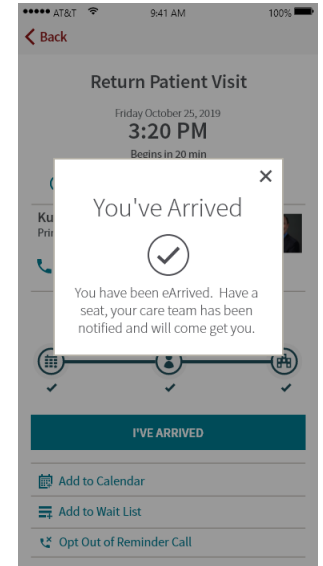# myHEALTH

Contactless Check-in / Check-out = Safe Engagement for All

As we ramp back up reopening our clinics, patients and staff both seek ways to prevent infection by limiting the number of surfaces touched and people in close proximity. Here are ways to leverage MyHealth to increase staff and patient safety through our built-in **contactless** *functionalities:*

**1. Have patients use eCheck-in/eArrival to reduce/eliminate time queuing at the front desk**

eCheck-in is universally available for MyHealth patients to use at all clinics to validate or update their personal information and save time and typing by clinic front desk staff. Patients confirm their demographic and insurance information, pay their copay electronically, and e-sign any required documents such as HIPPAA, Annual Terms & Conditions, and MSPQ. View [KB Article: eCheck-in](#) for more details.

eArrival takes eCheck-in a step further and automatically confirms the patient has arrived in the clinic before their appointment without needing to approach the front desk at all. This fully automatic feature both streamlines the user experience and increases the safety of staff and patients by limiting personal contact. eArrival is live at select major sites and clinics. To enable eArrival at your location, please submit a ticket via [ServiceNow](#) and a team member will reach out to you to work through implementation details.

2. Avoid handing over a printout of the After-visit Summary (AVS)

Patients can access their AVS at any time on their phone or computer using MyHealth. Rather than printing out a summary and handing a piece of paper over the clinic counter to the patient, try encouraging patients to look in their **Past Appointments→Appointment Details** screen to read the full AVS safely and at their convenience.

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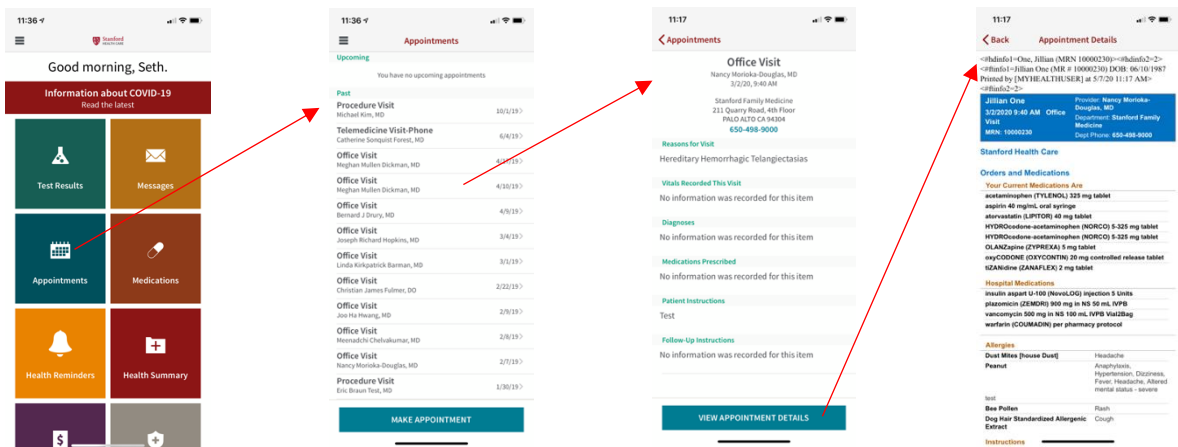
myHEALTH

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3. Avoid patients queuing at the front desk to schedule follow-up appointments

With Direct Scheduling (Return Patient Scheduling), MyHealth patients can book a return visit themselves with the doctor. Patients won't have to line up anymore at the front desk after seeing the doctor to schedule a return visit, which saves staff and patients time and limits contact and queuing. To enable direct scheduling, please submit a ticket via ServiceNow and a team member will reach out to you to work through implementation details.

4. Send a bulk message to your patients via MyHealth that you are open for care

Use the MyHealth Bulk Messaging feature to let patients know that you're ready to see them. Note that this feature requires clinic management approval.

Enrollment Summary

Operational Areas	FY20 Target	Apr-20	FY20 Growth
SHC			
EBCs	90%	97.1%	3.1%
SHC Primary Care	90%	94.0%	3.5%
SHC Specialty Care	90%	87.1%	2.8%
SHC Inpatient	77%	79.7%	6.2%
SHC ED	45%	55.0%	17.2%
ValleyCare			
VC Outpatient	65%	67.9%	14.6%
VC Inpatient	55%	53.6%	7.7%
VC ED	35%	44.9%	18.5%
UHA	80%	83.8%	8.8%
Labs/Imaging	85%	88.6%	12.2%

MyHealth Resources

- SharePoint Site: Central site for all MyHealth-related resources and information.
- Marketing Portal: Self-service portal to order patient-friendly marketing materials.
- Dashboard: Reporting dashboard for MyHealth metrics. [Request access via ServiceNow]
- HealthStream Training: Overview of MyHealth Inpatient and/or Outpatient features.
- FAQ: Patient-facing site with common questions and answers about MyHealth.

Questions or suggestions? Please email MyHealth_Suggestion_Box@stanfordhealthcare.org.

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