

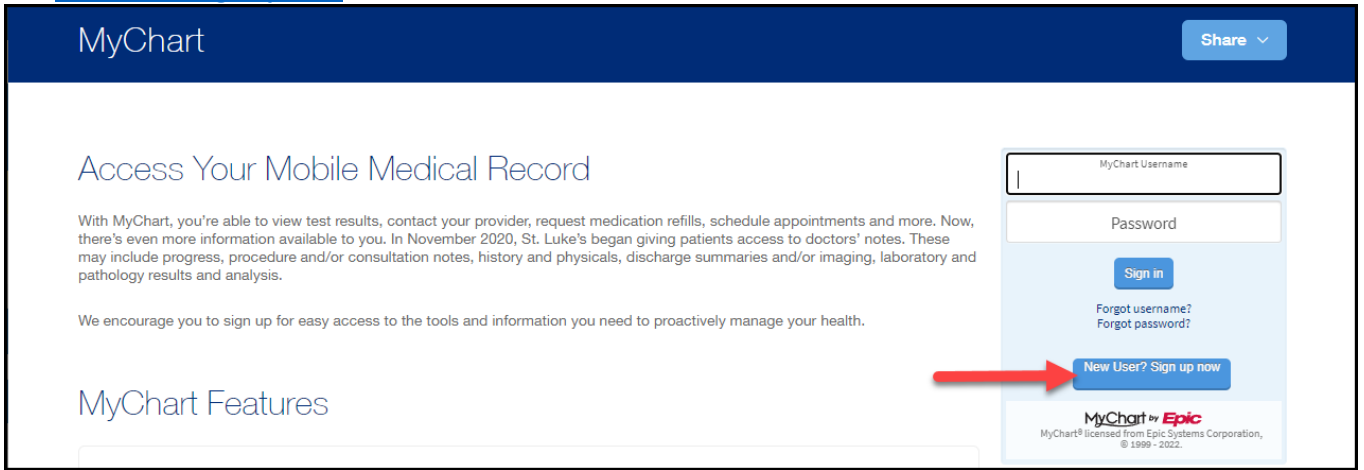
Occupational Health Video Visits – State of Idaho Employees

State of Idaho employees who have a 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.

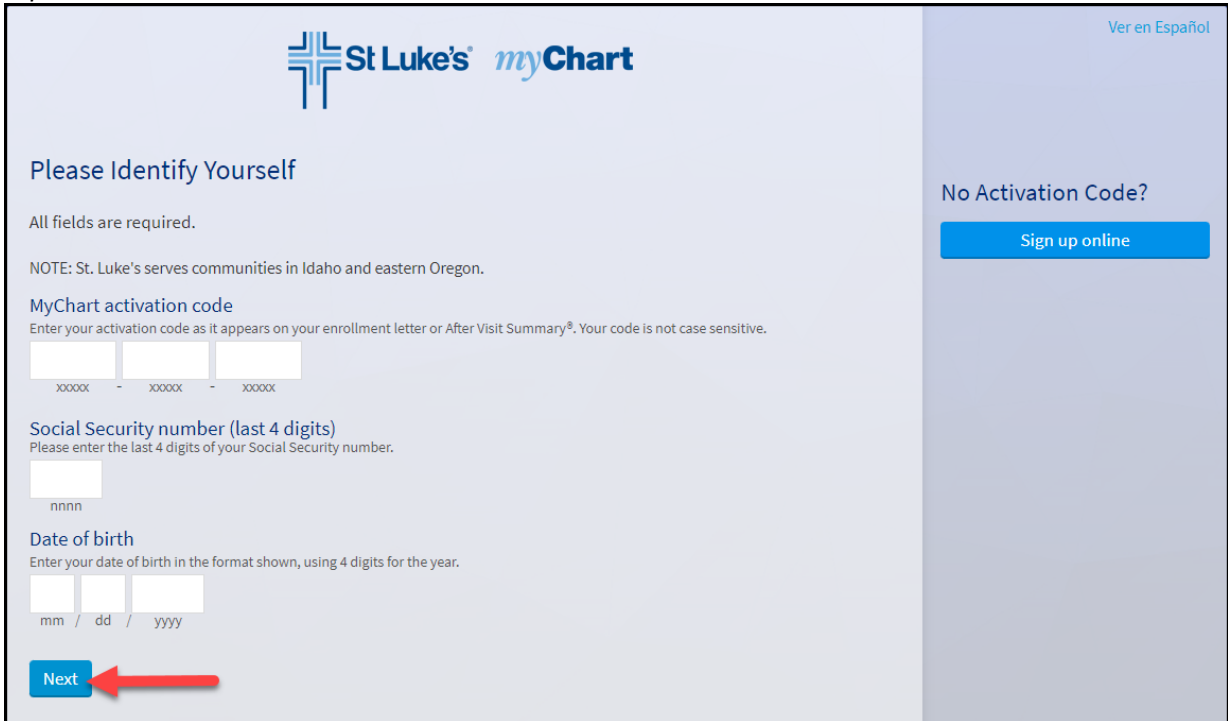
Create a MyChart Account

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.

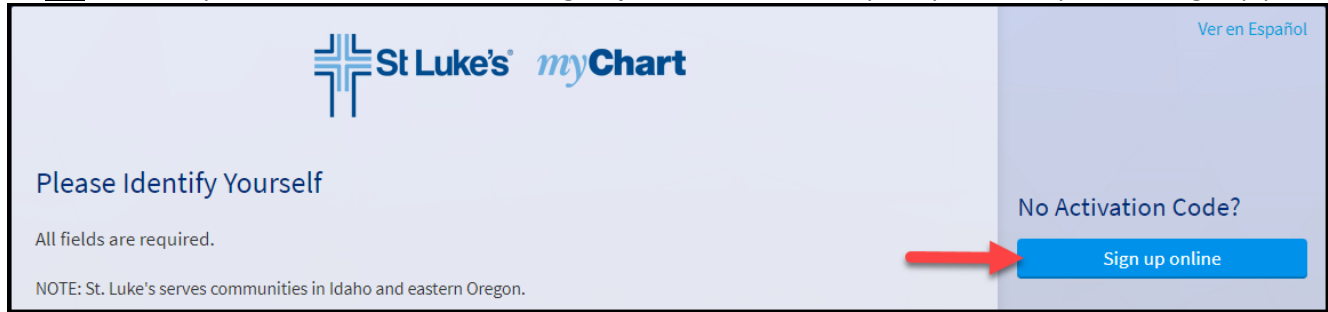
1. From any computer or mobile device with internet access, visit www.stlukesonline.org/mychart.
2. Click the [New User? Sign up now](#) button.



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.

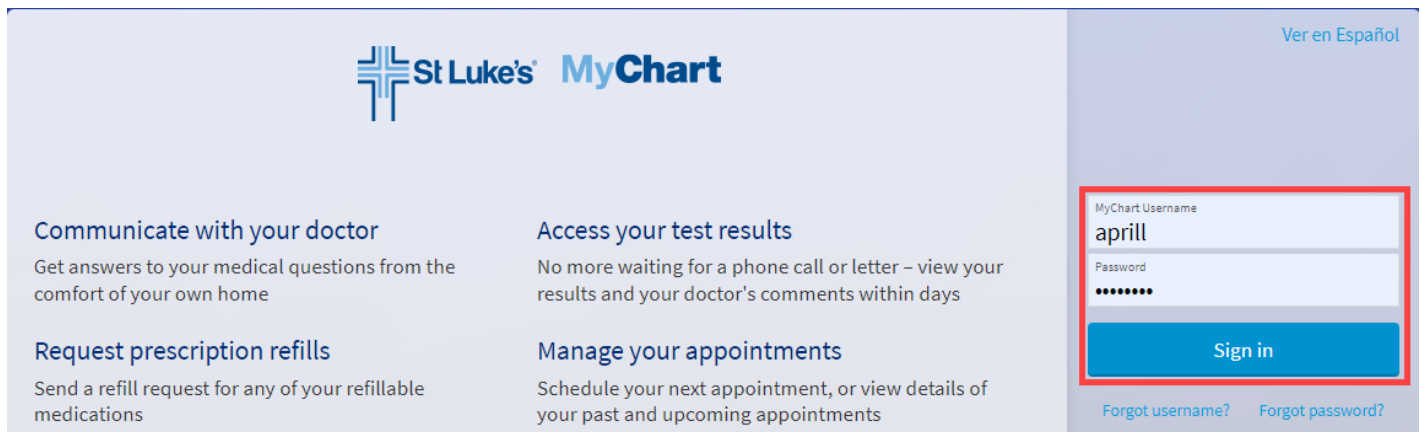


5. Once all information has been entered and a username and password have been created, you have successfully created your MyChart account. In MyChart, you can view test results, contact your provider(s), request medication refills, schedule appointments, and see providers virtually.
6. To use the free 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. *Note: screen shots are taken from a desktop computer, so the app view may vary slightly.*

1. Open the MyChart app on your mobile device or visit www.stlukesonline.org/mychart.
2. Enter your **username** and **password** to sign in.



Preparing for a Virtual Visit

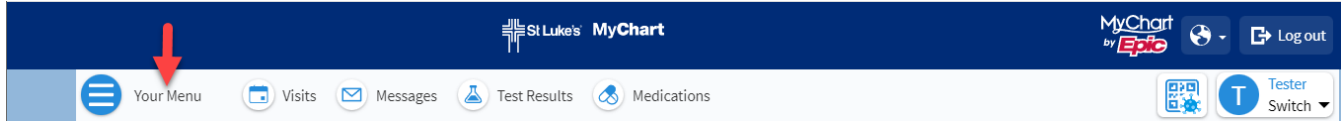
Virtual Visits require some setup in advance of the appointment. You must ensure your computer or mobile device has a camera and microphone, and you must schedule a visit.

1. **Confirm that you have a MyChart account and that you are able to log in.**
 - a. If you do not have a MyChart account, please refer to the section of this document titled [Create a MyChart Account](#) 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](#).
2. **Ensure you have both a camera and microphone for your video visit.**
 - a. 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.

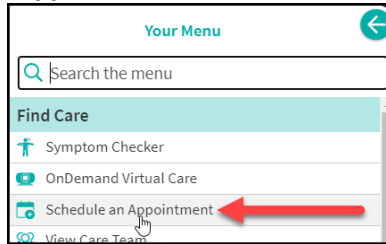


See a St. Luke's Provider via Video Visit

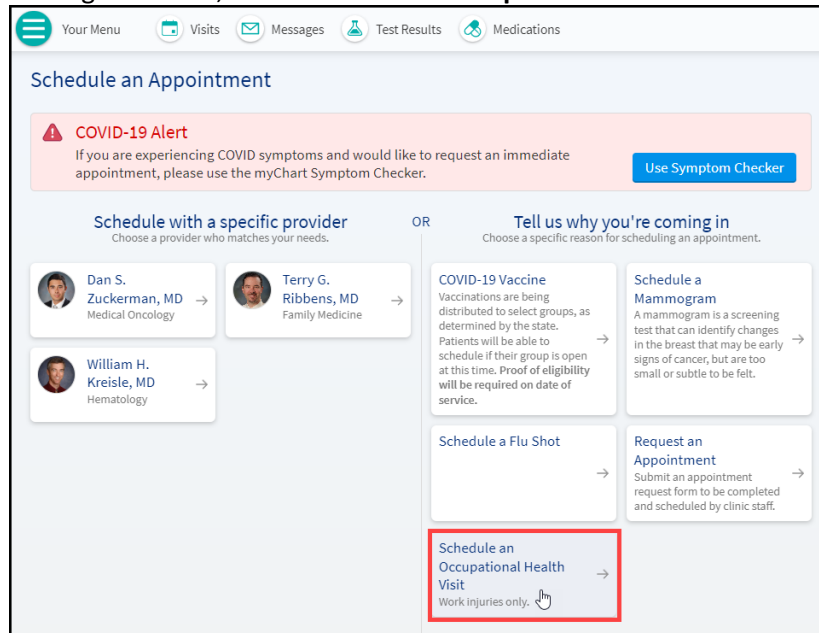
- Once you have logged in, MyChart opens to the home screen. Click on the **Your Menu** button.



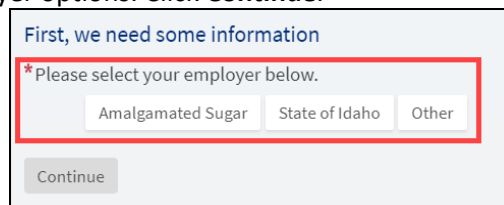
- From the menu options, select **Schedule an Appointment**.



- In the Tell us why you're coming in section, click **Schedule an Occupational Health Visit**.

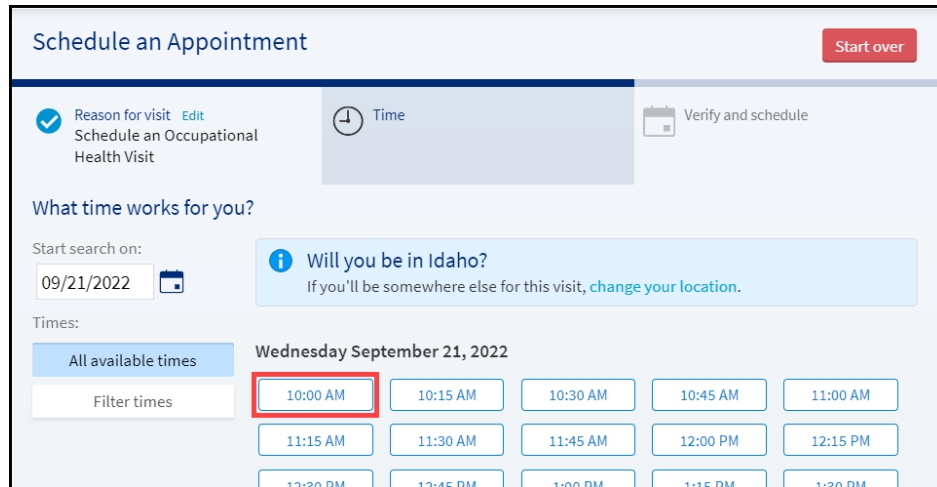


- Select **State of Idaho** from the employer options. Click **Continue**.

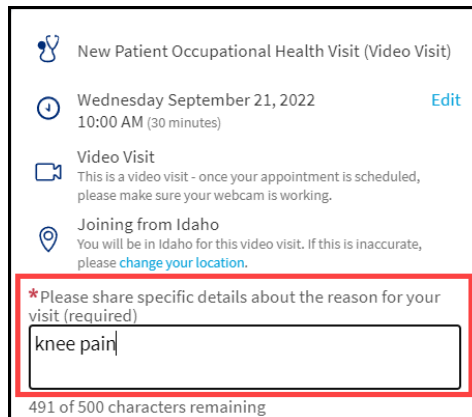


- Answer each of the questions that appear, clicking **Continue** after each submission:
 - Enter your **3-Digit Agency Code** (if you aren't sure, enter **Unknown**).
 - Is this a work injury? **Yes/No**
 - Acknowledge** that you have notified your supervisor of the injury per the State of Idaho's policy.
 - Is this a new injury or a follow-up of an existing injury? **New Injury/Follow-up**
 - 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.*
 - Is your injury a burn, laceration, head injury, suspected fracture/dislocation, or eye injury? **Yes/No**
 - 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.*
 - Acknowledge** that your selections will schedule a Video Visit appointment.

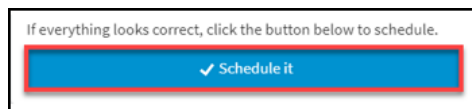
- If you will be physically located in Idaho for your appointment, proceed to the next step. If you will be located somewhere other than Idaho, click the link to **change your location**.
- Available appointment times appear. Select **the first available time on today's date** to see a provider as soon as possible. An appointment for a future date/time can also be selected, if an immediate visit is not needed.



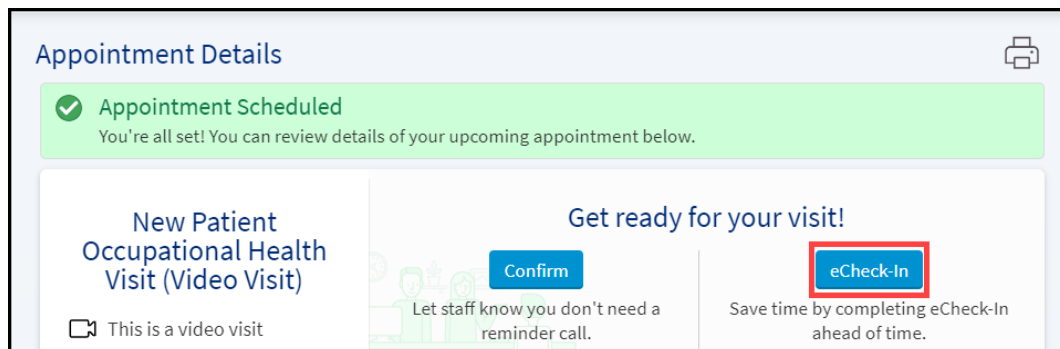
- In the ***Please share specific details about the reason for your visit (required)** field, enter the **reason for your visit** (i.e. carpal tunnel, knee pain, etc.).



- Once all appointment information is complete, click **Schedule it** to schedule the appointment. *Note: the appointment is not scheduled until you click **Schedule it**.*





- eCheck-In is required prior to joining a video visit. Click **eCheck-In** to begin.




- 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.


Appointment Details 


 **Ready to begin video visit**
We're ready for you! Begin the video visit, and your provider will be with you shortly.


Employee: New Patient Occupational Health Visit (Video Visit)

 This is a video visit


 **Tuesday June 28, 2022**
Join by 3:45 PM MDT
Starts at 3:50 PM MDT (30 minutes)

 [Add to calendar](#)

 [Reschedule appointment](#)

 [Cancel appointment](#)

It's time to start your video visit!

 **Join video visit**

When you are ready to talk to your doctor, click the button.

Confirm

Let staff know you don't need a reminder call.

Visit Instructions

We've made video visits even easier! You can now test your video visit connection ahead of time directly from your myChart account and join your visit without having to download an additional video application. Please review the updated [video visit instructions](#) to ensure your visit goes smoothly.

Begin your video visit. You'll be able to join your video visit 20 minutes prior to your scheduled appointment time. If the connection was successful, you'll be placed in a virtual waiting room. Your provider will be with you shortly!

Please call (208) 381-9000 if you need any assistance with the video visit set-up process. If you have any concerns about being able to complete a video visit, please call your clinic prior to your appointment.

We look forward to seeing you soon.

Your Video Visit encounter provider is _____ and his/her license number is _____.