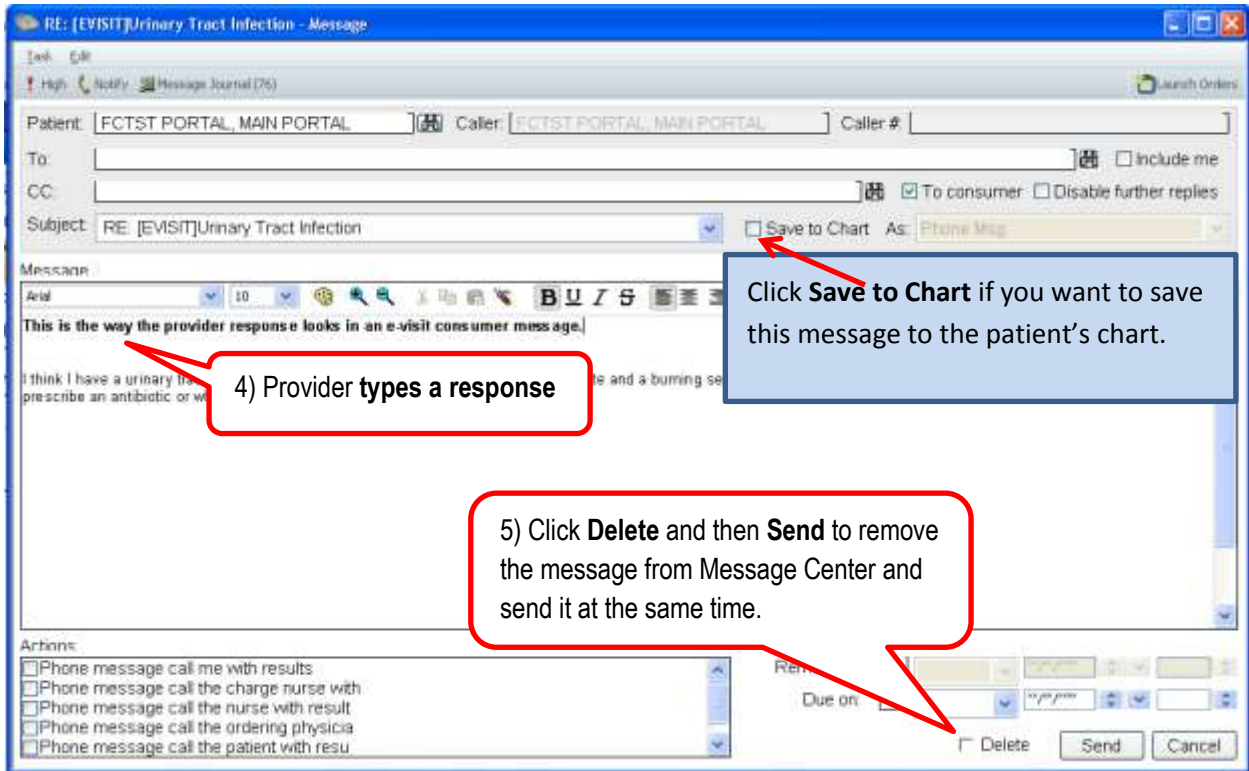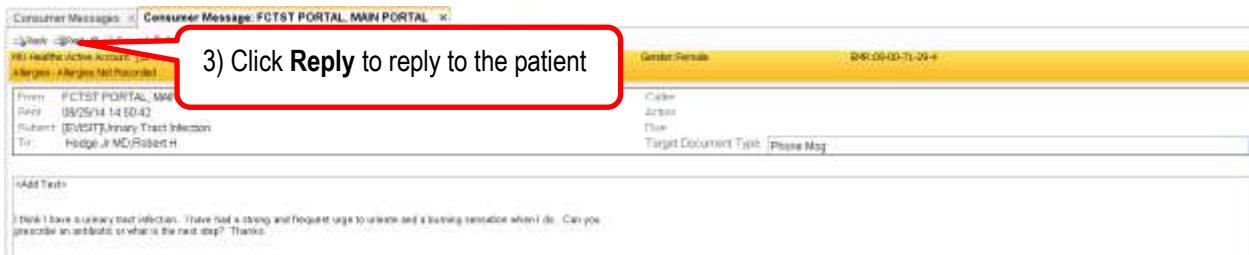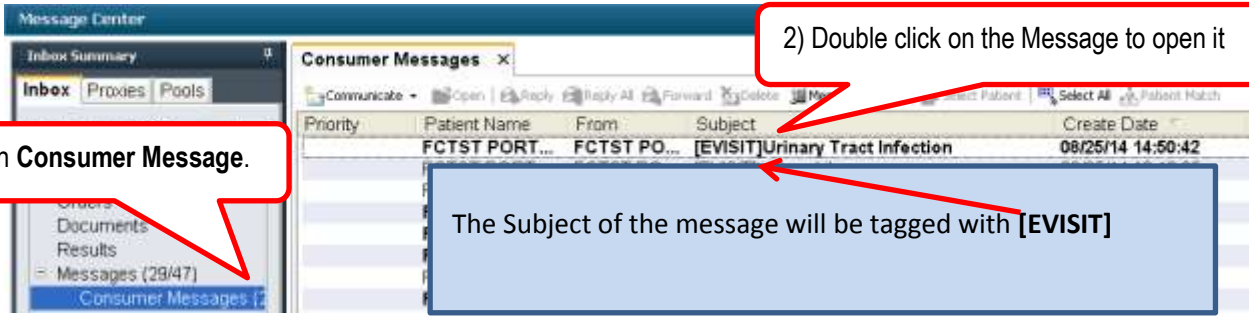# E-Visits – What the Provider Does and What the Patient Does

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.
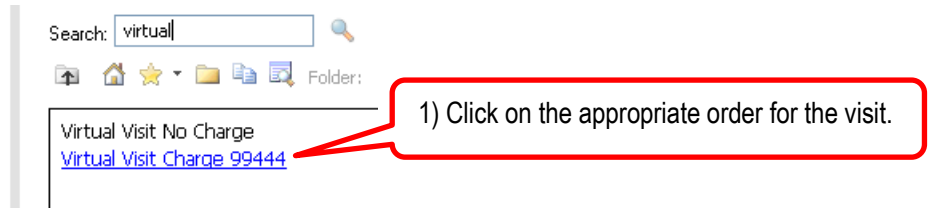
Responding to an E-Visit – Provider

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]**.

1) Click on **Consumer Message**.

2) Double click on the Message to open it

The Subject of the message will be tagged with **[EVISIT]**

3) Click **Reply** to reply to the patient

4) Provider **types a response**

Click **Save to Chart** if you want to save this message to the patient's chart.

5) Click **Delete** and then **Send** to remove the message from Message Center and send it at the same time.

# Entering an Order for Payment (No Charge or Charged) - <mark>Provider</mark>

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.
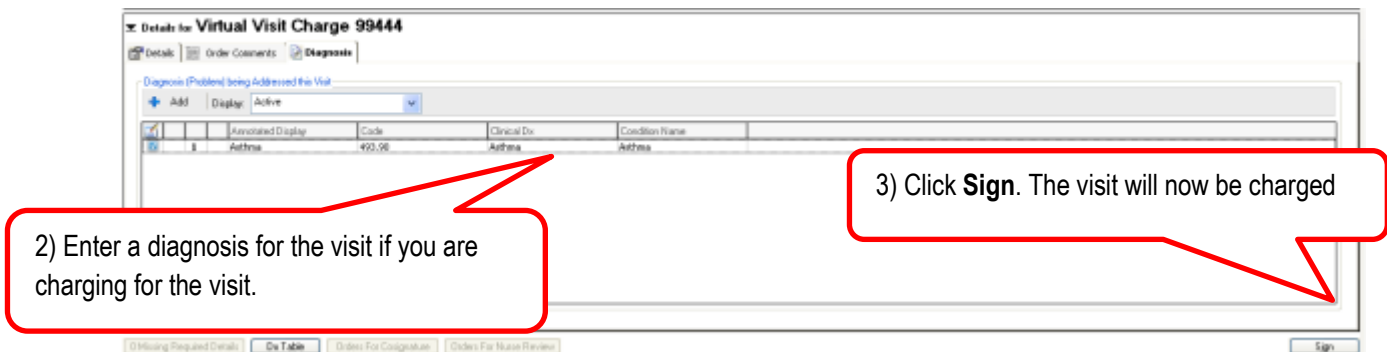
There are two orders:

Search: virtuall

Folder:

Virtual Visit No Charge
Virtual Visit Charge 99444

1) Click on the appropriate order for the visit.

- **Virtual Visit No Charge**
  - o 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.

Details for **Virtual Visit No Charge**

2) Click **Sign**. The visit will not be charged.
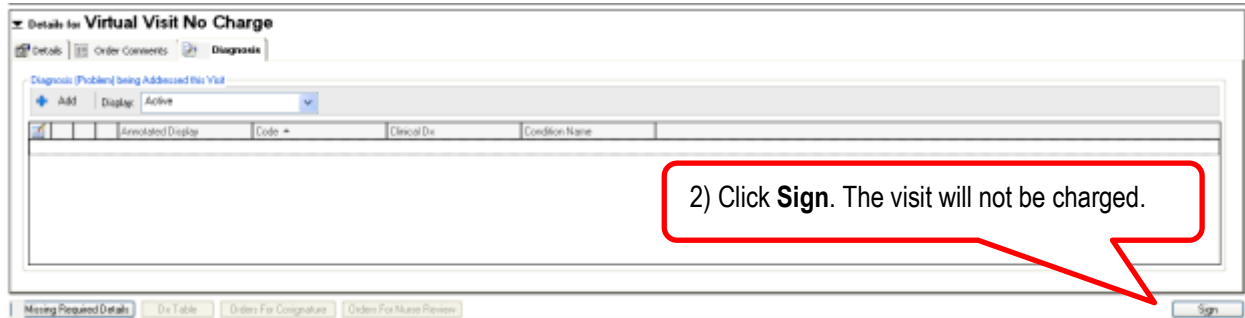
- **Virtual Visit Charge 99444**
  - o The provider will need to enter the diagnosis for the visit. It is a required field.

Details for **Virtual Visit Charge 99444**

2) Enter a diagnosis for the visit if you are charging for the visit.

3) Click **Sign**. The visit will now be charged

What the **Patient** Does

1) Click **Start an e-visit**

Please review and accept the following terms.

e-Visit

Conditions of Service

University of Missouri Hospitals and Clinics
Conditions of Service
For Virtual Visits

This agreement confirms your consent to receive healthcare from University of Missouri Health Care (UMHC) on the terms and conditions described below. It also confirms your agreement to be financially responsible for all charges related to the services that you receive. The agreement allows UMHC healthcare providers to access your health information. UMHC may cancel this agreement in appropriate circumstances.

Compatibility Requirements

Before scheduling a Video Visit, make sure that the computer you will be using for the visit is connected to the Internet and has a working web cam and microphone. In addition, you may need to download and install the required plugin before the visit starts.

☑ I agree to the Conditions of Service and Compatibility Requirements as listed above.

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

Continue | Cancel

MU Health e — University of Missouri Health Care

Health Record | Inbox & Secure Messaging | Appointments | My Healthe Dashboards | After Hours? 888-864-2401

An e-Visit allows you to communicate with your provider electronically to receive treatment for a non-emergency medical issue without the need to schedule an office visit. Common reasons to start an e-Visit include:

- Cough, Diarrhea, Heartburn, Low back pain, Sinus infection, Urinary tract infection
- Skin conditions, Diabetes follow-up, Blood pressure follow-up, Adult antidepressant follow-up

All e-Visits are $40. This is currently a self-pay service, so a valid credit\debit card is required to submit your message.

All Appointments

Appointments

Visit Types

Schedule an Office Visit

Schedule a Video Visit

Start an e-Visit

Start an e-Visit

Who is the appointment for?
Test Patient

More Search Options ☑
Choosing a Specialty/Location will filter the providers list.
Specialty
Location

Please Select a Provider
belden
BELDEN MD, JEFFERY L
Enter Payment

Subject

File Attachments ⓘ
Add File

Message

3) Click **More Search Options** if nothing appears on the *Please Select a Provider* menu prior to this screen.

4) Enter payment information

MU Health e — University of Missouri Health Care

Payment Information

Subtotal 40.00
Total 40.00

Card Number

Expiration Date 08 / 2014
CVV

Back | Next | Submit | Cancel

5) Enter the credit/debit card number and the expiration date

6) Click **Next**

MU Health
University of Missouri Health Care

Billing Information

Name	Test Patient
Address	
Address 2	
City	
State	Alabama ▼	Zip	
Country	United States ▼	Telephone	
Email		

7) Fill in address and phone number

[Back] [Next]

8) Click Submit

[**Submit**] [Cancel]

13:37

MU Health
University of Missouri Health Care

Transaction Detail

Transaction approved for $40.00

Response: APPROVED 852192

Patient will get this window saying the transaction has been approved.

9) Click Close

[Close]

[Back] [Next]   [Submit] [Cancel]

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

Start an e-Visit

Schedule a Video Visit

Start an e-Visit

Who is the appointment for?

Test Patient

More Search Options ☑

Choosing a Specialty/Location will filter the providers list.

Specialty

Location

BELDEN MD.,JEFFERY L

Reset

Enter Payment

10) Patient types subject of E-Visit and a Message. Patient may also add a picture or pdf form as an attachment is appropriate.

Subject

UTI

File Attachments ⓘ

Add File

Message

I have been having burning when I urinate and believe I have a UTI. What do you recommend?|

11) Click **Send Message** to send the E-Visit request to the provider

Send Message

Cancel