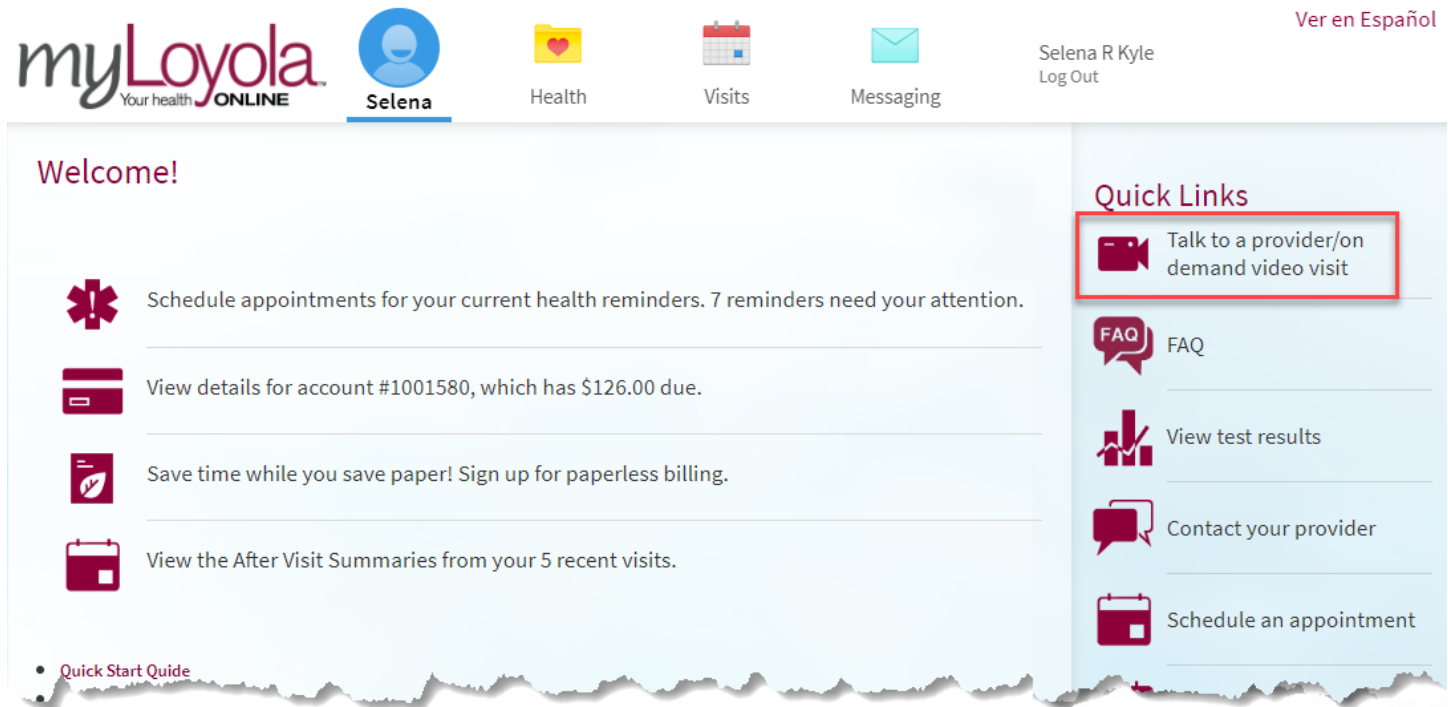


On Demand Video Visits

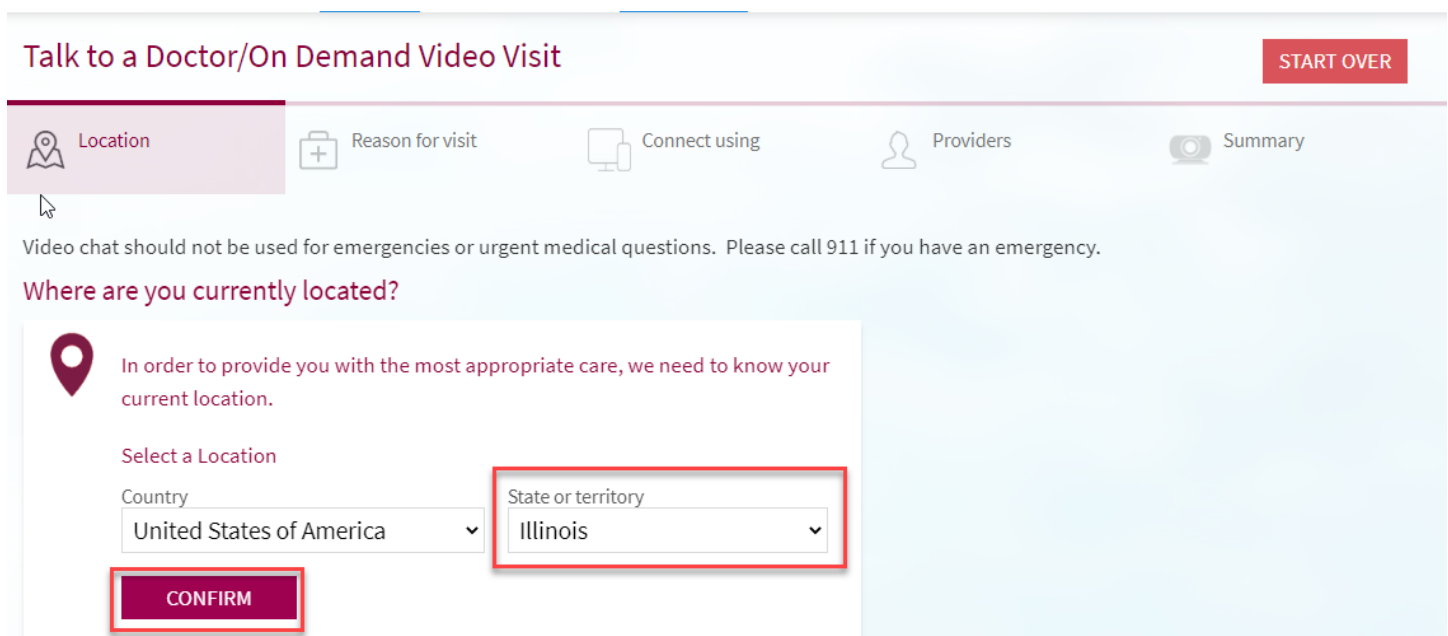
On demand video visits are available for flu-like symptoms. Patients can drop into an On Demand Video Visit queue and can be seen by the next available On Demand provider.

Under Quick Links, Click the **Talk to a provider/on demand video visit** link



The screenshot shows the myLoyola ONLINE patient portal. At the top, there is a navigation bar with the myLoyola logo, a user profile for Selena, and icons for Health, Visits, and Messaging. On the right, it says "Selena R Kyle Log Out" and "Ver en Español". The main content area is divided into two columns. The left column has a "Welcome!" heading and four cards: "Schedule appointments for your current health reminders. 7 reminders need your attention.", "View details for account #1001580, which has \$126.00 due.", "Save time while you save paper! Sign up for paperless billing.", and "View the After Visit Summaries from your 5 recent visits." The right column has a "Quick Links" section with five items: "Talk to a provider/on demand video visit" (highlighted with a red box), "FAQ", "View test results", "Contact your provider", and "Schedule an appointment".

Video Visits can only be scheduled if you are located in the state of Illinois. Once Illinois is selected, Click **Confirm**.



The screenshot shows the "Talk to a Doctor/On Demand Video Visit" form. At the top right, there is a "START OVER" button. Below the title, there are five tabs: "Location", "Reason for visit", "Connect using", "Providers", and "Summary". The "Location" tab is selected. Below the tabs, there is a warning: "Video chat should not be used for emergencies or urgent medical questions. Please call 911 if you have an emergency." The main question is "Where are you currently located?". Below this, there is a form with a location pin icon and the text: "In order to provide you with the most appropriate care, we need to know your current location." The form has a "Select a Location" section with two dropdown menus: "Country" (set to "United States of America") and "State or territory" (set to "Illinois", highlighted with a red box). Below the dropdowns is a "CONFIRM" button (also highlighted with a red box).

Currently, On Demand Video Visits are only available for flu-like symptoms. Under Reason for visit, click **Flu Symptom Visit**.

The screenshot shows the top navigation bar with the myLoyola ONLINE logo, a user profile for 'Selena', and a 'Health' folder icon. Below this is a header for 'Talk to a Doctor/On Demand Video Visit'. A progress bar shows 'Location' as 'Illinois' with a green checkmark and 'Reason for visit' as a greyed-out box with a plus icon. A text input field labeled 'What brings you here today?' contains the text 'Flu Symptom Visit' and is highlighted with a red border.

Review the instructions for connecting to the On Demand Video Visit by either *Computer* or *Mobile App*. Click **Okay** when finished viewing the directions.


This screenshot shows the same 'Talk to a Doctor/On Demand Video Visit' header. The progress bar now shows 'Location' as 'Illinois', 'Reason for visit' as 'Flu Symptom Visit', and 'Connect using' as a greyed-out box with a computer and mobile phone icon. Below the header, a question asks 'Which of the following would you like to use for your video visit?'. Two buttons, 'My Computer' and 'Mobile App', are shown, with 'My Computer' highlighted in pink and both buttons enclosed in a red border. Below the buttons is a section with a computer icon and text: 'Before you sign up for a video visit, make sure your computer has a working camera, microphone, and speaker. If you don't meet these requirements, try using the mobile app.' Underneath are three icons: a camera labeled 'Camera', a microphone labeled 'Microphone', and a speaker labeled 'Speaker'. At the bottom is a large purple 'OKAY' button.

Click **Put Me In Line** to enter into the queue to speak with the next available On Demand provider.

Talk to a Doctor/On Demand Video Visit

✓ Location [Edit](#)
Illinois

✓ Reason for visit [Edit](#)
Flu Symptom Visit

 [Providers](#)

Who would you like to talk to?



Next available provider

Estimated wait: **Less than 5 minutes**



PUT ME IN LINE

Enter any additional details that the provider will need to know about your symptoms. Check to ensure that your email and mobile phone number are correct in order to receive a push notification that the On Demand Provider is ready. Then, Click **Put Me In Line**.

Talk to a Doctor/On Demand Video Visit


START OVER

✓ Location [Edit](#)
Illinois

✓ Reason for visit [Edit](#)
Flu Symptom Visit

✓ Connect using [Edit](#)
My Computer


✓ Providers [Edit](#)
Next available
provider


 [Summary](#)


You're almost there!

Next available provider

Loyola Medicine - TST

 Flu Symptom Visit

 Estimated wait
Less than 5 minutes

 Estimated cost
Not available

Additional details:

What is the most important thing you want addressed during this visit?
Fever, Sore throat, Headache x 4 days


 How would you like to be notified when your doctor is ready?

Text me: 989- -1871 









Email me: Nicole @luhs.org 

PUT ME IN LINE

You must complete e-check in immediately in order to connect to the On Demand Video Visit provider. Click the **Update Information** button to begin the e-check in process.

VIRTUAL ON DEMAND with ON DEMAND PROVIDER 

You must complete eCheck-In before joining the video visit.

-  Verify Travel History
-  Complete Appointment Questionnaires
-  Verify the Person Responsible for Payment
-  Verify Insurance
-  Verify Medications
-  Verify Allergies
-  Verify Health Issues
-  Sign Documents


UPDATE INFORMATION

Once eCheck-in is complete, start your video visit with the button below.

You must complete eCheck-In before joining the video visit.

BEGIN VIDEO VISIT

Once e-check in is completed you can click the **Begin Video Visit** button to join the Video Visit Virtual Waiting Room where the next On Demand Video Visit provider will join you.

VIRTUAL ON DEMAND with ON DEMAND PROVIDER 

Click the button below to join the video visit and wait for the next available provider.

BEGIN VIDEO VISIT

Thanks for Using eCheck-In!

The information you've submitted is now on file.