrived in your provider’s parking lot, Hello Patient will send a notification to your smartphone using MyChart. It will prompt you to open the MyChart app.

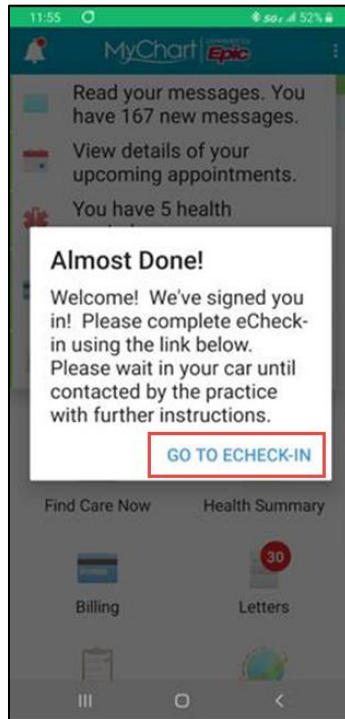


2. When you open MyChart on your smartphone, a pop up message will allow you to notify the office staff that you’ve arrived. Tap **I’m Here**.

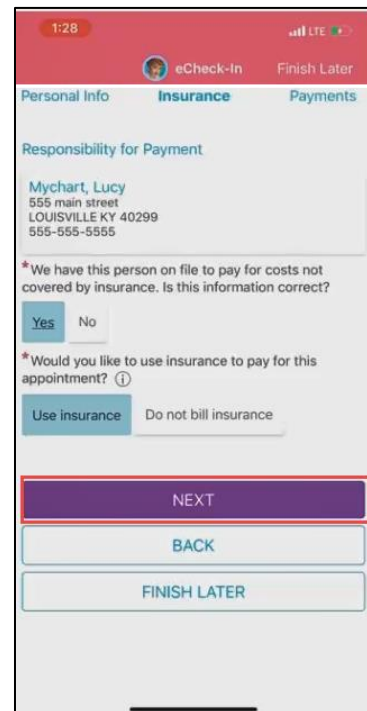
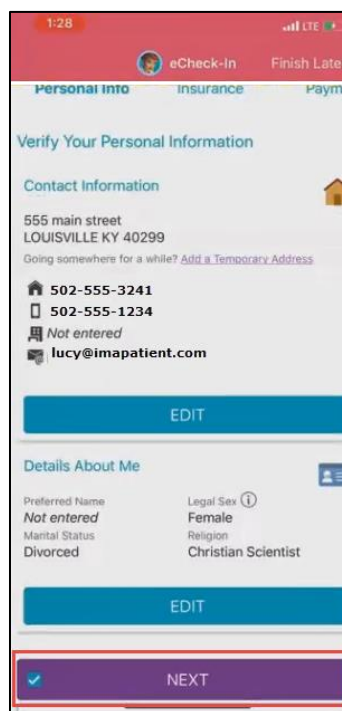




- If asked to complete eCheck-In, follow the onscreen prompts by tapping **Go to eCheck-In**.



- Verify information. If needed, this information can be updated using the Edit Buttons. Once the information has been verified or updated, tap the check box next to **This information is correct**. Follow the prompts to verify information tapping the Next Button to advance through all sections.





5. Once eCheck-In is complete, you'll receive a message on what to do next. Follow the directions as prompted. *Please note: Due to COVID-19 and social distancing guidelines, patients may be asked to wait in their cars or proceed to an alternate waiting area located outside of the provider's office.*

