

Atlantic Care Associates Yourhealthfile: Patient E-visit Check-in Steps

If you have any problems with these steps. Please call 757-366-0692, option 0 or option 4.

Apple users: We recommend using Safari as your internet browser, indicated by this icon:



Android users: We recommend using Google Chrome as your browser, indicated by this icon:









- 1) Make sure your camera is set for selfie view (i.e. you can take a video of yourself).
- 2) If using a smartphone, turn your phone sideways (landscape view).
- 3) Log into the portal 15 minutes early.
- 4) Click "Appointment Check in."

RESULTS: To view results click 'Review Medical Record', then click 'Orders'.

E-VISITS: We are now offering video E-visits in the patient portal for established patients with the following visit types: allergies, diarrhea, nausea, skin infections or rashes on face/legs/arms, and upper respiratory symptoms (cough, congestion).

We recommend having a thermometer and blood pressure cuff available for your E-visit. To make an appointment, log in to portal and select "Request E-visit" under "Schedule an Appointment" menu.



 \$0.00 Balance Due View Current Charges	 Schedule an Appointment	 03/24/2020 12:00 PM Appointment Check-in
 Review Medical Record	 4 New Messages Message a Provider	 Contact Us

5) Push Next at the top of the screen.

MOUSE, MICKEY

Patient Account

Patient Appointments

Upcoming Appointments

Request Appointment

Request e-Visit

Documents

Health Maintenance

Review Medical Record

Message a Provider

Contact Us

Appointment Check-in Process

Use the select menu or PREV and NEXT buttons below to navigate the Appointment Check-in Process.

Appointment Check-in NEXT

Appointment Check-in

Thank you for checking in online today. The following steps of the check-in process will ask questions about your upcoming visit. Please try to provide as much detail as possible, this will help us better understand how to improve your wellness during your visit.

Check-in Process Steps

The following steps of the check-in process will ask you questions about your upcoming visit. Please try to provide as much detail as possible, this will help us better understand how to improve your wellness during your visit.

1. Please verify your contact information
2. E-visit Check-in
3. What is the reason for the visit?
4. Have you been told you are allergic to a substance?
5. Have you had any recent immunizations?
6. Are you taking any new medications?

Save

6) Answer questions on each screen, pushing Save at the bottom of each screen (when available). Then, push Next at the top to advance to the next set of questions.

MOUSE, MICKEY

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Appointment Check-in Process

Use the select menu or PREV and NEXT buttons below to navigate the Appointment Check-in Process.

PREV E-visit Check-in NEXT

E-visit Check-in

E-Visit

BP and Temperature

Do you have a blood pressure cuff or blood pressure reading from today? If so, please type in reading.

Yes No

120/80

Do you have a thermometer or a temperature reading from today? If so, please type in reading.

Yes No

Labwork

Have you had your labwork pre drawn? If so, please type in where and when.

Yes No

Sentara 3/20/2020

Communication

How will you be communicating in this e-visit? (Note: must be a device with video capabilities)

cellphone

Save

STEP 1: Answer each question

STEP 2: Push Save 1st

STEP 3: Push Next last

7) When all questions are complete, click “Complete Check-in Process.”

MOUSE, MICKEY

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Appointment Check-in Process

Use the select menu or PREV and NEXT buttons below to navigate the Appointment Check-in Process.

PREV Complete Check-in Process

Complete Check-in Process

Thank you for checking in online today. The following steps of the check-in process will ask questions about your upcoming visit. Please try to provide as much detail as possible, this will help us better understand how to improve your wellness during your visit.

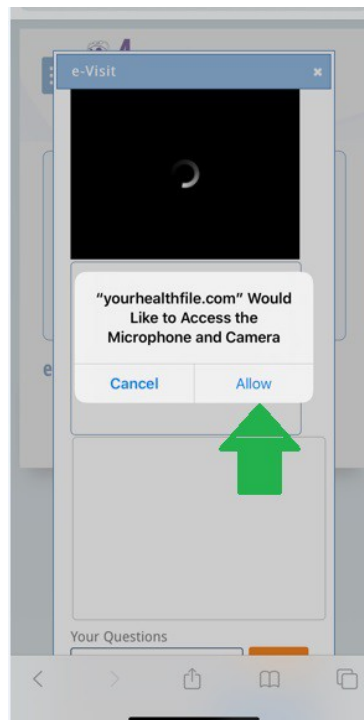
Check-in Completed

Please click the Complete Check-in Process button below to exit the process.

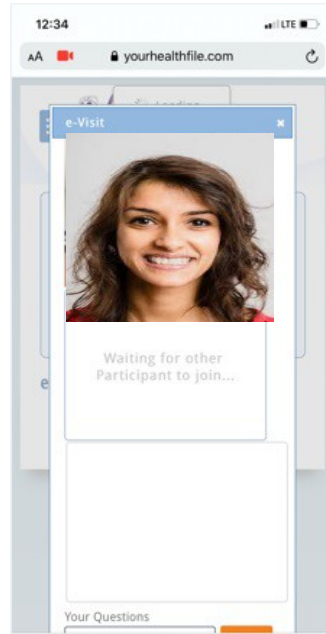
- ✓ 1. Please verify your contact information
- ✓ 2. E-visit Check-in
- ✓ 3. What is the reason for the visit?
- ✓ 4. Have you been told you are allergic to a substance?
- ✓ 5. Have you had any recent immunizations?
- ✓ 6. Are you taking any new medications?

Complete Check-in Process

8) If prompted for Microphone and Camera Access, Click “Allow.”



9) You should now be able to see yourself on your screen. If not, make sure your camera is set for selfie view.



10) The appointment will begin as soon as the provider joins.