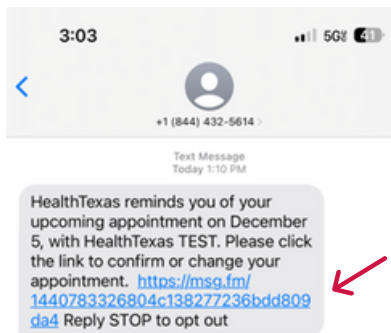


Mobile Check-In Process

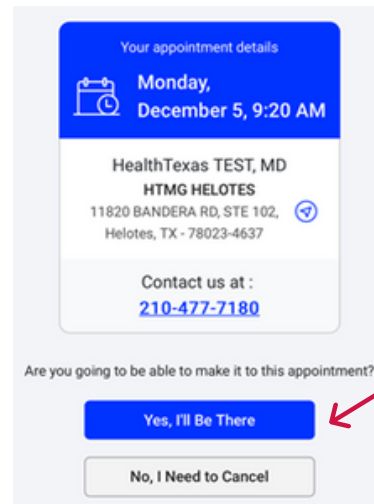
Text Message Link

3 days before a patient's scheduled appointment, they will receive a text message that includes a link to start their check-in process.



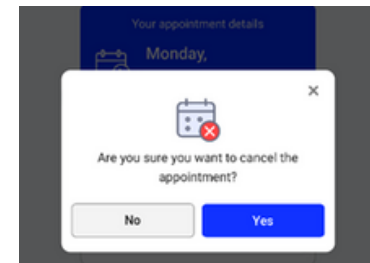
Confirmation Screen

The patient will either confirm their appointment by selecting 'Yes, I'll Be There' or 'No, I Need to Cancel'



Cancellation Screen

If the patient selects 'No, I Need to Cancel', they will then be asked to confirm their cancellation by selecting 'Yes' or 'No' to go back to the previous screen.

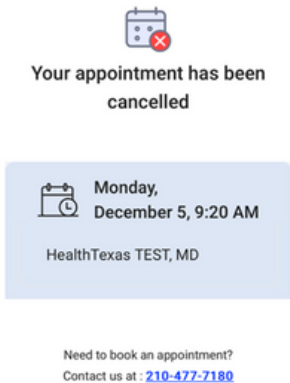


Mobile Check-In Process

Confirmation Screen

If the patient selects 'Yes' to cancel, they will receive a confirmation that their appointment has been canceled.

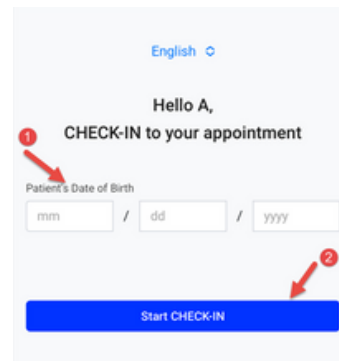
No further action is required.



Begin Check-In

If the patient chooses 'Yes, I'll Be There', they will begin the check-in process by verifying their DOB and selecting 'Start CHECK-IN'.

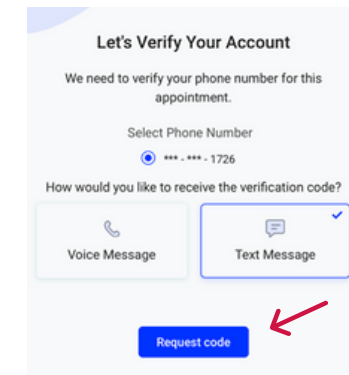
****DOB must exactly match their eCW profile!**



Verification Screen

The patient will need to verify their phone number with a verification code.

The patient can choose their preferred method to receive the code - **Voice Message** or **Text Message** and then select 'Request code'.

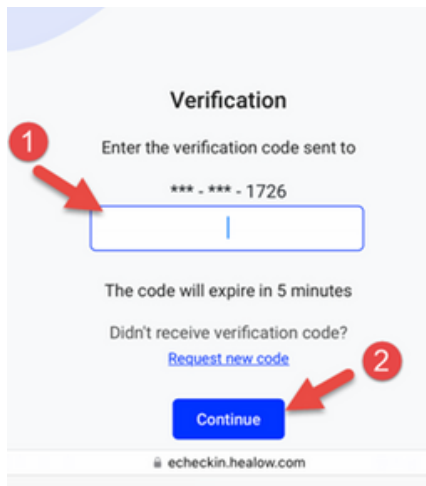


Mobile Check-In Process

Voice Verification

If the patient chooses **'Voice Message'**, they will immediately receive a call with a unique 6-digit verification code.

The patient will need to manually enter the code into the verification box and select **'Continue'**.



Text Verification

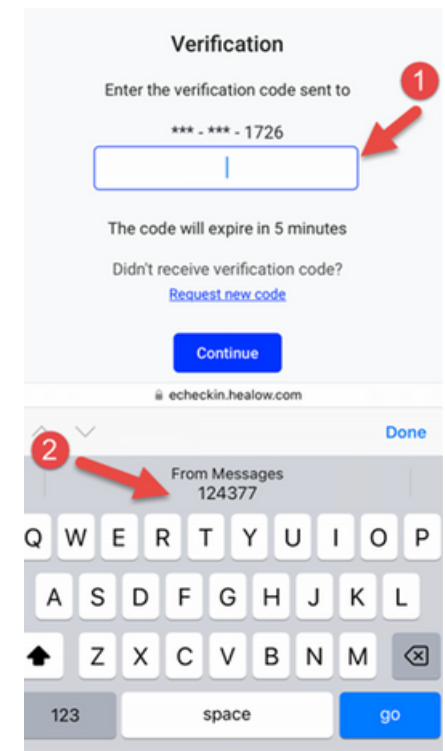
If the patient chooses **'Text Message'**, they will receive a text message with their unique code.

The patient can click on the empty verification box and the code will automatically appear above their keyboard

Click on the code and it will automatically be entered into the verification box.

The patient will not have to click on **'Continue'** it will move them forward automatically.

****Phone Number listed must be the same phone number the patient has in their eCW profile!**



Mobile Check-In Process

Demographic Updates

The patient will then be asked if they have any new demographics to update.

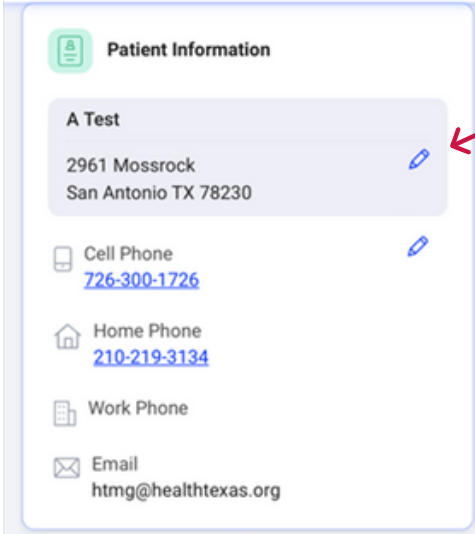
If the patient has nothing new to add, they will select '**Looks Good**' and move forward.

If the patient needs to update their demographics, they will click on the pencil icon next to the item that needs to be updated.

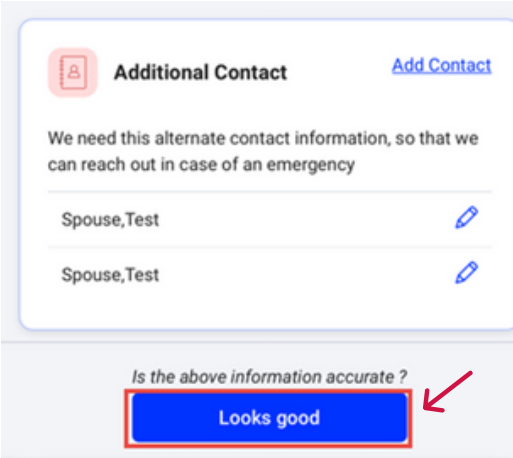
The patient will also be able to add their emergency contact by selecting '**Add Contact**'.

The patient may also change demographics for their current emergency contact by selecting the pencil icon next to the contact's name.

Once completed, the patient selects '**Looks good**' to move forward.



The screenshot shows a 'Patient Information' form. At the top, there is a green ID card icon and the text 'Patient Information'. Below this, there is a section for 'A Test' with the address '2961 Mossrock San Antonio TX 78230'. To the right of this address is a pencil icon, which is highlighted with a red arrow. Below the address are fields for 'Cell Phone' (726-300-1726), 'Home Phone' (210-219-3134), 'Work Phone', and 'Email' (htmg@healthtexas.org). Each of these fields also has a pencil icon to its right.



The screenshot shows an 'Additional Contact' form. At the top, there is a red ID card icon, the text 'Additional Contact', and a blue link 'Add Contact'. Below this, there is a message: 'We need this alternate contact information, so that we can reach out in case of an emergency'. There are two input fields, both containing 'Spouse,Test', with pencil icons to their right. At the bottom, there is a question 'Is the above information accurate?' and a blue button labeled 'Looks good', which is highlighted with a red box and a red arrow.

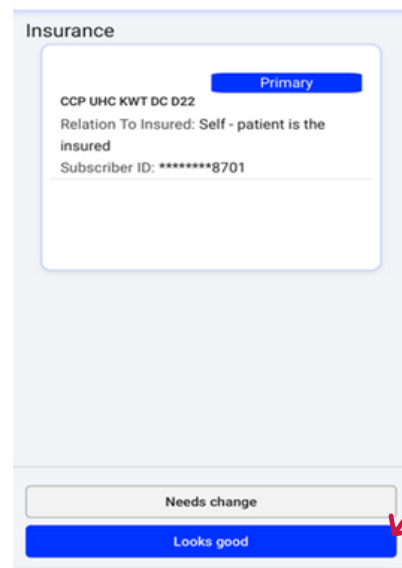
Mobile Check-In Process

Insurance Verification

The patient will need to review their current insurance information we have listed on their profile.

If there are no insurance changes needed, the patient selects '**Looks good**' to move forward.

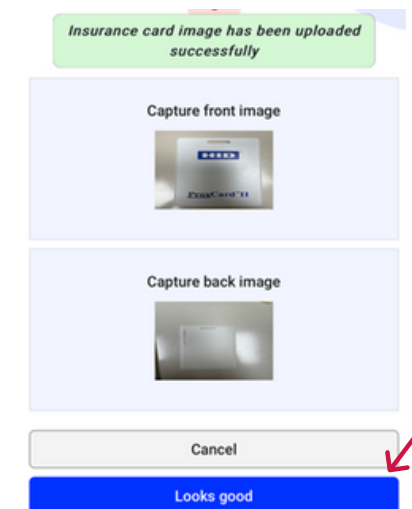
If the patient does have changes to their insurance, they will select '**Needs change**'.



The screenshot shows an 'Insurance' verification screen. At the top, it says 'Primary' in a blue button. Below that, the insurance details are listed: 'CCP UHC KWT DC D22', 'Relation To Insured: Self - patient is the insured', and 'Subscriber ID: *****8701'. At the bottom, there are two buttons: 'Needs change' (grey) and 'Looks good' (blue). A red arrow points to the 'Looks good' button.

The patient will then be prompted to take a photo of the front and back of their new insurance card.

Once the pictures are uploaded, the patient will select '**Looks Good**'.



The screenshot shows a screen for capturing photos of the insurance card. At the top, a green notification bubble says 'Insurance card image has been uploaded successfully'. Below that, there are two sections: 'Capture front image' and 'Capture back image', each with a small photo of the card. At the bottom, there are two buttons: 'Cancel' (grey) and 'Looks good' (blue). A red arrow points to the 'Looks good' button.

Mobile Check-In Process

Medical History Updates

The patient will be asked to review their **Medications, Allergies, Hospitalizations, and Surgical History.**

If the patient has no changes or additions, they select **'Next'** to move forward to each page.

If the patient does has any changes or additions, they will be able to add a comment to discuss this during their visit.

Once comments are added, the patient selects **'Next'**, at the bottom of each page, to move forward.

HTMG HELOTES

Medications

Please review and comment if any changes are required in your medications(s) listed below

Add your comment

Next



HTMG HELOTES

Please review and comment if any changes are required in your hospitalization(s) listed below

Hospitalizations

No hospitalizations on record

Add your comment

Next

HTMG HELOTES

Please review and comment if any changes are required in your allergy list below

Allergies

No allergies on record

Add your comment

Next

HTMG HELOTES

Please review and comment if any changes are required in your surgical history listed below

Surgical History

No surgeries on record

Add your comment

Next



Mobile Check-In Process

Check-In Complete

When the patient has completed reviewing their medical history, they will receive the following confirmation that they have completed the Mobile Check-In.

No further action is required by the patient.

The patient will now check in with the MR at the front desk.

