

# E-Visit Instructions

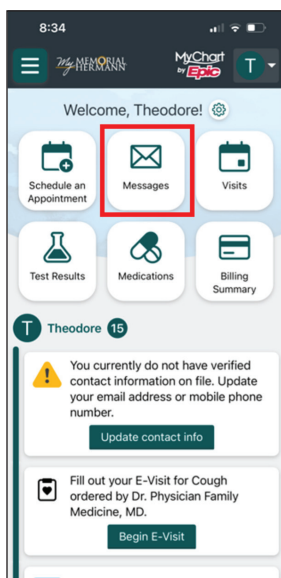


Providers can initiate E-Visits, a form of care that supports the resolution of non-emergency health issues through My Memorial Hermann—without an office visit. You don't have to travel to receive care, and you can respond to provider messages when it's most convenient for you.

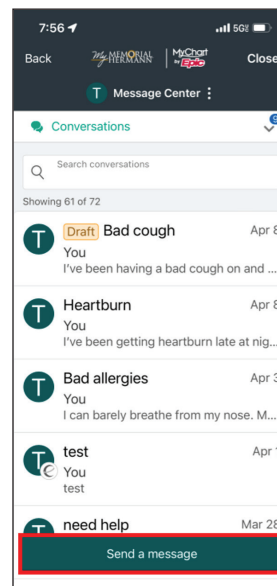
Here's how it works: Send your provider a request for medical advice through My Memorial Hermann. If appropriate, your provider will initiate an E-Visit and proceed to communicate with you using secure messages and questionnaires.

## Using E-Visits

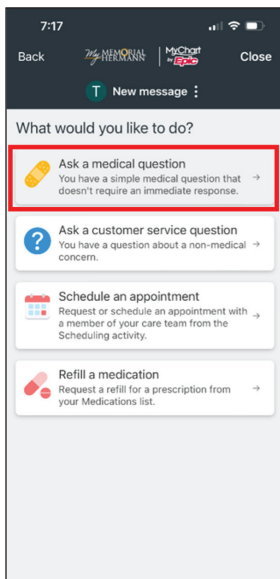
### Mobile



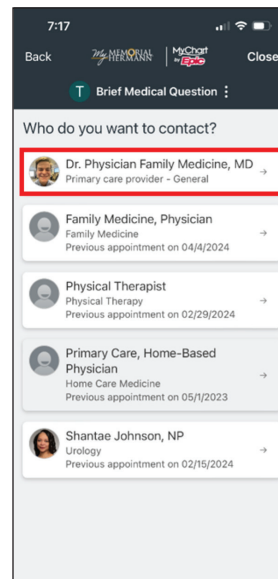
1. Click on the **Messages** button on the top of the homepage.



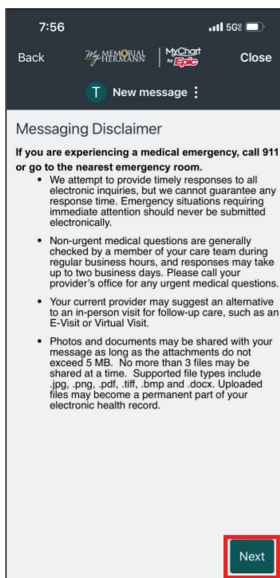
2. Within the **Message Center**, select **Send a message**.



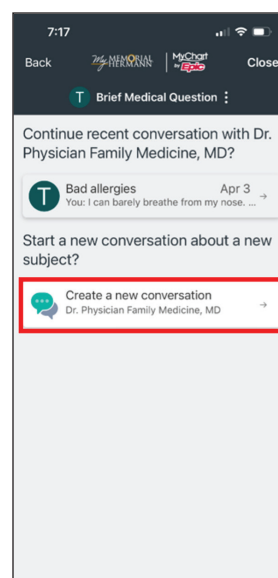
3. Select **Ask a medical question**.



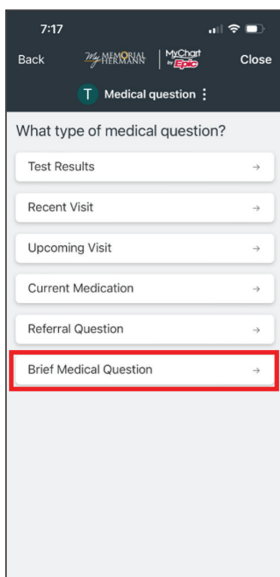
6. In the **Who do you want to contact?** screen, select the provider you'd like to message.



4. After reviewing the **Messaging Disclaimer**, click **Next**.



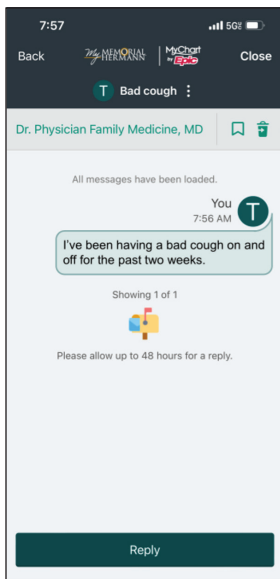
7. Select **Create a new conversation**.



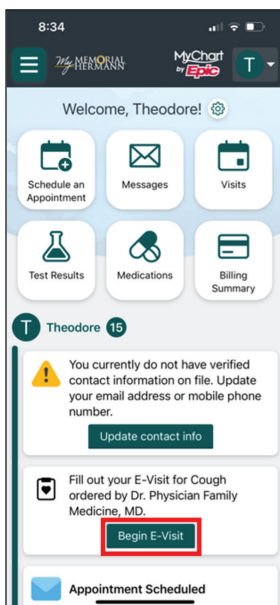
5. In the **What type of medical question?** prompt, select **Brief Medical Question**.



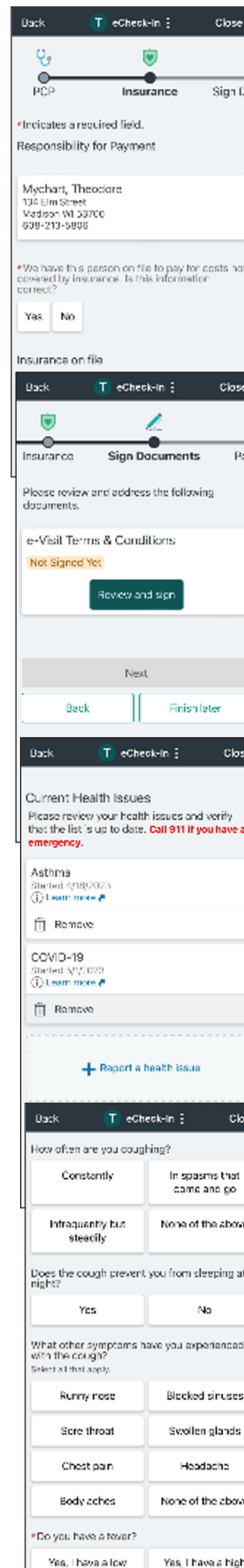
8. Type in the **Subject** and **description** of the issue you're having, then click **Send**.  
*Note: the care team will review your message, and the provider will initiate an **E-Visit** if appropriate.*



9. Once the message is sent, a new conversation thread will appear in your conversation list.



10. If an **E-Visit** is initiated, you will see it available in your health feed. Click **Begin E-Visit**.



11. You will begin the **eCheck-In** process for the **E-Visit** – confirming patient information such as insurance, consent and medical history, as well as completing questionnaires specific to your symptoms. *Note: please set aside at least 15 minutes to complete this process.*

Back eCheck-In Close

Travel History Questionnaires

### Cough

For your E-Visit

Please review your responses. To finish, click **Submit**. Or, modify an answer by clicking its edit link.

How long have you been coughing? [Edit](#)

**For a few days**

How would you describe the cough? [Edit](#)

**A cough from congested lungs**

How often are you coughing? [Edit](#)

**In spasms that come and go**

Does the cough prevent you from sleeping at night? [Edit](#)

**No**

Back eCheck-In Close

Is your coughing worse when you are exposed to pollen, dust, or other things in the environment? [Edit](#)

**Yes**

Have you been treated for a similar cough in the past? [Edit](#)

**No**

Have you ever been diagnosed with asthma, bronchitis, or lung disease? [Edit](#)

**No**

Have you recently started on any medications for your heart or for blood pressure? [Edit](#)

**No**

Have you recently been hospitalized? [Edit](#)

**No**

Anything else you would like to add? [Edit](#)

**Seems to be worse in the morning**

**Submit**

Back Finish later Cancel

12. You'll see a summary of your questionnaire responses at the end. Once you've validated that all information is correct, click **Submit**.

8:40 Back Appointments

### E-Visit for Cough

Your E-Visit

**E-Visit Submitted**

You can expect a My Memorial Hermann message with a response from our team within one business day. If you do not receive a response or your symptoms get worse, please call your clinic. You can return to this page through your appointments and visits list.

**Review Instructions**

Please allow a 24-hour period for responses from your Health Care Provider. If you are experiencing severe symptoms or a medical emergency, please dial 911.

**In-Progress E-Visit**

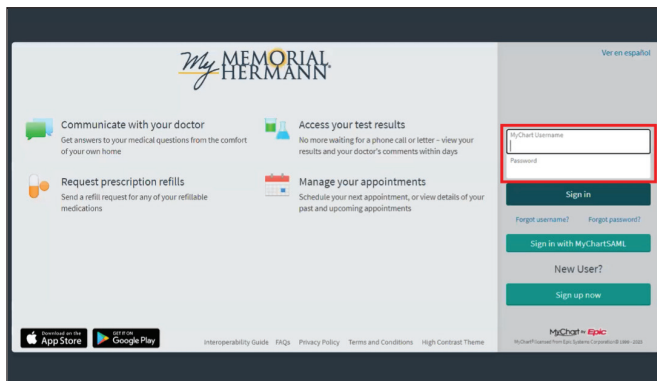
[Cancel E-Visit](#)

Dr. Physician Family Medicine, MD

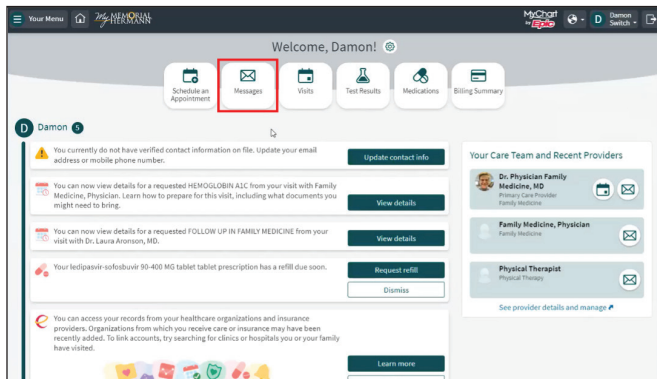
13. Upon completing the **eCheck-In** process, you will be brought to a confirmation screen. When your provider has reviewed the information you've submitted as part of this **E-Visit**, they will either ask additional questions or recommend the next steps for your care.



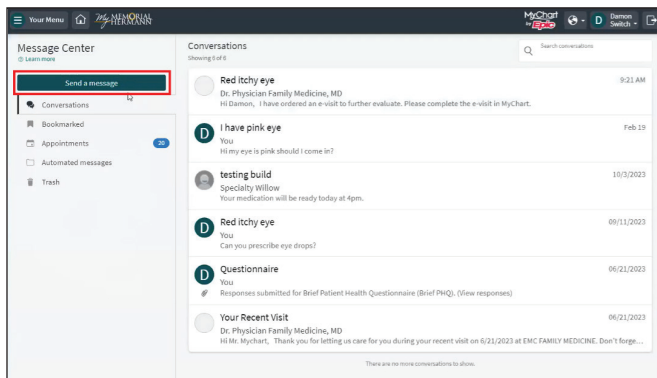
## Desktop



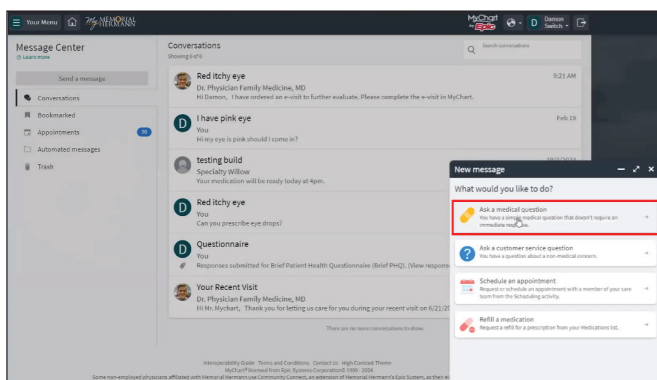
1. Log in to **My Memorial Hermann** on your (desktop or laptop) computer's web browser.



2. Click on the **Messages** button on the top of the homepage.



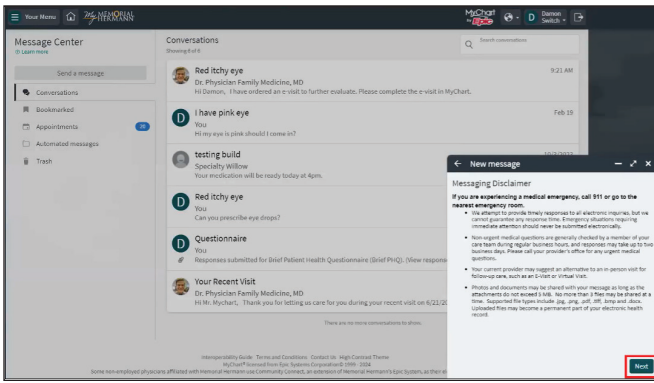
3. In the left margin of the **Message Center**, find and select **Send a message**.



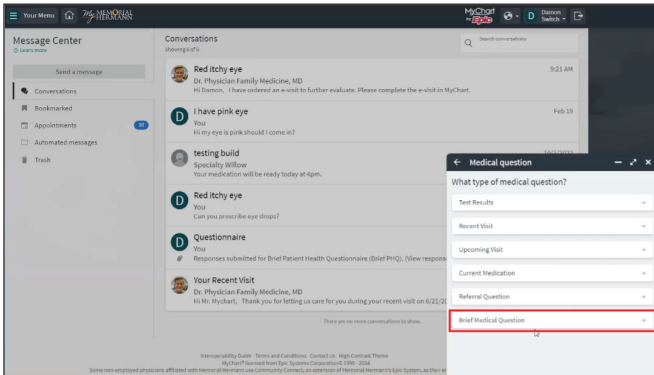
4. A pop-up will appear on the bottom right of your screen. Select **Ask a medical question**.

Some non-employed affiliated physicians use Community Connect, an extension of Memorial Hermann's Epic System, as their medical record.

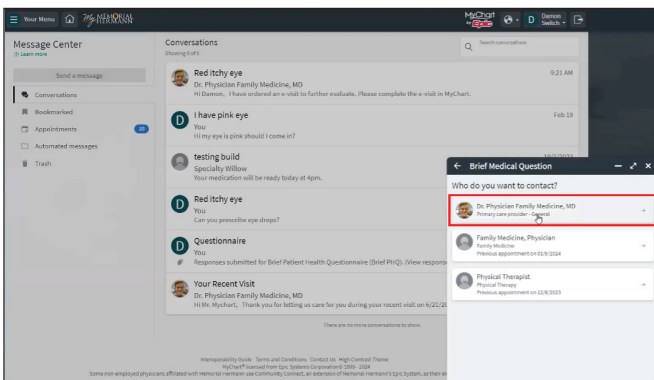
5. After reviewing the **Messaging Disclaimer**, click **Next**.



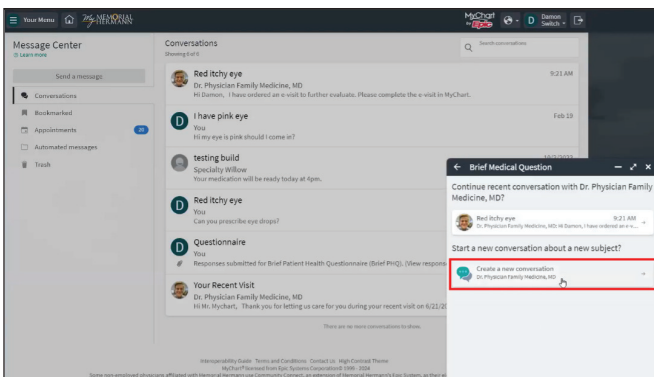
6. In the **What type of medical question?** window, select **Brief Medical Question**.



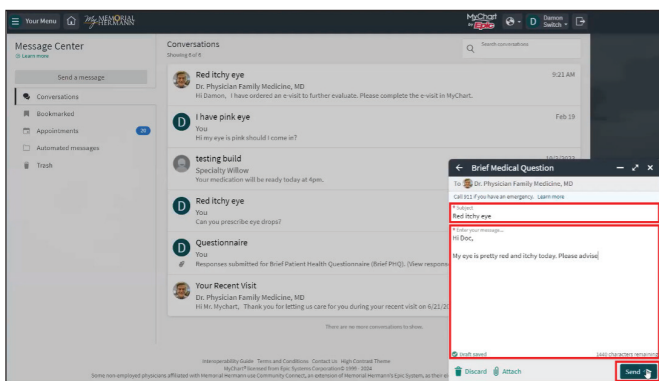
7. In the **Who do you want to contact?** window, select the provider you'd like to message.



8. Select **Create a new conversation**.

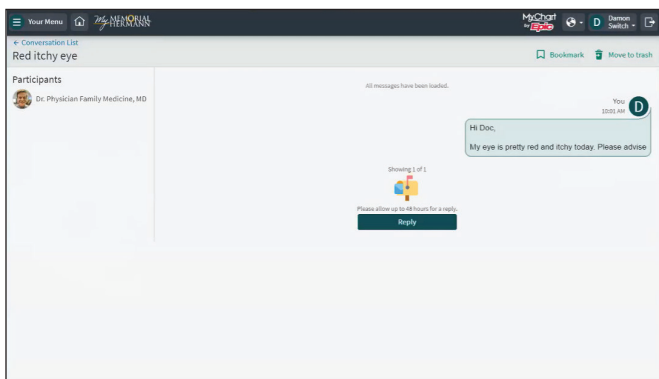


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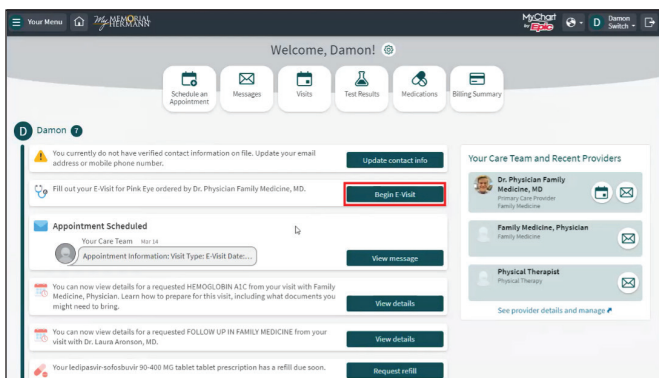


9. Type in the **Subject** and **description** of the issue you're having, then click **Send**.

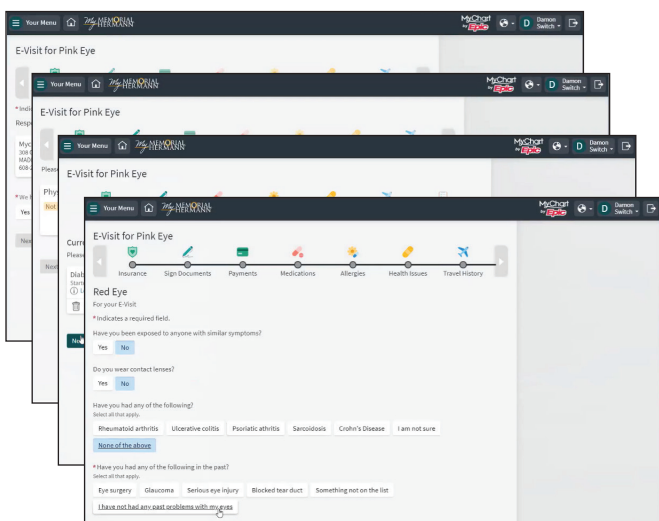
*Note: the care team will review your message, and the provider will initiate an **E-Visit** if appropriate.*



10. Once the message is sent, a new conversation thread will appear in your conversation list.



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12. You will begin the **eCheck-In** process for the **E-Visit** – confirming patient information such as insurance, consent and medical history, as well as completing questionnaires specific to your symptoms.

*Note: please set aside at least 15 minutes to complete this process.*

Some non-employed affiliated physicians use Community Connect, an extension of Memorial Hermann's Epic System, as their medical record.



13. You'll see a summary of your questionnaire responses at the end. Once you've validated that all information is correct, click **Submit**.

The screenshot shows the 'E-Visit for Pink Eye' questionnaire in the MyChart interface. The form contains several questions with text input fields and 'Edit' links. The questions and answers are as follows:

Question	Answer	Action
How long have you been having these symptoms?	Just today	Edit
Do you have a fever?	No, I do not have a fever	Edit
Are your symptoms associated with swimming?	I have been swimming, but I don't think they are related	Edit
Have your eyes been exposed to any chemicals, creams, or drops that may be causing irritation?	No	Edit
Have you suffered any recent injury to your eyes?	No	Edit
Have you been exposed to anyone with similar symptoms?	No	Edit
Do you wear contact lenses?	No	Edit
Have you had any of the following?	None of the above	Edit
Have you had any of the following in the past?	I have not had any past problems with my eyes	Edit
What medications are you currently using for these symptoms?	Eye drops from the shelf in the pharmacy	Edit
Please enter the medications you have been using	clear eye, it is not helping much	Edit
If available, please upload a photo of the eye that has been causing discomfort.		Edit
Anything else you would like to add?		Edit

At the bottom of the form, there are four buttons: 'Submit' (highlighted with a red box), 'Back', 'Finish later', and 'Cancel'.

14. Upon completing the **eCheck-In** process, you will be brought to a confirmation screen. When your provider has reviewed the information you've submitted as part of this **E-Visit**, they will either ask additional questions or recommend the next steps for your care.

The screenshot shows the 'E-Visit Details' confirmation screen in the MyChart interface. It features a green checkmark icon and the following text:

**Your E-Visit for Pink Eye has been submitted**

You can expect to receive a MyChart message with a response from our team within one business day. If you do not receive a response or your symptoms get worse, please call your clinic. You can return to this page through your appointments and visits list.

**Your E-Visit Submission**

Review your questionnaire answers below.

- ☒ Additional Check-In Questions (Print)
- ☒ Communicable Disease Screening (Print)
- ☒ Medicare Secondary Payer Questionnaire (Print)
- ☒ Red Eye (Print)

**Visit instructions**

Please allow a 24-hour period for responses from your Health Care Provider. If you are experiencing severe symptoms or a medical emergency, please call 911.

At the bottom, there is a button labeled 'Back to Appointments and Visits'.