

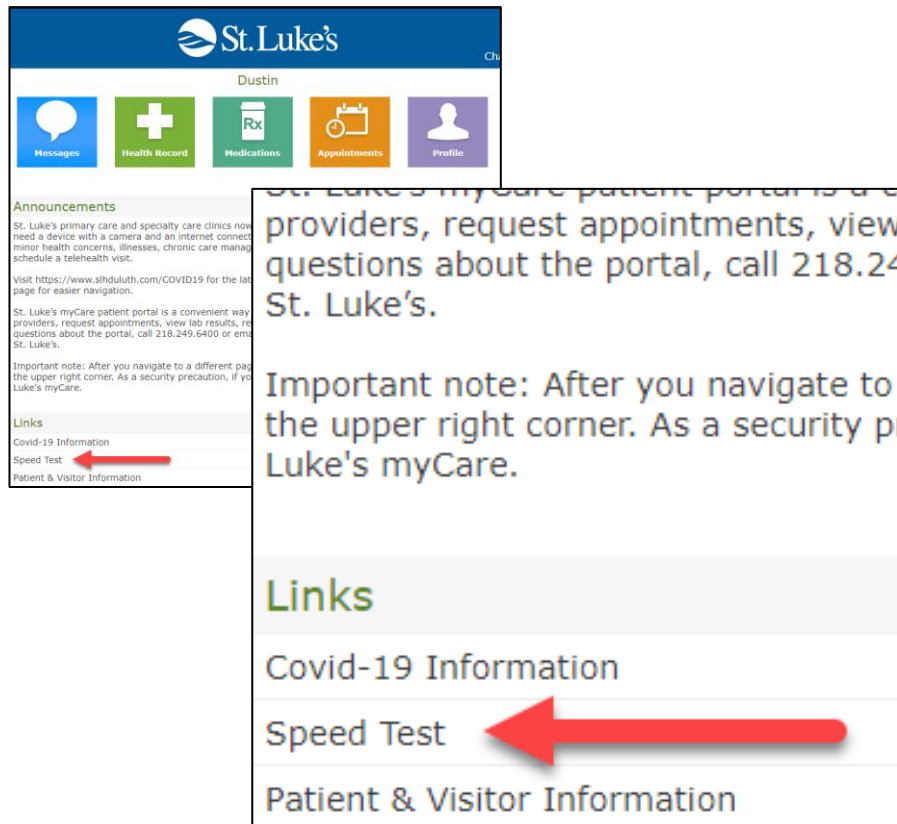


## User Guide for Telehealth Visits with St. Luke's myCare Patient Portal

### First, perform a speed test.

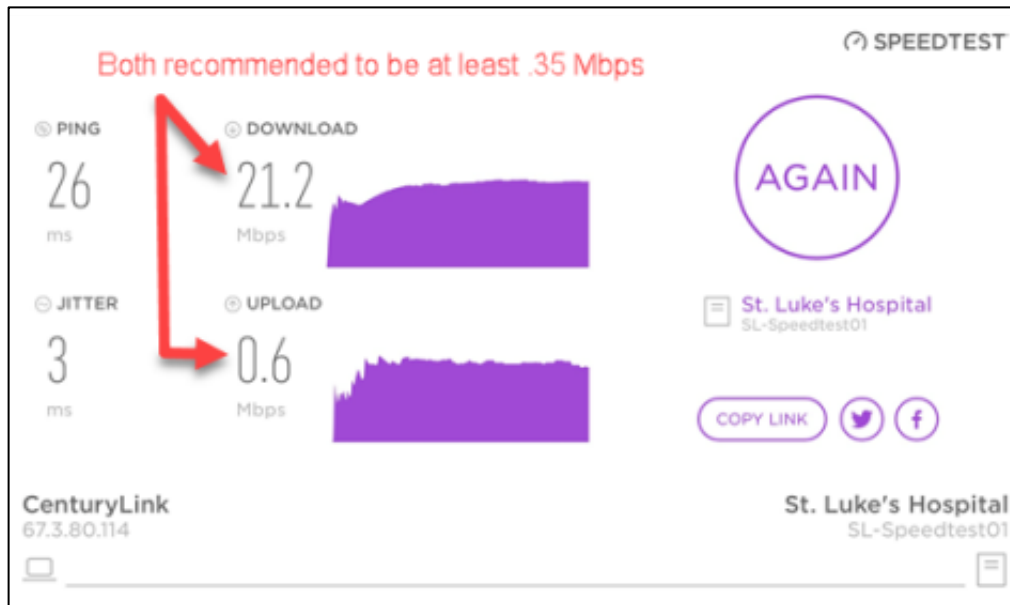
To begin, confirm that your internet connection will support a Telehealth Visit by running a speed test. This takes less than a minute and should be completed before your visit.

1. Take your device to wherever you intend to have your virtual visit. Log in to your Patient Portal. On the home page (shown below) click the link that says: Speed Test. You can also perform a speed test by following this link: [speedtest.slhduluth.com](https://speedtest.slhduluth.com).



2. Click the Go button to start the test. At the end of your speed test, a chart will show your results. The recommended download and upload speeds for a Telehealth Visit is **.35 Mbps or higher**. If you are using a tablet or smart phone, run the speed test once with wifi and then once with cellular data to find out which offers the highest speed.

3. If either the Download or Upload values are **below .35 Mbps** in your speedtest results (example results shown below), call your clinic as soon as possible to set up an alternative option.



**Next, get ready to start your Telehealth Visit**

1. If you only have one Telehealth Visit for the day, click the blue Start Visit button. If you have multiple Telehealth Visits for the day, select the orange Appointments button.



- If you selected the blue Start Visit button, skip to step 3. If you selected the orange Appointments button, you will see all of your future appointments listed (shown below). Click on the appointment you would like to check in for.

ExpenseF1 Test's Appointments

Your upcoming or pending appointments display on this appointment.

Effective Thursday, March 19, 2020 through Wednesday, March 25, 2020, we are rescheduling many routine clinic appointments and elected to be contacted by St. Luke's if you need to reschedule.

Many of our primary care and specialty care clinics now offer virtual visits. Patients simply need a device with a camera and an internet provider and be seen for minor health concerns, illnesses, chronic conditions, and preventative care. Call your clinic to see if scheduling a telehealth visit is appropriate for you.

Visit <https://www.slhduluth.com/COVID19> for the latest updates regarding many routine clinic appointments and elected to be contacted by St. Luke's if you need to reschedule.

Many of our primary care and specialty care clinics now offer virtual visits. Patients simply need a device with a camera and an internet provider and be seen for minor health concerns, illnesses, chronic conditions, and preventative care. Call your clinic to see if scheduling a telehealth visit is appropriate for you.

Visit <https://www.slhduluth.com/COVID19> for the latest updates regarding many routine clinic appointments and elected to be contacted by St. Luke's if you need to reschedule.

Date	Appointment	Location
Fri, Mar 27, 2020 12:00 pm	Virtual Visit - Patient Portal	
Fri, Mar 27, 2020 1:20 pm	Virtual Visit - Patient Portal	
Fri, Mar 27, 2020 2:00 pm	Virtual Visit - Patient Portal	
Wed, Apr 29, 2020 10:40 am	Established Patient	Internal Medicine

Means you have already pre-registered

- You will see some additional details regarding your appointment. Click on the blue Start Questionnaire: Virtual Visit Consent Form button.

ExpenseF1 Test's Appointments

View the details of your appointment. [Learn More](#)

Friday, March 27, 2020 at 1:20 pm

Appointment: Virtual Visit - Patient Portal  
 Provider: Doc StLukes  
 Duration: 15 minutes  
 Reason For Visit: test

To do prior to your appointment:

[Start Questionnaire: Virtual Visit Consent Form](#)

[Check In](#)

[Back to List of Appointments](#)

[Print](#)

4. Read the St.Luke's Virtual Visit Consent Form. At the bottom of the form, select the circle next to the statement: I confirm I have read and agree to the terms and conditions. Then click the blue Submit button.

St. Luke's Home | Log Off

### ExpenseF1 Test's Questionnaires

Health Care Students in Training: Medical, nursing & other students may be present or involved during my care. St. Luke's must approve their presence or involvement. Any help they give will depend on their training.

Pre-certification (Prior Authorization): The rules of my insurance plan may require plan approval before I have certain treatments. If I don't get approval, the plan may not pay for these treatments.

Insurance, Assignment of Benefits & Guarantee of Account: St. Luke's may bill my insurance. I ask that my insurance payments be made to St. Luke's & to providers of my care. St. Luke's may share my health & account records with payers, & their approved agents, as needed for billing, payment, claims, & quality reviews. I will pay for all services not covered or paid by a third party, such as insurance, including emergency services.

Charges/Estimates: My total charges will not be known until my care is complete. St. Luke's will charge its current rates. My balance due may differ from that of other patients depending on my insurance (or lack of it). For facility/hospital charges, I may request an estimate by calling (218) 249-5340. For clinic charges, I will contact the clinic where I will receive care.

For Those With No (or not enough) Insurance: If I need help paying for my care, I will ask about my options when I register. St. Luke's will use a screening program to see if I can get help paying my bill.

Photos or Audio/Video Recordings: St. Luke's may take photos or audio/video recordings as needed to identify, treat, or supervise me. If I do not want photos or audio/video recordings taken, I will let staff know. If photos or audio/video recordings are used for teaching, my name or other information that would identify me will not be shown.

Communication: I understand St. Luke's may need to contact me in regard to my services & accounts. I give permission for St. Luke's & its approved agents to contact me by email or phone (including my cell phone). This may include the use of auto-dialers or pre-recorded messages.

I understand the content & accept the terms on this consent form. If I have concerns with parts of this consent, I will discuss them with the employee who is helping me with this form.

Notice of Privacy Practices: I have received St. Luke's Notice of Privacy Practices. This Notice explains my rights to my medical information, and it describes how that information may be used and disclosed.

Please ensure you have read all of the terms and conditions associated to the Virtual Visit. Selecting the box below, represents your electronic signature, confirms you agree with the above terms and conditions, and wish to proceed with the Virtual Visit.

I confirm I have read and agree to the terms and conditions.

Cancel Save Draft Submit

5. You will get confirmation that your consent has been submitted. Select Back to Appointment Detail.

St. Luke's Home | Log Off

### ExpenseF1 Test's Questionnaires

**The following questionnaire has been submitted:**  
Virtual Visit Consent Form

[Back to Appointment Detail](#)

6. Click the blue Start Visit button to begin your Telehealth Visit.

ExpenseF1 Test's Appointments

View the details of your appointment. [Learn More](#)

Friday, March 27, 2020 at 1:20 pm

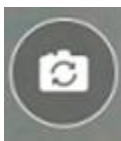
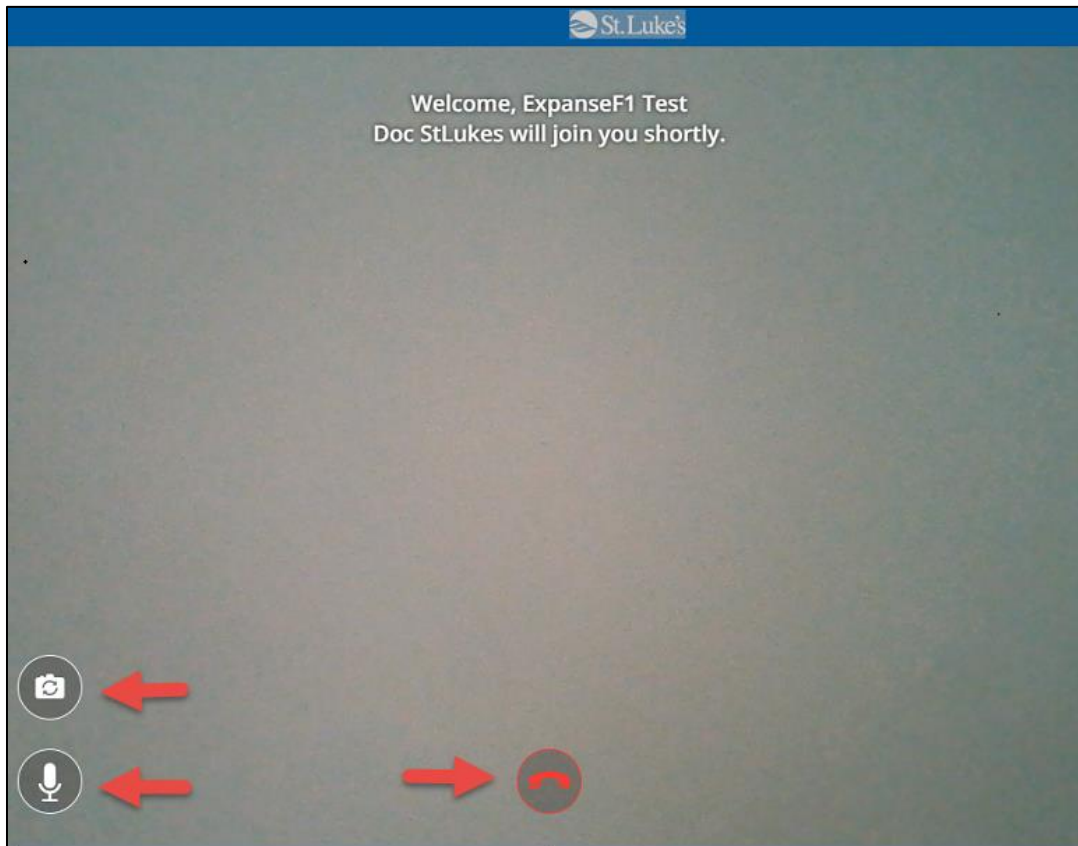
Appointment: Virtual Visit - Patient Portal  
Provider: Doc StLukes  
Duration: 15 minutes  
Reason For Visit: test

To do prior to your appointment:

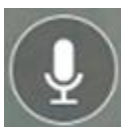
[Start Visit](#)

[Back to List Appointment](#)  
[Print](#)

7. You will be brought to the Telehealth Visit screen. Your name and the provider you are seeing will be displayed at the top. When your provider is ready to see you, the screen will change and you will be able to see your provider on the screen.



Click the camera icon to toggle between your front or back camera on your device.



The microphone icon will mute your audio.



When the visit is over click the telephone icon to end the visit and bring you back to your portal.