



## Electronic Visits (eVisits)-Patients

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## **EVisits General Information:**

### **Electronic Visits (eVisits)**

**eVisits are an option for patients to receive diagnosis and health care consultation without visiting the provider's office, via the Patient Ally communication channel.**

**The eVisit begins when an enrolled patient logs into his or her secure Patient Ally account and selects a non-urgent problem to report to their physician. A series of targeted questions survey the essential information, much as a physician would during a live office visit, and the patient's responses are sent securely to the physician's message center. The physician responds with a course of action or schedules an office appointment.**

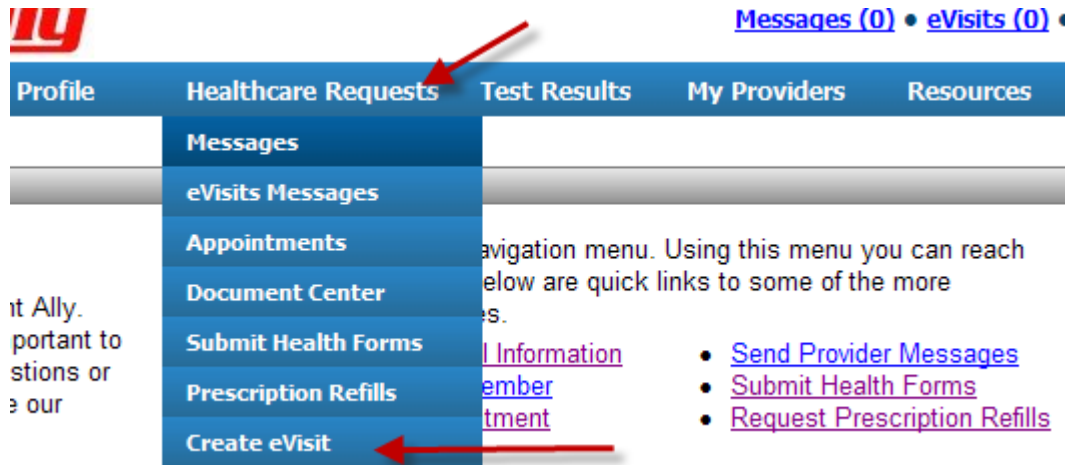
- **An eVisit prompts you to answer clinically-derived questions based upon the general symptoms and/or conditions you may be experiencing.**
- **Based on your responses, the provider will reply to you, requesting more information or providing advice, prescribing medication and directions for your care, or telling you to schedule an appointment.**

**If this is an urgent situation, please do not use eVisit. If this requires emergency care, go to the nearest emergency care facility, or call 911.**

- **Your provider must be a Patient Ally member, and allow eVisits to access this option. If your provider is not a Patient Ally member, we encourage you to request your provider to contact us about enrolling.**
- **Prior to completing an eVisit, you will be asked to agree to terms.**
- **To receive your response from the provider, you will be asked to pay the provider's charge for the service. The fee is set by the provider, unless your health insurance policy covers eVisits. If your coverage includes eVisits, you will be asked to pay the co-pay set by your health insurance company.**

## Beginning an eVisit Request:

- Access [www.patientally.com](http://www.patientally.com), and log in with the user name and password.
- In the Healthcare Requests link, select Create eVisit.



- Select “Start Interview” for the provider you want to consult, and in the next screen, indicate if you are a Blue Shield patient, or private pay.

Electronic Visit					
New eVisit:					
	Provider	Type	Address	Specialty	Contact
<a href="#">Not Confirm...</a>	Frank J Stokes MD	PM/EHR	5478 Palm Dr. Newport Beach, CA 92610	Internal Medicine	777-777-7777
<a href="#">Start Interview</a>	Office Ally Tech	PM/EHR	17005 se 6th st. vancouver, WA 98684		--
<a href="#">Start Interview</a>	Nancy Willis ABC	PM/EHR	32356 So Coast Hwy Laguna Beach, CA 92651	225100000X	999-999-9999

History:				
	DateCreated	Provider	Reason For Visit	Status
<a href="#">View</a>	1/4/2010 3:49:36 PM	Office Ally Technical Support01	headache	Completed

Type: Reason for visit | Message from provider | Message from patient

- Indicate if you are a Blue Shield patient, or private pay.

**E-Visits - Nancy W** [Go Back](#)

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Select insurance type:

[Blue Shield](#)  
[Private Pay](#)

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- You will be asked to agree to terms, which will disclose the fee, as shown in red below. At the bottom of the form, check the box, and click the 'Agree' button to begin your eVisit.

The screenshot shows the Patient Ally website interface. At the top, there is a navigation bar with links for Home, Profile, Healthcare Requests, Test Results, My Providers, and Resources. The user's profile is identified as Nancy W, with 0 eVisits and a Log Out option. The main content area is titled 'Terms and Conditions' and contains the following text:

**If this is an urgent situation, please do not use Evisit. If this requires emergency care, please go to the nearest emergency room or call 911 immediately.**

Your provider charges \$ 45 for each Electronic Visit(eVisit). You will be required to pay for the eVisit before you can view your provider's response to the eVisit. To complete this eVisit, you must have an established provider relationship with one of the providers who handles EVisits. Your EVisit is taken as seriously as a normal office visit. All consideration will be made to treat you as if you were visiting the doctor in the office. The information you enter in this eVisit is confidential and housed in a secure format. This information will be delivered directly to your provider's office and routed to your provider. After you complete this eVisit, a provider or nurse will respond to you via your Patient Ally account.

**Note: It is your responsibility to know if your health insurance covers Evisits and your financial responsibility for this service. If your insurance does not cover the service you will be billed the entire \$45 by the provider office.**

Waiver of Liability and Informed Consent to Release Medical Records

I understand and agree that:

- I am using this tool because I have an existing and proper patient-physician relationship with the physician healthcare team (My Physician team).
- My Physician team uses their independent medical judgment to develop my treatment plan. No one directs, controls, or influences the treatment decisions made by My Physician team with respect to my care or my request and only My Physician team is liable for any negligent act or omission of My Physician team.
- My medical record becomes the property of my physician team and it will reside on the Patient Ally server. I understand and agree that by being the custodian of the medical record, Patient Ally is not liable for the negligent acts or omissions of My Physician team.
- I am responsible for the full cost of any services My Physician team provides to me through this tool and that these costs may not be eligible for any third party reimbursement such as managed care, health insurance, Medicare, or Medicaid.
- I am responsible for the accuracy of any data I am required to enter into the Evisit tool. I understand that My Physician team and Patient Ally will take all reasonable steps to protect my medical information. However, I understand and agree that if I input any incorrect contact information, including but not limited to inadvertent or obvious mistakes, then I will not pursue any action or claim and hereby release all claims or actions against Patient Ally and/or My Physician team for wrongful disclosure of my or my family's private or confidential medical information when he/she/it acts in accordance with the information I provided.

I hereby release My Physician team and Patient Ally from all claims that My Physician team acted unprofessionally or below the standard of care solely because he or she devised a treatment plan via the Internet.

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## Completing the eVisit process:

- Enter the reason for your visit, selecting from the common list of reasons, or typing in your reason. Click Next.

The screenshot shows the PatientAlly website interface. At the top, the PatientAlly logo is on the left, and the user's profile 'Nancy W' is on the right, along with 'Messages (0)', 'eVisits (0)', and 'Log Out' links. A blue navigation bar contains 'Home', 'Profile', 'Healthcare Requests', 'Test Results', 'My Providers', and 'Resources'. Below this is a window titled 'E-Visits - Nancy W' with a 'Go Back' link. The main content area is a form titled 'Enter the Reason for Your Visit'. It asks the user to 'Please select the reason for your visit from the list below.' and provides a scrollable list with options: 'Abdominal or Stomach Pain', 'Adult Routine Medical Exam', 'Back Pain', 'Chest Pain', 'Cough', and 'Depression'. Below the list, it says 'OR enter the reason for your visit.' followed by a text input field and a 'Help' link. A yellow highlighted area at the bottom of the form contains a 'Next' button. At the bottom of the page, there is a copyright notice: 'Copyright © 2010 Patient Ally. All Rights Reserved. Server s1'.

- Your selection or entry will prompt a series of multiple choice questions.
- Complete the interview questionnaire regarding your symptoms and the history of your present illness by adding any comments. You may review your answers, and make any corrections or additions you choose at any time prior to submitting to the provider.

### Review Your Answers

Are you a new patient? No

Is this the first time that you are consulting a health care provider for back pain? No

At your last visit, did you consult the same health care provider for this problem that you are consulting at this visit? Yes

How long ago did you consult a health care provider for this problem? Between 6 months and 1 year

What action do you think should happen after your visit today? Change my treatment or medication

How long have you had this back pain? 3 to 4 days

On a scale of 0 (no back pain) to 10 (severe), how strong is your back pain today? 3 to 4 (mild)

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- When you have completed your eVisit , you will receive a report of your answers, which you may print out if desired.

E-Visits - Nancy W

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**Patient Report:**

Jan 4, 2010 3:45 PM  
Nancy Willis ABC

**Chief Complaint**  
Nancy Willis is a 44 year old female. Her reason for visit is "headache".

**History of Present Illness**  
**#1. "headache"**  
**Location**  
She reported: Headache inside the head but not deep. Headaches always located on the left side. Headache in single position. Headache is present in a definite location. Headache on the side of the head. Left sided headaches.  
She denied: Headaches temporal and radiate down the neck. Headache in the back of the head. Headache above the eyes on the forehead. Headache behind ears. Headache pain behind the eyes. Headache below the eyes. Right sided headaches.  
**Quality**  
She denied: Headaches squeezing vise-like headaches. Weak, tired, or dizzy.  
**Severity**  
She reported: Average headaches discomforting.  
She denied: Worst headache ever.

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## Receiving the Results of your eVisit:

- The information you provided will be transmitted to your provider via our secure Patient Ally communications channel. Your provider will respond via the same channel, and you will receive the results of your visit in your message box via the Healthcare Request link, eVisit Messages.

The screenshot shows the PatientAlly navigation menu. The top navigation bar includes 'Profile', 'Healthcare Requests', 'Test Results', 'My Providers', and 'Resources'. A dropdown menu is open under 'Healthcare Requests', with 'eVisits Messages' highlighted. A red arrow points to 'Healthcare Requests' in the top bar, and another red arrow points to 'eVisits Messages' in the dropdown. To the right of the dropdown, there is a list of links: 'Send Provider Messages', 'Submit Health Forms', and 'Request Prescription Refills'. Below the dropdown, there is a section titled 'Navigation menu. Using this menu you can reach...' followed by a list of links: 'Patient Information', 'Member', 'Appointment', 'Send Provider Messages', 'Submit Health Forms', and 'Request Prescription Refills'.

- Each eVisit result from your provider will be listed in eVisit Messages, as shown below. To read the response from your provider, click on the [View](#) link on the appropriate line.

The screenshot shows the PatientAlly E-Visit Messages page. The top navigation bar includes 'Home', 'Profile', 'Healthcare Requests', 'Test Results', 'My Providers', and 'Resources'. The current profile is 'Nancy W'. The E-Visit Messages table has the following data:

Provider	Reason For Visit	DateCreated
<a href="#">View</a> Office Ally Technical Support01	headache	1/4/2010 3:49:36 PM

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- You must pay the provider's charge prior to viewing the response, and may pay via either Credit Card, or by eCheck, as illustrated on the screen below.

The screenshot shows the PatientAlly E-Visit Messages payment screen. The page title is 'E-Visit Messages' and there is a 'Go Back' link. The text reads: 'Per the eVisit Terms and Conditions your provider charges \$45 for each eVisit. To view your provider's response, please choose a payment method'. There are two radio button options: 'Credit Card' and 'Check'. At the bottom, there are 'Next' and 'Cancel' buttons.

- After choosing your method of payment, you will be asked to provide the account information on the screen. An example of a Checking Transaction is shown below. Enter the requested information and click 'Next'. You will be asked to verify the information, and then click 'Process' to finish your payment.

**Checking Transaction**

**Checking Transaction**

• Required Fields

\*Name

\*Address

\*City

\*Zip Code

Account Number \*  \*

Routing Number \*

\*Amount:

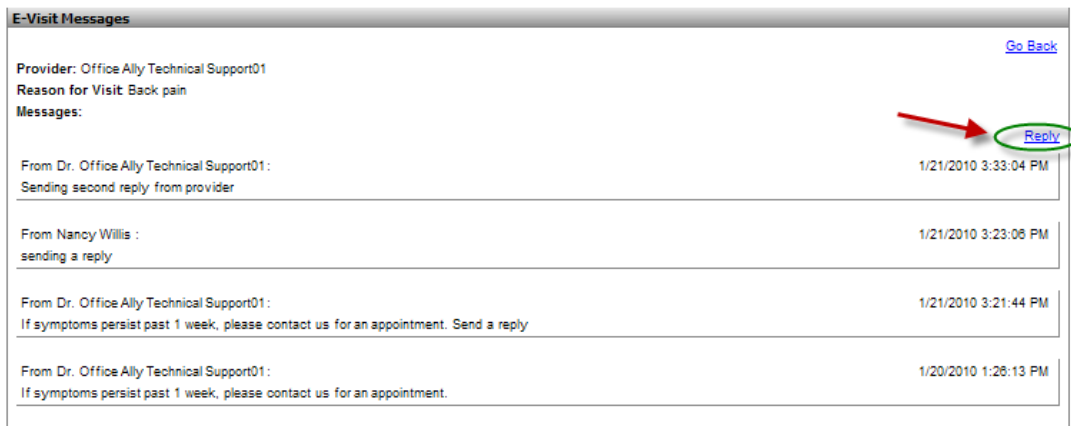
Comments:

- The results of your eVisit will be displayed.

**E-Visit Messages** [Go Back](#)

Provider: Office Ally Technical Support01  
Reason for Visit: Back pain  
Messages:

From Dr. Office Ally Technical Support01 : Sending second reply from provider	1/21/2010 3:33:04 PM
From Nancy Willis : sending a reply	1/21/2010 3:23:08 PM
From Dr. Office Ally Technical Support01 : If symptoms persist past 1 week, please contact us for an appointment. Send a reply	1/21/2010 3:21:44 PM
From Dr. Office Ally Technical Support01 : If symptoms persist past 1 week, please contact us for an appointment.	1/20/2010 1:28:13 PM



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- Once you have accessed your provider response, if you need to send additional information to the provider, and they have allowed it, you may send a return message to your provider by clicking the Reply link above the message.
- All past eVisits will continue to be displayed in the eVisit Messages list, and you may review them anytime by clicking on the [View](#) link for that eVisit.

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