



How to Prepare for a Telehealth Visit

This tip sheet is for the patient. The patient will follow the steps below to prepare for and complete a telehealth appointment in the Qure4u MyCarePlan app.

Logging into Qure4u

After scheduling the appointment, the patient will receive a Welcome Email with login details for the MyCarePlan app. The email will be sent to the email on file in the patient's chart in Athena.

1. Patient receives **Welcome Email** with username, password, and links to download the MyCarePlan app
2. Patient downloads **MyCarePlan App** on their personal device, either smartphone or tablet, by clicking the appropriate link in their email.
 - a. Apple products are recommended
 - b. Android products are supported
3. Click **Login** to enter credentials
4. Patient enters their **Username and Password** from welcome email and clicks Login
5. You will be asked to change your password and set a security question
 - a. **Password** – make sure this is something you can remember or save it on a note on your device for future reference
 - b. **Security Question** – this is a question of your choice. Be sure it is a question you will remember the answer to.
6. Click **Submit**
7. You will then be successfully logged into the MyCarePlan app!

If your username or password do not work, or you cannot remember your password, call Qure4u Support

Orientation to MyCarePlan

Here is an overview of the icons you will see throughout the MyCarePlan app.



The **Heart** icon is where you will find and complete your pre-appointment tasks



The **Envelope** icon is where you can send a message to your provider or provider's staff



The **Money** icon is where you can view and pay your outstanding balances and copays



The **Message** icon is where you can view the office's News Feed (like social media for the office)



The **Clock** icon is where you can view upcoming appointments including Telehealth visits



Completing Pre-Appointment Tasks

All tasks must be completed in their entirety. **A green checkmark will appear when the task is complete.**

Update Demographics

The demographics will display the patient's demographic details as they appear in Athena Health. If something is incorrect, the patient should update their information through the app. This will update the information in Athena.

1. **Review** each section of the demographics page
2. **Update** information as needed
3. **Confirm** details are correct, then scroll down and click **Next**
4. Click **Submit** when you are ready to save and send the new information into Athena

Pay Copay

You will have the ability to view and make payments through MyCarePlan app. The app displays the copay and outstanding balance as displayed in Athena based on the patient's insurance. **If you have questions or concerns regarding your balance or copay, please contact your doctor's office.**

1. Click **Pay Now**
2. Enter your credit card information
3. **Submit** payment

The MyCarePlan app **does not** store your credit card information for security purposes

Signature Documents

At some point in your visit, you will likely be asked to sign a consent form or two in the app. Review the document and sign using your finger.

1. **Review** the document in the app
2. If you want to make the document larger, **click to open the document in a new browser.**
3. Click **Sign Document**
4. **Sign using your finger in the box**
5. Click **Clear** in the far-right corner to clear your signature and try again
6. Click the checkbox to **accept the Terms & Conditions**
7. Click **Submit** to send the consent form to Athena



Connecting to the Telehealth Visit

Once you have completed all pre-appointment tasks you will be ready to connect to the video visit and begin the call with the provider.

1. Go to the **Clock Icon**  in the bottom right corner of the app
2. Select your Telehealth appointment
3. Click the **Play button**  to start the call
4. You will see the below screen upon starting the call.
5. The provider will connect, and you will be placed in video call.

