

# MySEARHC Quick Reference Guide

## Joining a Virtual Visit

For optimal performance, SEARHC recommends patients use the MySEARHC experience through the MEDITECH MHealth App for joining Virtual Visits.

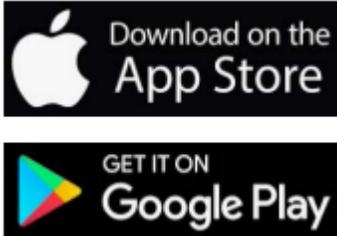
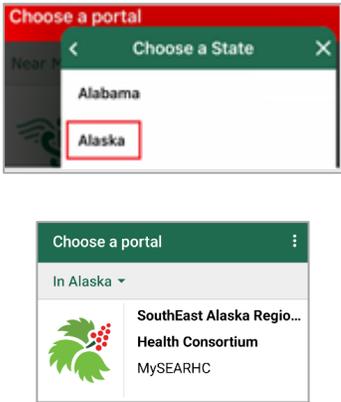
**In order to utilize the Virtual Visit functionality for an appointment, please review the following guidelines:**

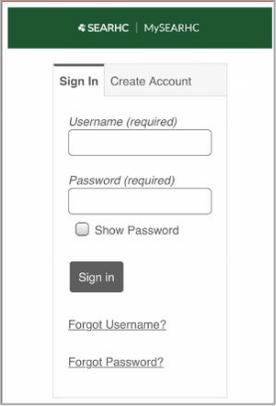
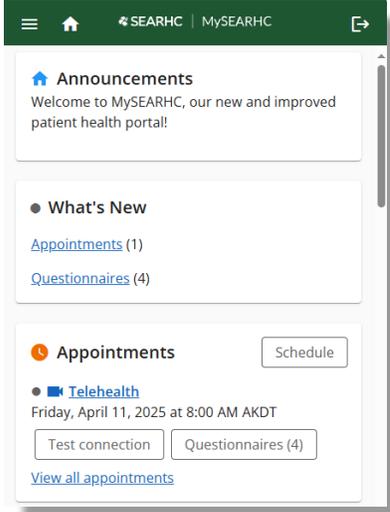
- You must have access to a mobile device with a working camera and microphone.
- You must have access to Wi-Fi or a data plan.
- You must have a MySEARHC, patient health portal account.

**Accessing MySEARHC**

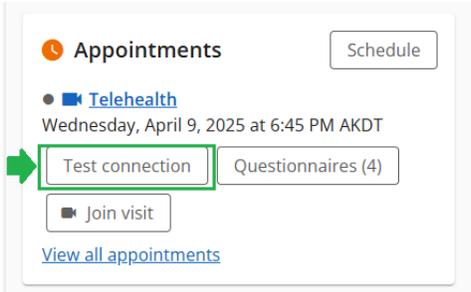
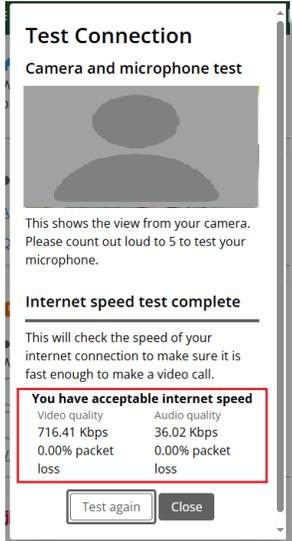
If you wish to **enroll in MySEARHC** or require **Sign in** assistance, please contact the **Patient Support Center** at **907.463.0400**.

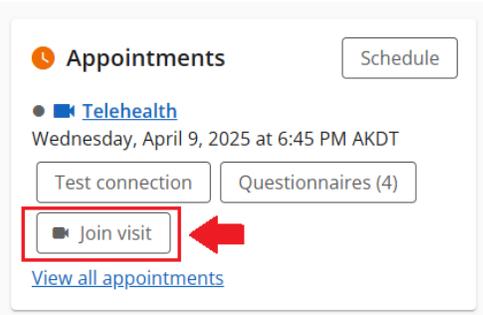
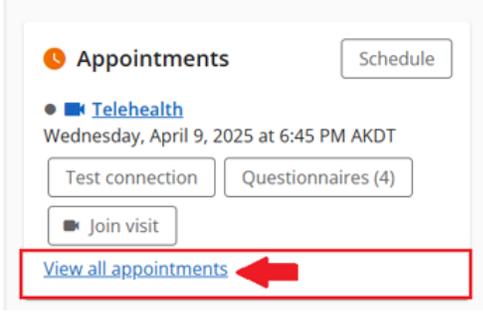
## Installing the MySEARHC Mobile App

	<p><b>On your device, access the App Store (Apple) or Google Play Store (Android).</b></p> <p>You will access <b>MySEARHC</b> via the <b>MEDITECH MHealth app</b>. This app is currently available on Android and Apple devices - if you are on an unsupported device, you can access your secure, personal health portal through a web browser.</p>	
	<p><b>Search for 'MEDITECH MHealth'</b></p> <p><b>Install</b> or <b>Get</b> the MEDITECH MHealth app.</p>	
	<p><b>Once the app is installed, search for "MySEARHC"</b></p> <ul style="list-style-type: none"> <li>• <b>Optional – Enable location.</b> Your device will ask if you would like to allow the app to access your location. Grant access IF you would like to use the functionality to find a portal 'Near Me.'</li> <li>• <b>Search by state.</b> Alternatively, under 'Choose a portal', select <b>My Recent Portals</b> and from the <b>Search</b> pop-up window, select <b>US States</b> then <b>Alaska</b>.</li> <li>• Select <b>'SouthEast Alaska Regional Health Consortium MySEARHC'</b> from the options.</li> </ul>	

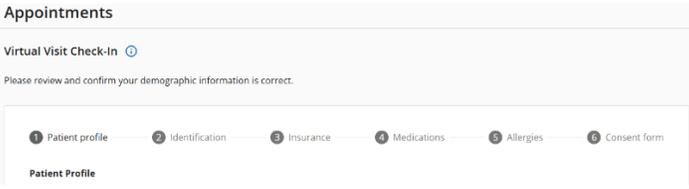
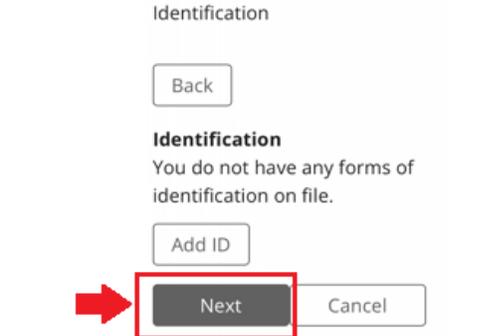
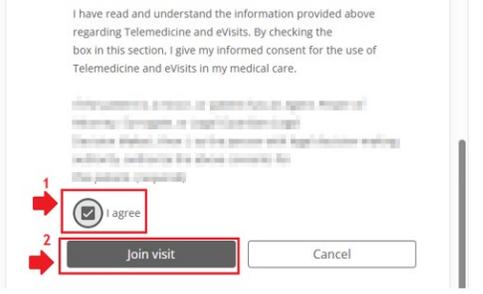
<p><b>4</b></p>	<p><b>Log in to MySEARHC</b></p> <p>Once MySEARHC is selected, you will be taken to the Sign In screen, enter your current <b>Username</b> and <b>Password</b> and select <b>Sign in</b> to access your portal.</p>  <p style="text-align: center;">Accessing your portal...</p>  <p style="text-align: center;"><b>SouthEast Alaska Regional Health Consortium</b> MySEARHC</p>	<p><b>Home Dashboard</b></p> 
<p><b>5</b></p>	<p><b>Allow Access</b></p> <p><b>When prompted</b>, allow access to your Microphone and Camera. Please note that this screen may look different depending on your device.</p>	<p>Example only: <i>May look different</i></p> 

### Accessing a Virtual Visit from MySEARHC

<p><b>6</b></p>	<p>Before joining the visit, select <b>Test connection</b> to test your internet connection, camera and audio quality.</p>  <p><b>***Please Note: The <b>Join visit</b> button will only be available 30 minutes prior to the scheduled appointment and about 15 minutes after the scheduled appointment. However, you may continue to see this button to Rejoin if you accidentally get disconnected or leave the visit.</b></p>	<p>Example:</p> 
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<p><b>7</b></p>	<p>Select <b>Join visit</b>, to start the Virtual Visit Check-in process.</p>	
<p><b>8</b></p>	<p>For <b>multiple, same day Telehealth appointments</b>, select the <b>View all appointments</b> for a full list of upcoming appointments.</p>	

### Virtual Visit Check-In Process

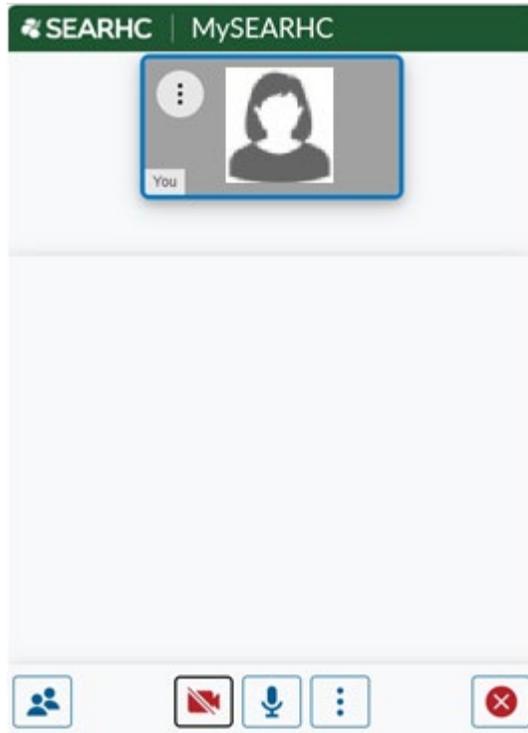
<p><b>9</b></p>	<p>The Virtual Visit Check-In process <b>may have up to six steps</b>. Select <b>Next</b> to progress through the steps.</p> 	
<p><b>10</b></p>	<p>As the final step,</p> <ul style="list-style-type: none"> <li>• Review the Virtual Visit consent form</li> <li>• Select <b>I agree</b></li> <li>• Select <b>Join visit</b></li> </ul>	

## Virtual Waiting Room

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### Virtual Waiting Room

Use the buttons at the bottom to turn off/on your camera and mute off/on your microphone.



Example when Provider joins (bottom window).

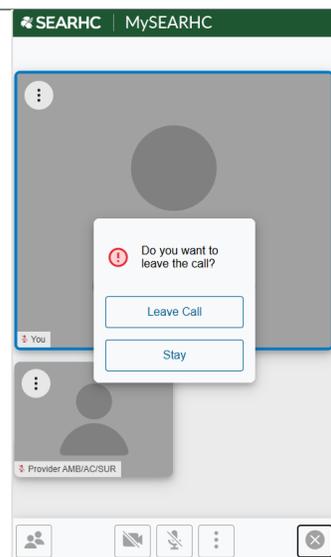


## Leaving the Virtual Visit and ending the call

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To end the call, select the  button to open the Do you want to leave the call? window.

Select **Leave Call** to end the call.



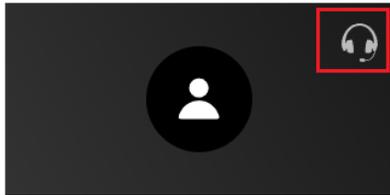
## Troubleshooting a Virtual Visit using Test Connection feature

**Indicates Camera is off or not working.**

**NOTE:** If you do not visually see yourself in the Test Connection screen your Camera is turned off, covered or may not be working.

### Test Connection

#### Camera and microphone test



This shows the view from your camera. Please count out loud to 5 to test your microphone.

#### Internet speed test complete

This will check the speed of your internet connection to make sure it is fast enough to make a video call.

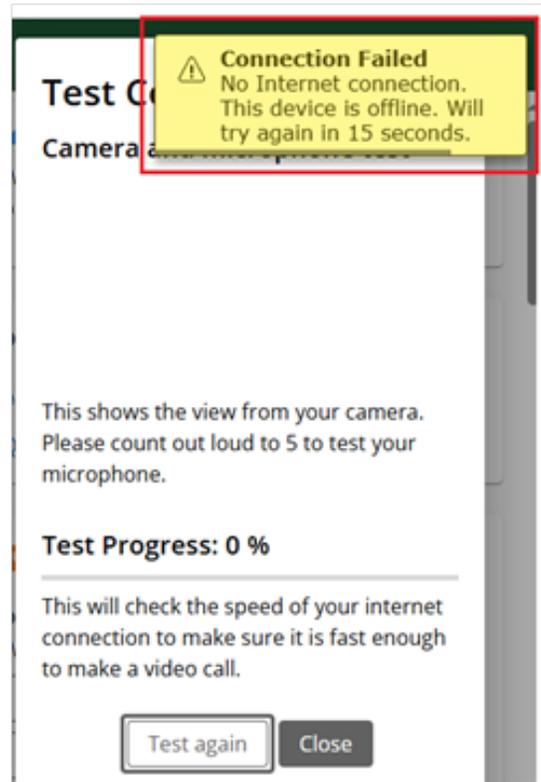
Audio quality  
 34.39 Kbps  
 0.00% packet loss

Test again

Close

**Indicates loss of Wi-Fi or data connection during test.**

**NOTE:** You must have access to Wi-Fi or a data plan.



This shows the view from your camera. Please count out loud to 5 to test your microphone.

**Test Progress: 0 %**

This will check the speed of your internet connection to make sure it is fast enough to make a video call.

Test again

Close

### Looking for further help?

Contact the Patient Support Center at 907.463.0400