E-Visits – What the Provider Does and What the Patient Does

Patients may now request an e-visit through their MU Healthe account (see "What the Patient Does" in this document). The patient must enter a credit or debit card number prior to sending the e-visit request. A bill is generated in GE (IDX) for the visit. The bill will be charged once the provider enters the appropriate order.

Responding to an E-Visit – Provider

The patient will send a consumer message to the provider. The provider will see the message from the patient under **Consumer Messages** in Message Center. The Subject of the message will be tagged with **[EVISIT]**.

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Inbox Summary 4	Consumer Messages ×		se se spens
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	5) Click De	lete and then Send to remove	
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Entering an Order for Payment (No Charge or Charged) - Provider

The patient will enter their credit card information when they are creating the visit. This will create an invoice in GE (IDX). At the end of the visit the provider will need to enter an order so the professional charge can be billed. There is no facility fee associated with these visits.

There are two orders:



• Virtual Visit No Charge

 If in the provider's judgment no charge should be applied to the visit (e.g. there were technical difficulties and the visit really didn't take place) then the provider will enter a Virtual Visit No Charge order.

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• Virtual Visit Charge 99444

• The provider will need to enter the diagnosis for the visit. It is a required field.

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What the Patient Does

MU Health University of Missouri Health Care	Health Record	Inbox & Secure Messaging	Appointments	My Healthe Dashboards	After Hours? 689-684-2401	
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Appointments	Appointmen	its	VALING AN A CATALIAN	View Appointments For	EVERYONE	÷
Schedule an Office Visit	Aug. 22, 201	4				
Schedule a Video Visit	9:15 AM CDT 1) Click S	tart an e-vis	sit sit	00	Options	

Condition	s of Service
University of	ealth Care Missouri Health System
	<u>University of Missouri Hospitals and Clinics</u> <u>Conditions of Service</u> <u>For Virtual Visits</u>
This agreem terms and co related to th information.	ent confirms your consent to receive healthcare from University of Missouri Health Care (UMHC) on the nditions described below. It also confirms your agreement to be financially responsible for all charges e services that you receive. The agreement allows UMHC healthcare providers to access your health UMHC may cancel this agreement in appropriate circumstances.
compatib efore schedul as a working	ility Requirements ng a Video Visit, make sure that the computer you will be using for the visit is connected to the Internet veb cam and microphone. In addition, you may need to download and install the required plugin before th



2) Click **checkbox** to agree to the *Conditions of Service* then click **Continue**.

MU Health	e	\bowtie	6		0
University of Missouri Health Co	Health Record	Inbox & Secure Messaging	Appointments	My Healthe Dashboards	After Hours? 888-854-2401
W Appointments	An e-Visit allows you to	communicate with your p	rovider electronically to re	ceive treatment for a no	m-emergency medical issue
Appointments	Cough, Dianthe Skin conditions	a, Heartburn, Low back po Diabetes follow-up, Bloo	in, Sinus infection, Urina d pressure follow-up, Adv	ry tract infection iff antidepress ant follow	w-up
C Schedule on Office Viet	All e-Visits are \$40. Th	is is currently a self-pay	service, so a valid credit	idebit card is required	to submit your message.
Schedule an Office Visit	Start an e-V	isit			
Schedule a Video Visit	Who is the appointment	for?			
Start an e-Visit	Test Patient		*		
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MU Health University of Missouri Health Care

Payment Information		
Card Number		Subtotal 40.00 Total 40.00
Expiration Date 08 2014 CVV	5) Enter the credit/debit card number	er and the expiration date
6) Click	Next	
Back Next		Submit Cancel



Billing Information		
Name Test Patient Address Address 2	7) F	ill in address and phone number
City State Alabama ▼ Zip Country United States ▼ Tele Email	phone	
Back	8) Click Submit	Submit Cancel
MU Hea University of Missouri	alth© Health Care	
Response: APPROVED 852192	Transaction approved for \$40.00	Patient will get this window saying the transaction has been approved.
9) Click Close	Close	

When the transaction is approved it will indicate the payment method on the Scheduling window.

Schedule a Video Visit	
	Who is the appointment for?
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	10) Patient types subject of E-visit and a Message. Patient may
	also add a picture or pdf form as an attachment is appropriate.
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