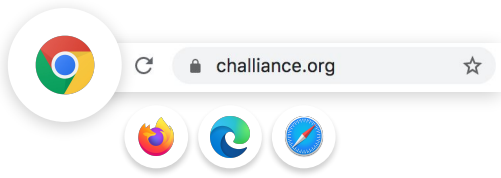


# Patient User Guide

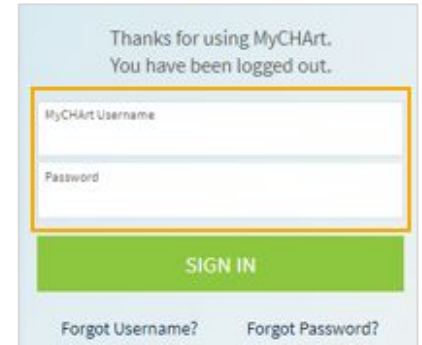
## Scheduling an Appointment in MyCHART

This scheduling is available for MyCHART Patients looking to schedule a Televisit or Flu Shot. If an in-person Office Visits is needed, you can use this process to submit a request for an appointment and someone from the clinic will contact you.

**1** On your computer, navigate to **MyCHART** from the CHA website.




\*Chrome browser preferred. Mozilla Firefox, Microsoft Edge, and Apple Safari compatible.

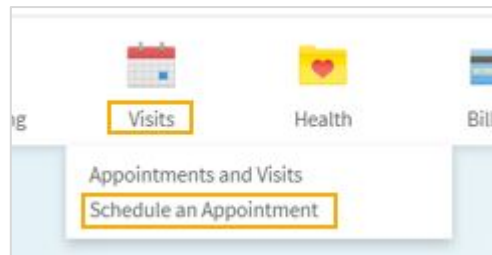


**a** Go to [challiance.org](http://challiance.org)

**b** Find **MyCHART** in the upper right hand corner of the screen

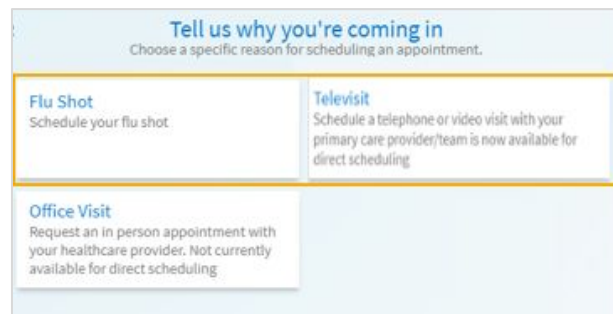
**c** Log into your **MyCHART** account.

**2** Click on **Visits** (  ) from the MyCHART Home Page and then click on **Schedule an Appointment**;



**3** Select what you are scheduling for : **Flu Shot** or **Televisit**

**At this time, selecting Office Visit will send a request to the clinic for an appointment. Only Flu Shots and Televisits can be scheduled by you.**

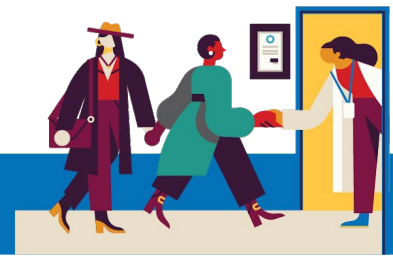


### Need Help?

Call Health Information Management (HIM) at (617) 381-7266 from 8:00 AM - 4:30 PM ET Monday - Friday

Email us at [mycharthelp@challiance.org](mailto:mycharthelp@challiance.org)

Use our online form: <https://www.challiance.org/help-center/mychart-contact-us-form>



# Patient User Guide

**4** Please answer all of the MyCHART questions such as symptoms and reason for visit.

**A couple of questions**

\*Are you currently experiencing any of the following symptoms?

**This is required**

**A couple of questions**

\*What is the reason for your visit?

Note: CHA is not currently accepting well - visit televisit scheduling via MyChart

**This is required**

**5** You can then choose the provider you wish to see. You will be able to pick your PCP or another one that you have seen recently


Reason for visit:  Televisit

**Providers**


Time

Verify and schedule


**Who do you want to see?**



**Doug Ross, MD**  
Primary Care Provider



**Pat Mango, MD**  
Primary Care Provider



**Fran Polo, RN**  
Family Medicine

**6** After selecting your provider, you will then be able to pick what date and time you would like to have your appointment

**What time works for you?**

Start search on: 11/25/2020

Televisit is conducted remotely via telephone or video.

**Friday November 27, 2020**

9:05 AM

10:20 AM

11:00 AM

11:15 AM

11:30 AM

11:45 AM

12:00 PM

Want to see more times?

Add provider's team

Include other members of this provider's team to increase the number of available times.

**Depending on your PCP or other providers, you may see different options**

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# Patient User Guide

- 7 After selecting the date and time of your visit, you will be asked to review your contact information.

**Verify your personal information**

**Contact Information**

123 Fake St  
MALDEN MA 02148

Going somewhere for a while?  
[Add a Temporary Address](#)

781-322-7090  
781-605-5338  
Not entered  
dankram85@gmail.com

**EDIT**

**Details About Me**

Preferred First Name  
Chucky

Sex Assigned at Birth  
Not entered

Marital Status  
Not entered

Ethnicity  
Not entered

Language  
Not entered

Gender Identity  
Not entered

Sexual Orientation  
Not entered

Race  
Pacific Islander/Hawaiian

Ethnic Background  
Argentinean

Religion  
Not entered

**EDIT**

THIS INFORMATION IS CORRECT

If you need to make a change click **EDIT**  
 Once you are done with the changes and the information is correct,  
 click: **THIS INFORMATION IS CORRECT**

- 7 Verify your insurance information.

If the information is incorrect, you can click



To add coverage, select **+ ADD A COVERAGE**

Once everything is correct, select



**Verify your insurance**

**Insurance on File**

Bcbs - Ma  
Bcbs - Hmo

Subscriber Name  
Dpb, Headertest

Subscriber Number  
123456789

**ADD INSURANCE CARD PHOTOS**

Uploading images of your card now will help speed up the check-in process for your next visit.

Update coverage  
Remove coverage

THIS INFORMATION IS CORRECT

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# Patient User Guide


- 8 You will now be able to review your appointment details. Please enter in a valid phone number and the most important thing you want addressed during your visit:

Is everything correct?



**Televisit with Doug Ross, MD**

 Tuesday December 15, 2020  
9:00 AM (20 minutes)

 **Video Visit**  
This is a video visit - once your appointment is scheduled, please make sure your webcam is working.

What is the most important thing you want addressed during this visit?

617-555-1234 I hurt my elbow when I slipped on the ice


**Visit Instructions**  
**IN THE ABOVE TEXT BOX: Please enter a valid phone number where you can be reached for your visit along with the most important reason for your visit. Thank you. We are looking forward to your telehealth visit.**

You have an upcoming televisit appointment with your CHA provider. A televisit is an appointment by telephone or video. If this is a phone visit, someone will call you around your appointment time. If this is a video visit, you will receive a link in your email to join the video around your appointment time, or the appointment may start with a phone call. If you need help setting up your phone or computer for video visits, please see our [user guide](#) or call 617-394-7888 at least 24 hours before your visit.

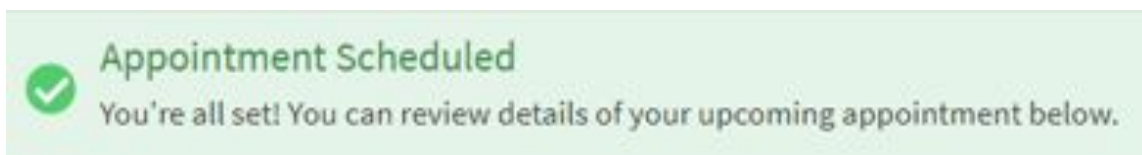
**Before scheduling...**

Favorite this appointment to easily schedule again later

**SCHEDULE**

- 8 Once you have entered your phone number and entered the reason for your visit, click  to schedule the appointment

- 9 You will then get a confirmation message that your appointment has been scheduled



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