

Atlantic Care Associates Your Healthfile: How to request an E-visit

1) Log into the patient portal and click “Schedule an Appointment”.

Welcome to YourHealthFile

Patient Chart: MOUSE, MICKEY

RESULTS: To view results click 'Review Medical Record', then click 'Orders'.
E-VISITS: We are now offering insurance-covered video E-visits in the patient portal. To request an appointment, select "Schedule an Appointment" and then "Request E-Visit". Please read our [E-visit Frequently Asked Questions](#).
BEFORE YOUR E-VISIT: Please read our [How To Guide: Check-in for E-visit](#)


View Current Charges \$0.00 Balance Due



Schedule an Appointment

Review Medical Record

Message a Provider 4 New Messages

Contact Us

2) **IMPORTANT:** If using a cellphone or tablet, click the  in top left corner to see full menu.

  LOG OUT

Request Appointment

DO NOT SUBMIT REQUESTS FOR EMERGENCY APPOINTMENTS USING THIS FORM.
This appointment request form is for non-emergency appointments only. If this is an emergency please call your provider's office immediately.

Please fill out the form below to make a request for an appointment.

* Indicates a required field

* Location
-- Select one --

* Doctor
-- Select one --

* Reason
Please limit reason to 150 characters

3) Select **“Request E-visit”**. Do not click “Request Appointment”, as it indicates an in-office appointment only.

Atlantic Care Associates

MOUSE, MICKEY

Patient Account

Patient Appointments

Upcoming Appointments

Request Appointment **X**

Request e-Visit ✓

Documents

Health Maintenance

Review Medical Record

Message a Provider

Contact Us

Select request e-Visit

Request e-Visit

DO NOT SUBMIT REQUESTS FOR EMERGENCY APPOINTMENTS USING THIS FORM. This e-Visit request form is for non-emergency appointments only. If this is an emergency, please call your provider's office immediately.

Please fill out the form below to make a request for an e-Visit.

* Indicates a required field

* Location
-- Select one --

* Doctor
-- Select one --

* Reason
Please limit reason to 150 characters

4) Read the “E-visit Disclaimer” and check the box at the bottom of the screen to acknowledge. Then, you will automatically be taken to the next screen.

will be subjected to the \$50.00 e-visit fee prior to the visit.

Requests for e-visits must be confirmed and scheduled by our office. You may be asked to complete certain medical questionnaires. Sometimes, if it is determined that your problem is too complex to schedule you for a traditional office visit and your e-visit fee will be waived or refunded per our practice's billing policy.

For our office, we conduct e-visits via devices with video/audio capabilities. We use a desktop/tablet with camera, microphone and speakers to do e-visits. This is not as secure as a face-to-face encounter. By participating in an e-visit, your personal health information will be communicated in a manner that is not as secure as a face-to-face encounter.

As with any medical service, decision, or treatment, there are risks involved. Because this visit is electronic and not in person, you acknowledge that the risk of misdiagnosis or delayed treatment is higher than if you were in person. By requesting the visit you agree to accept the outcome, even if it is not the one you desired, and you agree to our office's routine policies including any policy related to litigation.

If you understand and agree with these terms, please check the box below.

If not, then please call the office or [Request an Appointment](#).

* Acknowledgement
 I acknowledge and would like to request an e-Visit.

5) Answer the questions about what you want to discuss at your e-visit and your preferred days and times and push “Request e-visit” to finalize your request.

The screenshot shows a web form for requesting an e-visit. On the left is a navigation menu with options: Documents, Health Maintenance, Review Medical Record, Message a Provider, and Contact Us. The main form fields are: Location (ALESIA W GRIFFIN MD PC), Doctor (LOWE, ASHLEY), Reason (cough), Requested Date (Within the month), Preferred Day(s) (Tuesday, Wednesday, Friday), Appointment Time (Start: 11:30 AM, End: 02:00 PM), and Preferred Method (Video & Audio). A green arrow points to the 'Request e-Visit' button.

Answer questions and click "Request e-visit" button

6) At the “Thank you” screen select “Continue.”

The screenshot shows a 'Thank You' dialog box with the following text: 'Thank you. Your request for an appointment has been received. You will receive an email confirmation for your request. Request Details'. Below this is a list of request details: Location: ALESIA W GRIFFIN MD PC, Doctor: LOWE, ASHLEY, Reason: cough, Requested Date: Within the month, Appointment Time: 11:30 AM - 02:00 PM, Preferred Methods: Video & Audio. A green arrow points to the 'Continue' button.

7) You're done when you see “The information you entered has been successfully saved”. You will receive an email or phone call from our office to verify the date and time of your appointment.

The screenshot displays a patient portal interface. On the left is a vertical navigation menu with four items: 'MOUSE, MICKEY' (with a user icon), 'Patient Account' (with a document icon), 'Patient Appointments' (with a clock icon), and 'Upcoming Appointments' (with a calendar icon). The 'Upcoming Appointments' item is highlighted. To the right of the menu is the main content area, titled 'Upcoming Appointments'. A light blue box contains a checkmark and the text 'The information you entered has been successfully saved.' Below this box are two buttons: 'REQUEST APPOINTMENT' and 'REQUEST E-VISIT', both featuring a calendar icon.