My St.Luke’s Tip Sheet

Audience: State of Idaho Employees with work related illness/injury

## Occupational Health Video Visits – State of Idaho Employees

State of Idaho employees who have work-related illness or injury can see a St. Luke’s provider via MyChart. Employees can use these Occupational Health Video Visits for new illnesses or injuries, or for follow-up to treatment received in an emergency department or urgent care facility. Appointments can be scheduled the same day or for a future date.

### Create a MyChart Account

All video visits require a MyChart account. If you already have a MyChart account, skip ahead to the Preparing for a Virtual Visit section. If you do not have a MyChart account, follow these steps to create one. If you are unable to sign up online, please call 208-381-9000 for assistance.

1. From any computer or mobile device with internet access, visit [www.stlukesonline.org/mychart](http://www.stlukesonline.org/mychart).
2. Click the [New User? Sign up now](https://mychart.slhs.org/mychart/accesscheck.asp) button.
3. If you have a MyChart activation code (provided by St. Luke’s staff at a visit), enter it and the other required information into the appropriate fields, and then click next. Complete the sign-up process. If you do not have an activation code, skip ahead to step 4.
4. If you do not have a MyChart activation code, click Sign Up Online. Follow the prompts to complete the sign up process.
5. Once all information has been entered and a username and password have been created, you have successfully created your MyChart account. In MyChart, you can view test results, contact your provider(s), request medication refills, schedule appointments, and see providers virtually.
6. To use the free MyChart app from your mobile device, visit the Apple App Store or Google Play to download.

### Log in to MyChart

To begin a virtual visit with a St. Luke’s provider, you must first log in to MyChart. Follow these steps to get logged in, then move to the next section to request an appointment with a provider.

1. Open the MyChart app on your mobile device or visit [www.stlukesonline.org/mychart](http://www.stlukesonline.org/mychart).
2. Enter your username and password to sign in.

### Preparing for a Virtual Visit

Virtual Visits require some setup in advance of the appointment. You must ensure your computer or mobile device has a camera and microphone, and you must schedule a visit.

1. Confirm that you have a MyChart account and that you are able to log in.
   1. If you do not have a MyChart account, please refer to the section of this document titled [Create a MyChart Account](#_Create_a_MyChart) and follow the steps. If you do have a MyChart account, make sure you are logged in. If you need assistance logging in, please refer to the section of this document titled [Log in to MyChart](#_Log_in_to).
2. Ensure you have both a camera and microphone for your video visit.
   1. You may use a desktop computer, laptop, tablet, or smartphone for your appointment. We recommend using a tablet or smartphone, as they offer a better user experience and most of these devices already have an appropriate camera and microphone setup.
3. On a desktop computer, you must use supported browsers: Google Chrome, Firefox, or Microsoft Edge on a Windows computer, or Safari on a Mac computer. On a mobile device, you must download and use the MyChart app.

### See a St. Luke’s Provider via Video Visit

1. Once you have logged in, MyChart opens to the home screen. Click on the Your Menu button.
2. From the menu options, select Schedule an Appointment.
3. In the Tell us why you’re coming in section, click Schedule an Occupational Health Visit.
4. Select State of Idaho from the employer options. Click Continue.
5. Answer each of the questions that appear, clicking Continue after each submission:
   1. Enter your 3-Digit Agency Code (if you aren’t sure, enter Unknown).
   2. Is this a work injury? Yes/No
   3. Acknowledge that you have notified your supervisor of the injury per State of Idaho’s policy.
   4. Is this a new injury or a follow-up of an existing injury? New Injury/Follow-up
      1. Note: If Existing Injury is selected, a follow-up question will appear asking if you have previously seen an Occupational Health provider. If you have, previous visits will appear as Past Visits in the Occupational Health department and would be documented in your MyChart record.
   5. Is your injury a burn, laceration, head injury, suspected fracture/dislocation, or eye injury? Yes/No
      1. Note: if the injury is a burn, laceration, head injury, suspected fracture/dislocation, or eye injury, you will be directed to schedule an in-person visit at a clinic location and will NOT be scheduled for a virtual video visit.
   6. Acknowledge that your selections will schedule a Video Visit appointment.
6. If you will be physically located in Idaho for your appointment, proceed to the next step. If you will be located somewhere other than Idaho, click the link to change your location.
7. Available appointment times appear. Select the first available time on today’s date to see a provider as soon as possible. An appointment for a future date/time can also be selected, if an immediate visit is not needed.
8. In the \*Please share specific details about the reason for your visit (required) field, enter the reason for your visit (i.e. carpal tunnel, knee pain, etc.).
9. Once all appointment information is complete, click Schedule it to schedule the appointment. Note: the appointment is not scheduled until you click Schedule it.
10. eCheck-In is required prior to joining a video visit. Click eCheck-In to begin.
11. MyChart will guide you through a series of questions where information is collected about your emergency contacts, document signatures, medication history, pharmacy preference, health history, and allergies. Add, remove, or update information as needed, clicking Next to move between screens. At the conclusion of e-Check in, click Submit.
12. After eCheck-in is complete, and up to 20 minutes in advance of your scheduled visit, click the Join video visit button to join the provider call. Please call (208) 381-9000 if you need assistance with the video visit set-up process.