

## Scheduling an E-Visit in MyChart


Patients who are 18 years or older can schedule an E-Visit within MyChart and be treated virtually within 2 business days.

This guide will provide you with an overview of how to easily schedule your next E-Visit.



### Try It Out!

1. Log into your MyChart using your **MyChart Username**.
  - a. Enter your **Password**.
  - b. Click **Sign In**.



MyChart Username

1 jbyers

Password

a .....

b Sign in

[Forgot MyChart Username? Click here!](#)

[Password Reset - Click here!](#)

Don't have a MyChart account?

Sign Up

Pay as guest

Get an Estimate

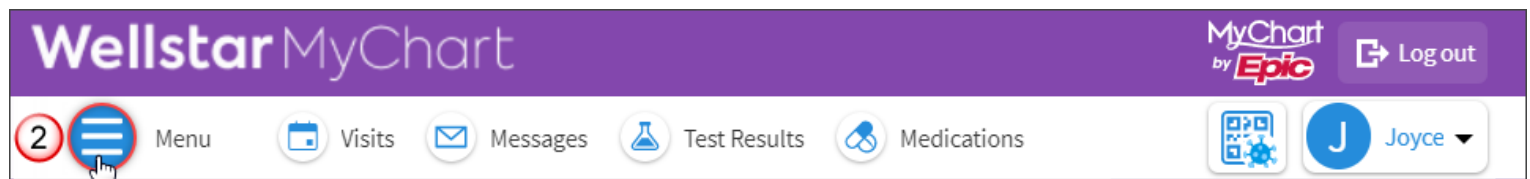
**PeopleCare Anywhere**

With MyChart, you can access your personal healthcare information at any time using your computer or smartphone. It's just another way Wellstar delivers convenient care for your wellness journey.

**Need Assistance?**  
**Call the MyChart Help Desk**  
Monday through Friday from 8:30 AM - 5 PM

Call (470) 644-0419 [Read our FAQs](#)

2. To schedule an E-Visit, click  **Menu**.



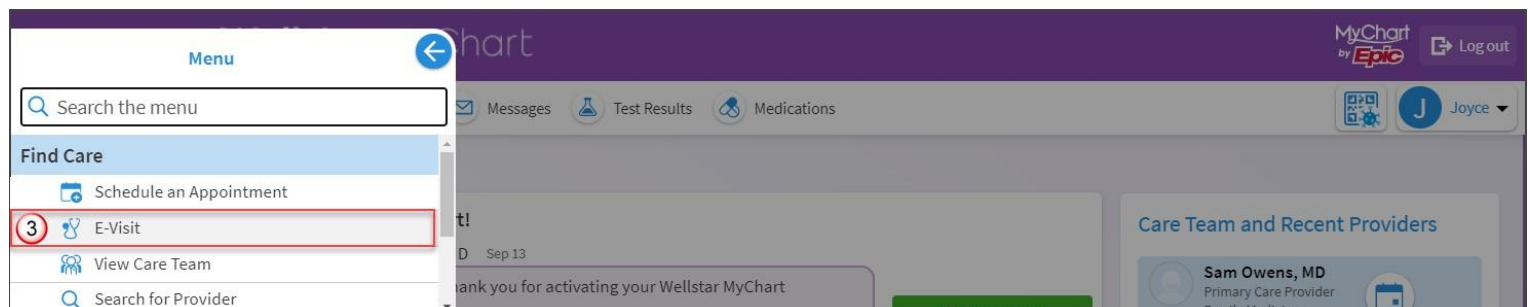
Wellstar MyChart

MyChart by Epic Log out

2 Menu Visits Messages Test Results Medications

J Joyce

3. Select  **E-Visit**.



Menu

Search the menu

Find Care

Schedule an Appointment

3 E-Visit

View Care Team

Search for Provider

MyChart by Epic Log out

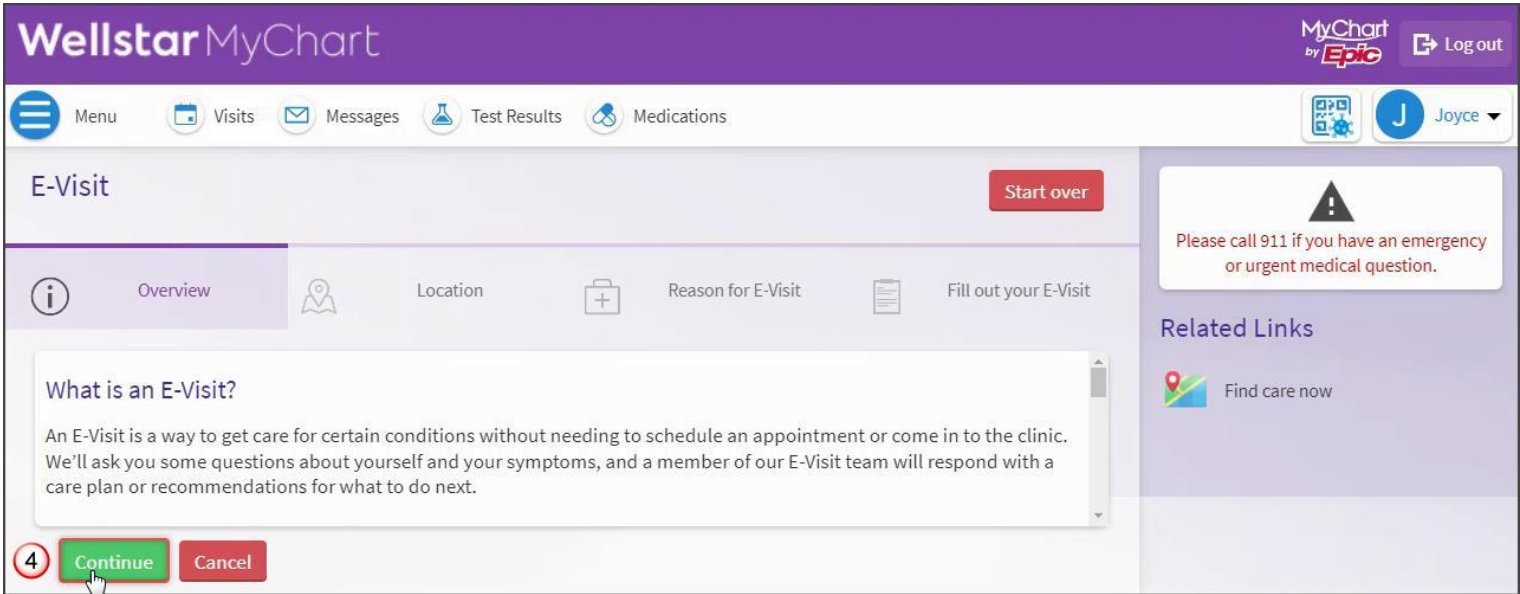
J Joyce

Messages Test Results Medications

Care Team and Recent Providers

Sam Owens, MD  
Primary Care Provider  
Family Medicine

4. Review the E-Visit disclosure and click **Continue** to acknowledge.



**Wellstar MyChart** MyChart by Epic Log out

Menu Visits Messages Test Results Medications

**E-Visit** Start over

Overview Location Reason for E-Visit Fill out your E-Visit

**What is an E-Visit?**

An E-Visit is a way to get care for certain conditions without needing to schedule an appointment or come in to the clinic. We'll ask you some questions about yourself and your symptoms, and a member of our E-Visit team will respond with a care plan or recommendations for what to do next.

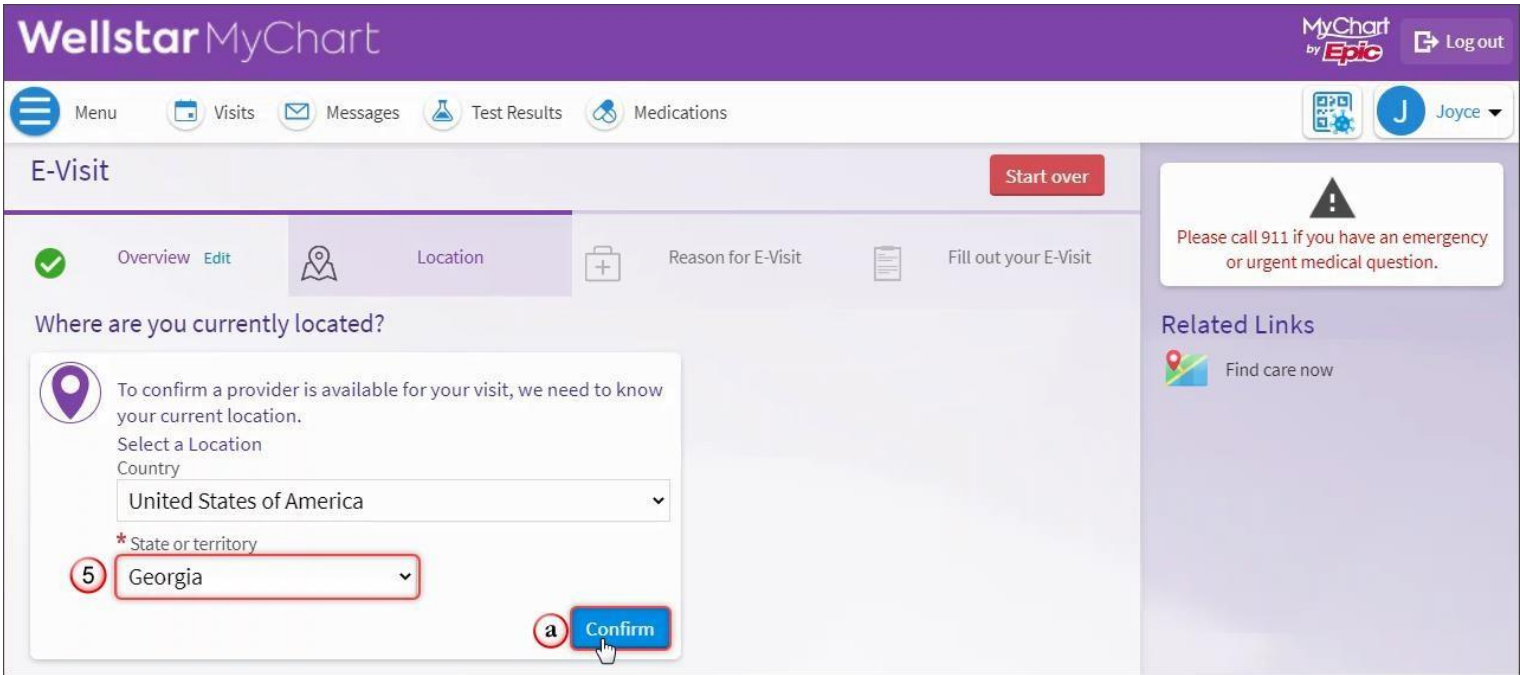
4 Continue Cancel

Please call 911 if you have an emergency or urgent medical question.

**Related Links**

Find care now

5. Confirm your current location (This service is currently only available for Georgia residents). a. Click **Confirm**.



**Wellstar MyChart** MyChart by Epic Log out

Menu Visits Messages Test Results Medications

**E-Visit** Start over

Overview Edit Location Reason for E-Visit Fill out your E-Visit

**Where are you currently located?**

To confirm a provider is available for your visit, we need to know your current location.

Select a Location

Country

United States of America

\* State or territory

5 Georgia

a Confirm

Please call 911 if you have an emergency or urgent medical question.

**Related Links**

Find care now

6. Select one of the available Reasons for E-Visits.
- a. Click **Continue** to proceed.

Menu

Visits

Messages

Test Results

Medications

E-Visit

Start over

Overview

Edit

Location

Edit

Georgia

Reason for E-Visit

Fill out your E-Visit

What brings you here today?

Pink Eye

Sinus

Urinary Tract Infection

Cough

Continue

Cancel

Back to the home page

Please call 911 if you have an emergency or urgent medical question.

Related Links

Find care now

7. Review the Reason for E-Visit, your Current Location, and the Estimated Cost for this visit.
- a. Click **Confirm and Proceed** to continue.

WellstarMyChart

MyChart by EpicLog out

Menu

Visits

Messages

Test Results

Medications

J Joyce

E-Visit

Start over

Overview

Edit

Location

Edit

Georgia

Reason for E-Visit

Edit

Pink Eye

Fill out your E-Visit

E-Visit with Next available provider

Pink Eye

This is the reason for your E-Visit.

Georgia

This is your current location.

You will be asked details about your personal information and health before your E-Visit is submitted. You will also be asked to enter your credit card information. If the E-Visit is cancelled, your payment will be refunded.

7


Confirm and proceed

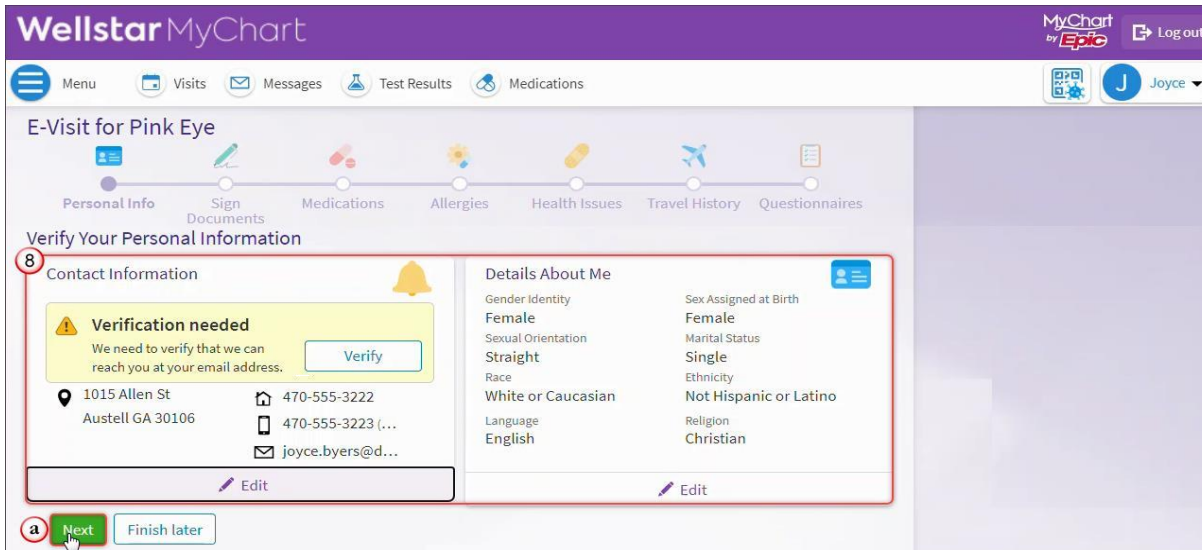
Cancel

Please call 911 if you have an emergency or urgent medical question.

Related Links

Find care now

8. Verify your Personal Information and make any changes if necessary, by clicking  **Edit**. a. Click **Next**.



**Wellstar MyChart** MyChart by Epic Log out

Menu Visits Messages Test Results Medications

**E-Visit for Pink Eye**

Personal Info Sign Documents Medications Allergies Health Issues Travel History Questionnaires

**Verify Your Personal Information**

8 **Contact Information**

**Verification needed**  
We need to verify that we can reach you at your email address. [Verify](#)

1015 Allen St 470-555-3222  
Austell GA 30106 470-555-3223 (...)  
joyce.byers@d... [Edit](#)

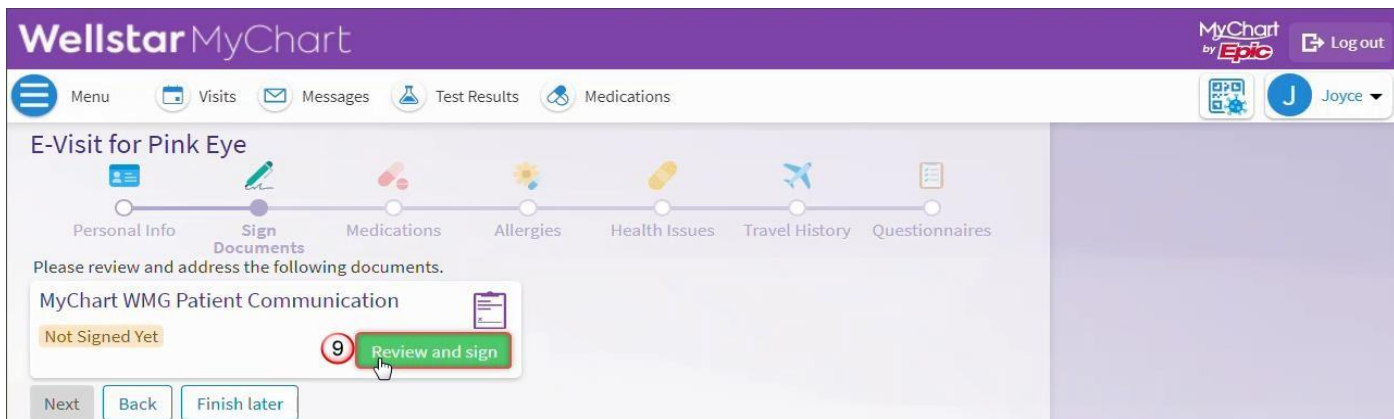
**Details About Me**

Gender Identity <b>Female</b>	Sex Assigned at Birth <b>Female</b>
Sexual Orientation <b>Straight</b>	Marital Status <b>Single</b>
Race <b>White or Caucasian</b>	Ethnicity <b>Not Hispanic or Latino</b>
Language <b>English</b>	Religion <b>Christian</b>

[Edit](#)

a **Next** [Finish later](#)

9. Sign required consent forms to continue by clicking **Review and Sign**.



**Wellstar MyChart** MyChart by Epic Log out

Menu Visits Messages Test Results Medications

**E-Visit for Pink Eye**

Personal Info Sign Documents Medications Allergies Health Issues Travel History Questionnaires

Please review and address the following documents.

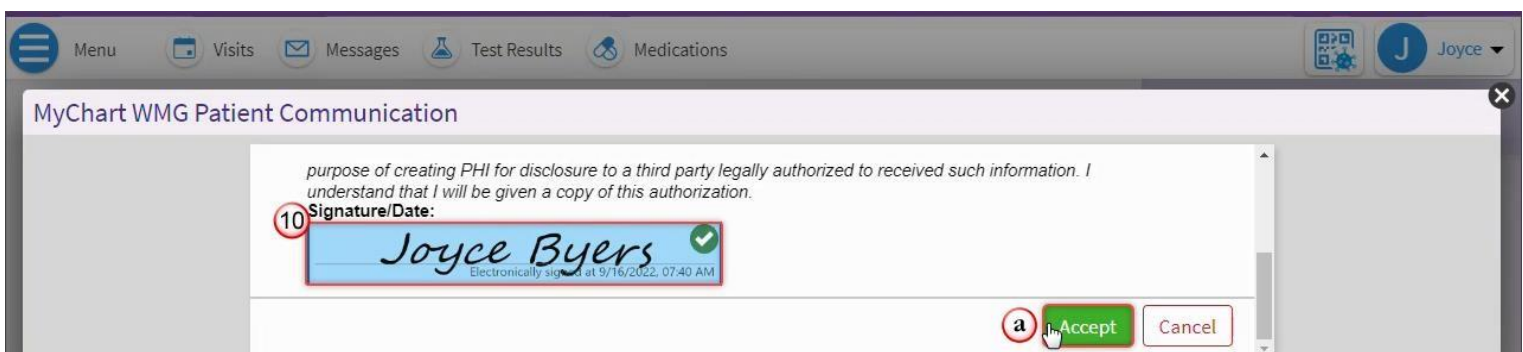
**MyChart WMG Patient Communication**

Not Signed Yet

9 **Review and sign**

[Next](#) [Back](#) [Finish later](#)


10. Scroll down and click to sign the document.  
a. Click **Accept** then **Next** to the next section.



**MyChart WMG Patient Communication**

purpose of creating PHI for disclosure to a third party legally authorized to received such information. I understand that I will be given a copy of this authorization.






10 **Signature/Date:**

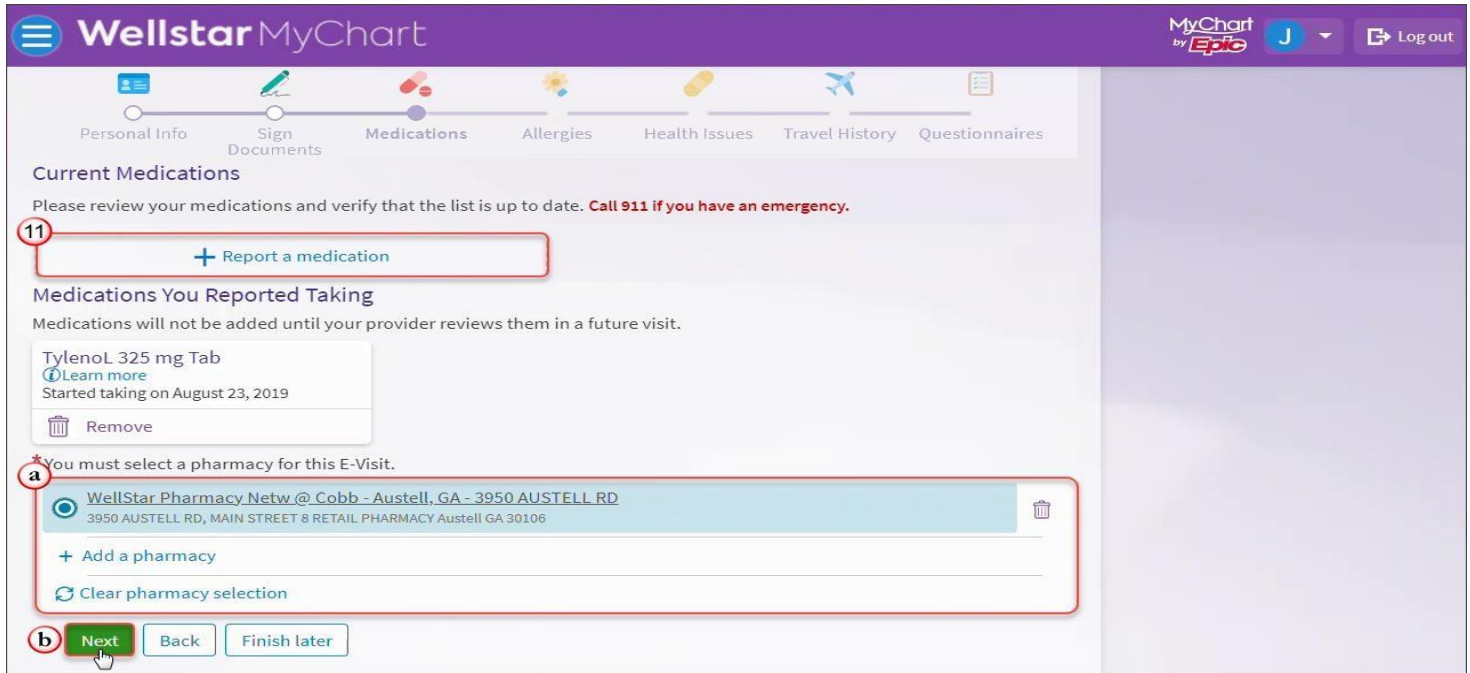
**Joyce Byers** 

Electronically signed at 9/16/2022, 07:40 AM

a **Accept** [Cancel](#)

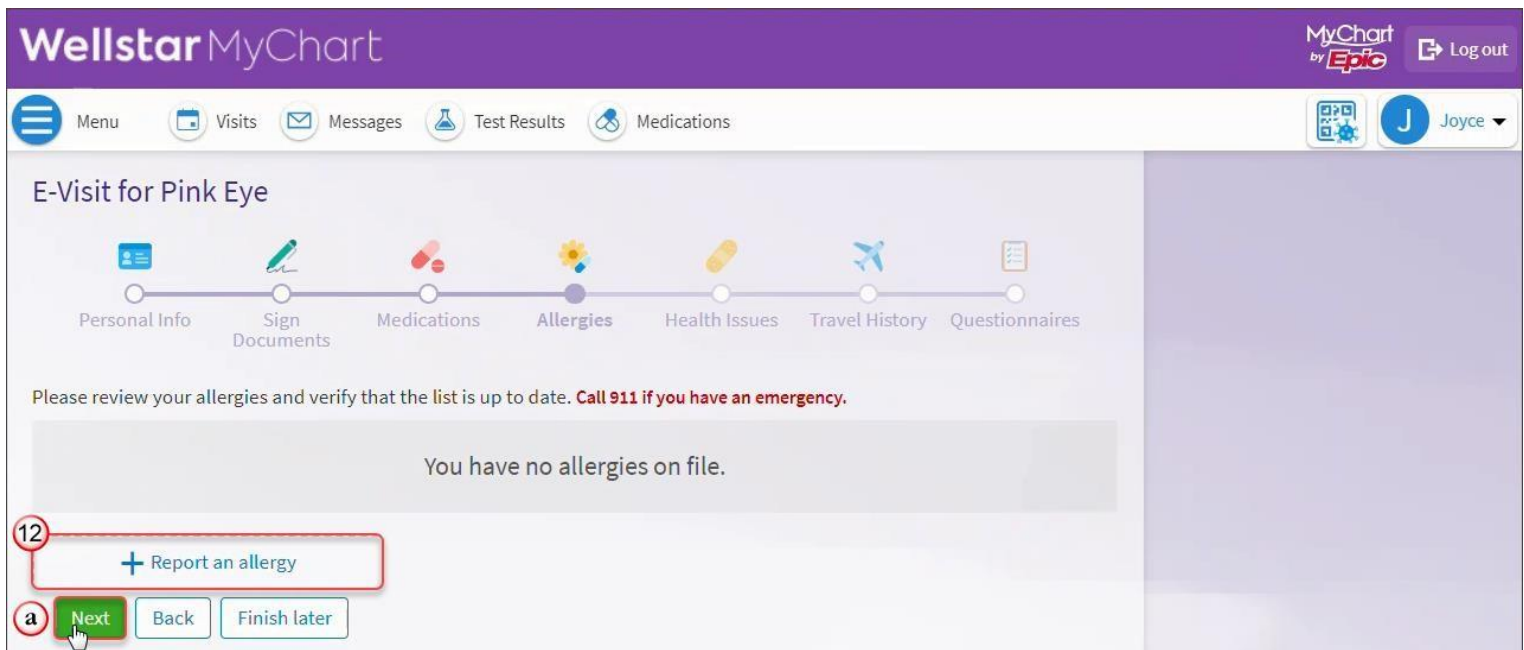


11. Confirm your Current  **Medication(s)** and click  to **Remove** or  to **Report** any new medication.
- Confirm your pharmacy by clicking  next to the pharmacy or click  to add one.
  - Click **Next** to continue



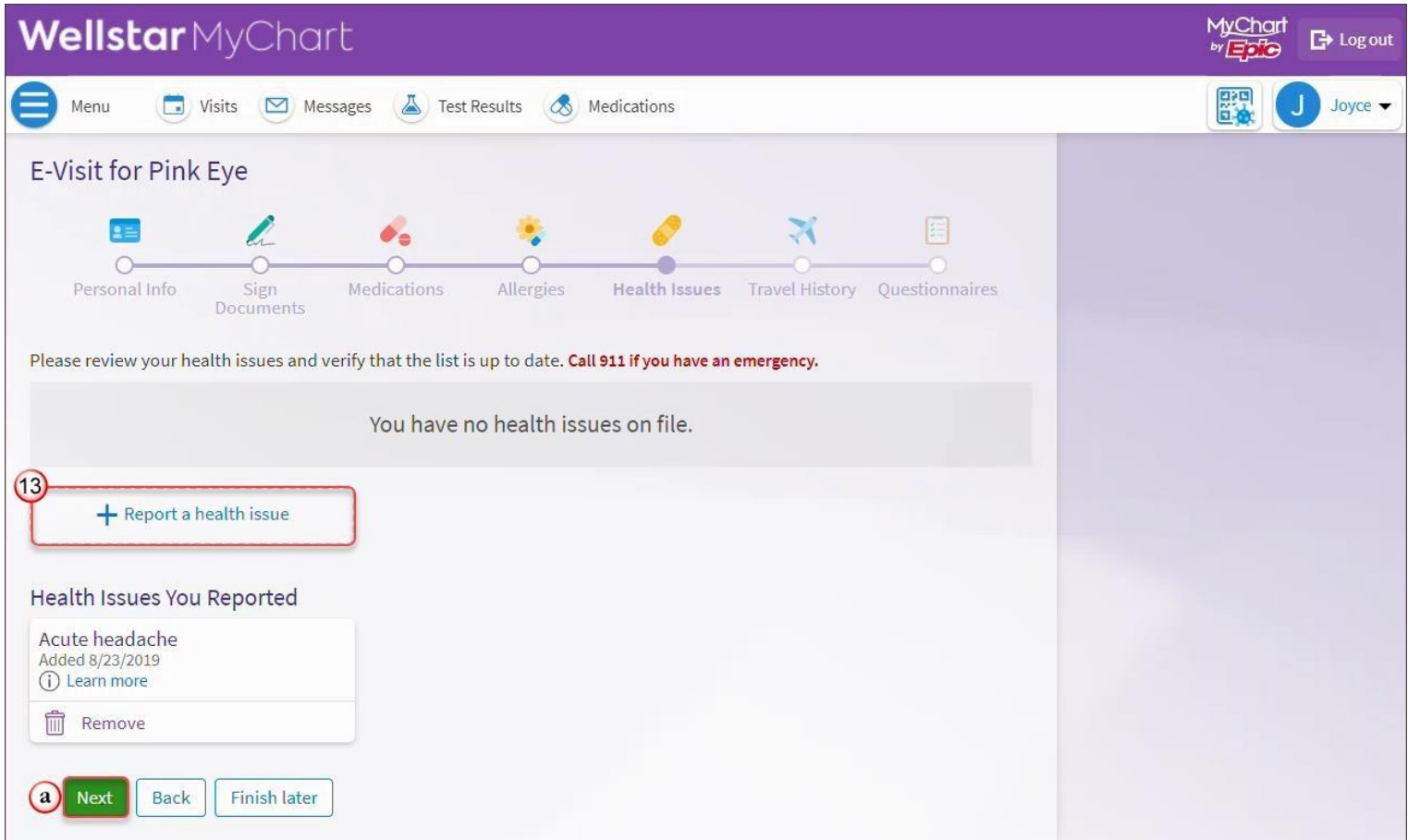
The screenshot shows the 'Medications' section of the Wellstar MyChart interface. At the top, a navigation bar includes 'Personal Info', 'Sign Documents', 'Medications' (active), 'Allergies', 'Health Issues', 'Travel History', and 'Questionnaires'. Below the navigation bar, the 'Current Medications' section prompts the user to review their medications and verify the list is up to date, with a red warning to call 911 in an emergency. A red circle labeled '11' highlights a '+ Report a medication' button. Below this, the 'Medications You Reported Taking' section shows a list of medications, with one entry for 'Tylenol 325 mg Tab' and a 'Remove' button. A red circle labeled 'a' highlights a message stating 'You must select a pharmacy for this E-Visit.' Below this message, a list of pharmacies is shown, with 'WellStar Pharmacy Netw @ Cobb - Austell, GA - 3950 AUSTELL RD' selected. A red circle labeled 'b' highlights the 'Next' button at the bottom of the page.

12. Confirm any existing  **Allergies** or click  to **Remove** or  to **Report** a new allergy.
- Click **Next** to continue




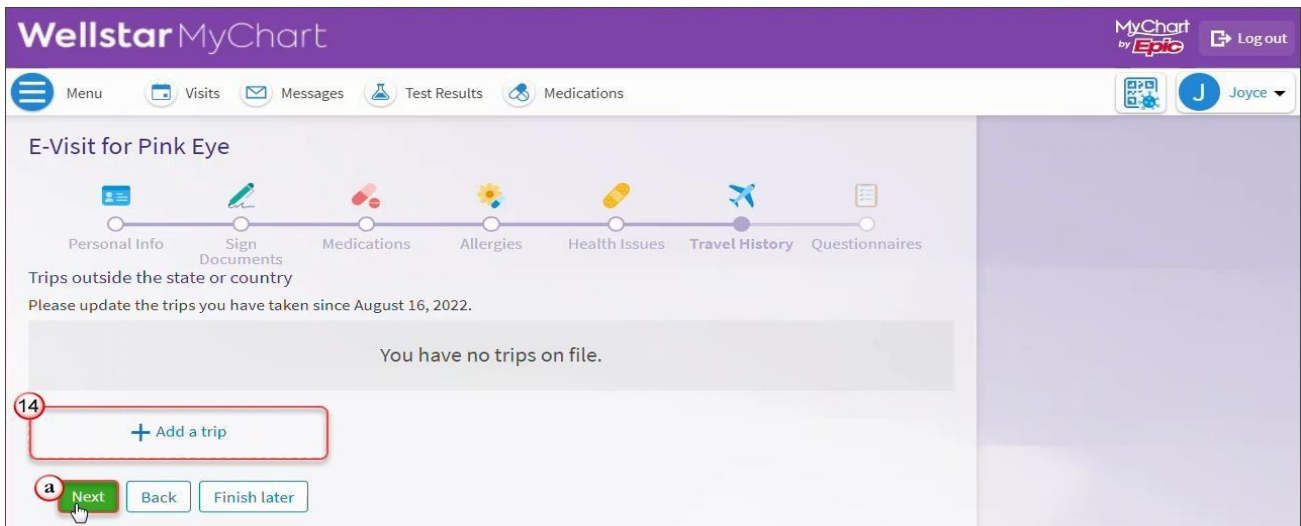
The screenshot shows the 'Allergies' section of the Wellstar MyChart interface. At the top, a navigation bar includes 'Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. Below the navigation bar, the 'E-Visit for Pink Eye' section prompts the user to review their allergies and verify the list is up to date, with a red warning to call 911 in an emergency. A message states 'You have no allergies on file.' A red circle labeled '12' highlights a '+ Report an allergy' button. Below this, a red circle labeled 'a' highlights the 'Next' button at the bottom of the page.

13. Confirm any existing  **Heath Issues** and click  to **Remove** or  to **Report** any new issues.
- a. Click **Next** to continue.




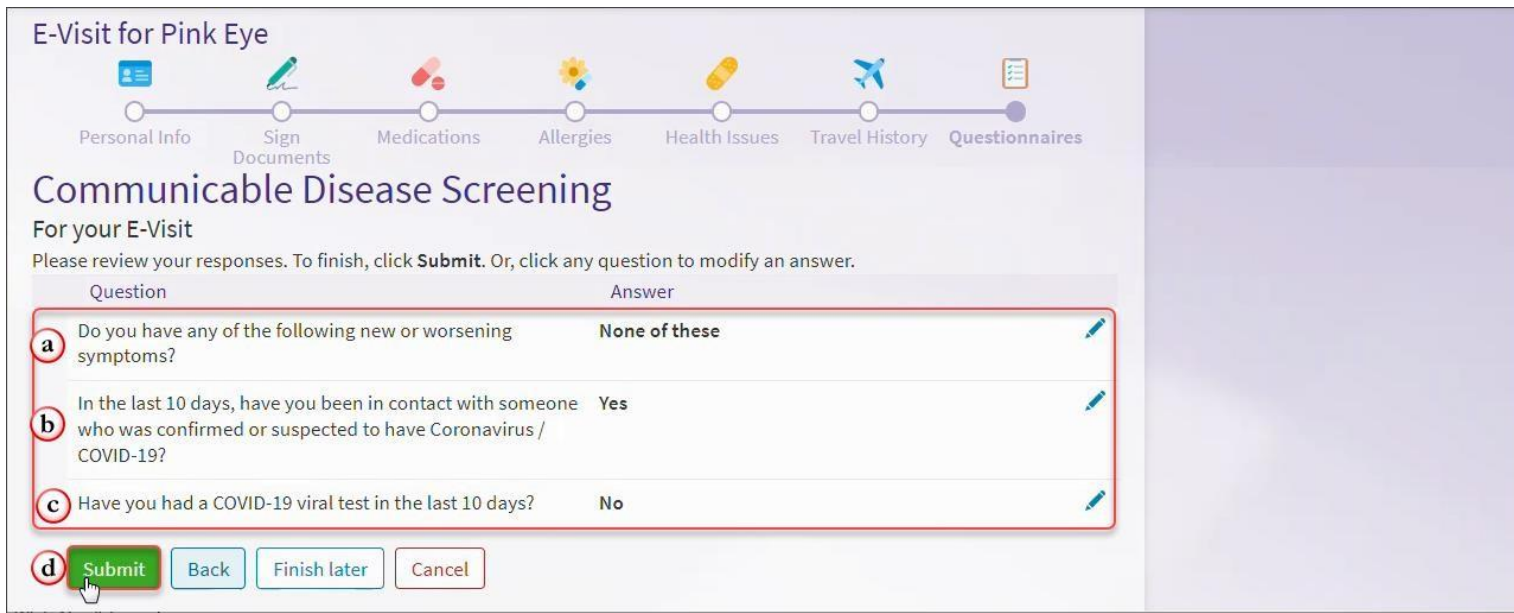
The screenshot shows the 'E-Visit for Pink Eye' interface. At the top, there's a navigation bar with 'Wellstar MyChart' and 'MyChart by Epic' with a 'Log out' button. Below this is a menu bar with icons for Menu, Visits, Messages, Test Results, and Medications. The main content area has a progress bar with steps: Personal Info, Sign Documents, Medications, Allergies, **Health Issues** (highlighted), Travel History, and Questionnaires. Below the progress bar, a message says: 'Please review your health issues and verify that the list is up to date. Call 911 if you have an emergency.' A large grey box states 'You have no health issues on file.' Below this, a red circle with the number '13' highlights a '+ Report a health issue' button. Underneath, a section titled 'Health Issues You Reported' shows a list with 'Acute headache' added on 8/23/2019, with a 'Learn more' link and a 'Remove' button. At the bottom, a red circle with the letter 'a' highlights the 'Next' button, along with 'Back' and 'Finish later' buttons.

14. Report any trips that you have taken outside of the country within the last 30 days. a. Click  to Add any trips.
- b. Click **Next** to continue.



The screenshot shows the 'E-Visit for Pink Eye' interface, specifically the 'Travel History' section. The progress bar at the top highlights 'Travel History'. Below the progress bar, a message says: 'Please update the trips you have taken since August 16, 2022.' A large grey box states 'You have no trips on file.' Below this, a red circle with the number '14' highlights a '+ Add a trip' button. At the bottom, a red circle with the letter 'a' highlights the 'Next' button, along with 'Back' and 'Finish later' buttons.

15. Complete the  **Questionnaires** that are related to **Communicable Diseases**.
  - a. Select the appropriate answer for any **New** or **Worsening Symptoms**.
  - b. Indicate if you have been in contact with someone that was confirmed or suspected to have COVID-19.
  - c. Indicate if you have had a COVID-19 viral test in the last 10 days.
  - d. Click **Continue** to answer the visit specific questionnaires then **Submit**.



**E-Visit for Pink Eye**

Personal Info Sign Documents Medications Allergies Health Issues Travel History **Questionnaires**


## Communicable Disease Screening

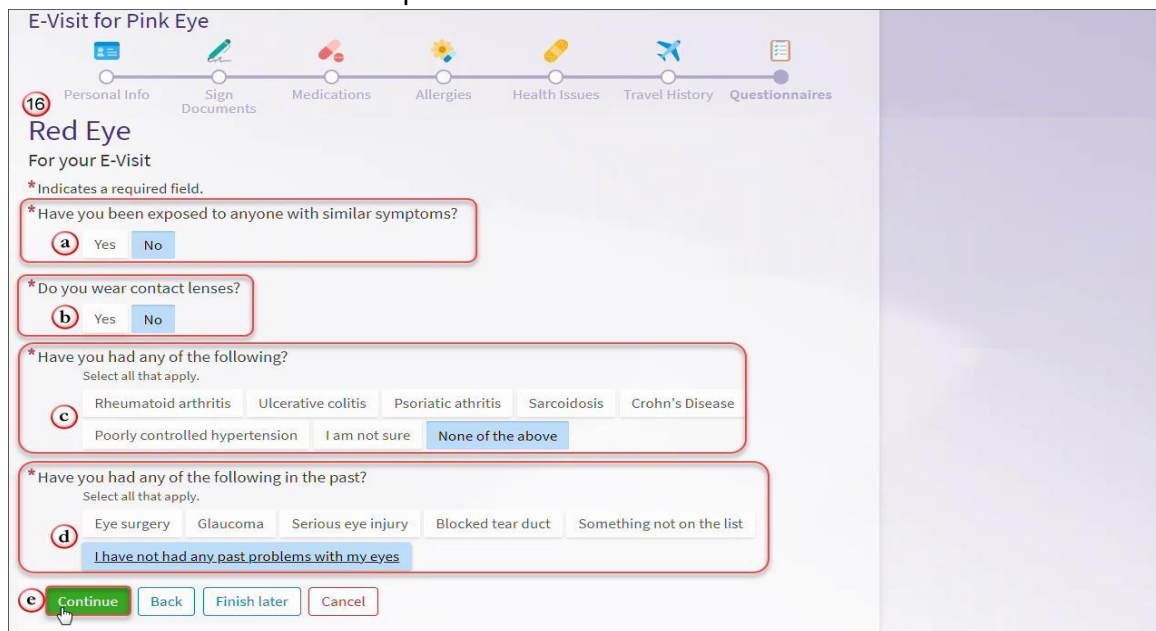
For your E-Visit

Please review your responses. To finish, click **Submit**. Or, click any question to modify an answer.

Question	Answer
a Do you have any of the following new or worsening symptoms?	None of these
b In the last 10 days, have you been in contact with someone who was confirmed or suspected to have Coronavirus / COVID-19?	Yes
c Have you had a COVID-19 viral test in the last 10 days?	No

d **Submit** Back Finish later Cancel

16. Complete the  **Questionnaires** that are visit specific.
  - a. Indicate if you have been exposed to someone with similar symptoms.
  - b. Mark if you wear contact lenses.
  - c. Select any of the listed existing conditions.
  - d. Indicate any current related health issues.
  - e. Click **Continue** after all questions have been answered.



**E-Visit for Pink Eye**

Personal Info Sign Documents Medications Allergies Health Issues Travel History **Questionnaires**

## Red Eye

For your E-Visit

\* Indicates a required field.

\* Have you been exposed to anyone with similar symptoms?

a Yes No

\* Do you wear contact lenses?

b Yes No

\* Have you had any of the following?

Select all that apply.

c Rheumatoid arthritis Ulcerative colitis Psoriatic arthritis Sarcoidosis Crohn's Disease

Poorly controlled hypertension I am not sure None of the above

\* Have you had any of the following in the past?

Select all that apply.

d Eye surgery Glaucoma Serious eye injury Blocked tear duct Something not on the list

I have not had any past problems with my eyes

e **Continue** Back Finish later Cancel

17. You will be able to add any over-the-counter or prescribed medication you are currently using to treat this.
- a. click **Continue** after you've added this.

E-Visit for Pink Eye

Personal Info Sign Documents Medications Allergies Health Issues Travel History Questionnaires

### Red Eye


For your E-Visit








\* Indicates a required field.  
\* Please enter the medications you have been using

17 Visine

994 of 1000 characters remaining.

a Continue Back Finish later Cancel

18. You will be able to review your responses and make any changes by clicking  next to your answer.
- a. You can click **Submit** when you have completed the questionnaire.

Question	Answer	
18 Have you had any of the following?	None of the above	
Have you had any of the following in the past?	I have not had any past problems with my eyes	
What medications are you currently using for these symptoms?	Eye drops from the shelf in the pharmacy	
Please enter the medications you have been using	Visine	
If you are able, please provide images of the affected eye(s).		
Anything else you would like to add?		
Are you pregnant?	I am confident that I am not pregnant	

a Submit Back Finish later Cancel

19. To pay for your E- Visit, **click** sign up for this visit on the payments screen. Then **click next**. If you select “do not sign up now” you will receive a statement in the mail or via my chart based on your communication preferences.

E-Visit for Pink Eye

Personal Info Medications Allergies Health Issues Travel History Questionnaires Payments

### Payment for This Visit

**Visit Auto Pay**  
Save time and paper by signing up to automatically pay for this visit and related services when your balance becomes due.  
[Learn more](#)

☒ Sign up for this visit Up to \$49

☐ Do not sign up now

Total amount you'll pay: \$0.00

Next Back Finish later



20. Enter your billing details and **click save**.

E-Visit for Pink Eye

Personal Info

Medications

Allergies

Health Issues

Travel History

Questionnaires

Payments

How do you want to pay?

Enter payment information

Add New Payment Method

Name On Card

Training Female

Exp Date (MM/YY)

11/25

Card Number

5195-0966-4500-2095

Billing Address

99 Training WAY

Billing City

Hiram

Billing State/Province/Region

GA

Billing Zip/Postal Code

30141

SAVE

20. Click submit.

E-visit for Pink Eye

Personal Info

Medications

Allergies


Health Issues

Travel History

Questionnaires

Payments

✓ Your Visit Auto Pay agreement has been created.



We sent a confirmation to you@gmail.com

Date: 11/22/2022

Visit Auto Pay ⓘ

\$49

Visit Auto Pay Agreement #478764 has been created to automatically pay up to \$49 for this service when your balance becomes due.

Payment method

VISA

Training Female

x4555

Submit

Back

Finish later


Back to the home page


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Document Version: August 2022


Produced by: Connect Training [vt]  
Revised: August 2022


21. You have completed your E-Visit request.


WellstarMyChart

Menu


Visits

Messages

Test Results


Medications

E-Visit Details



Your E-Visit for Pink Eye has been submitted

You can expect to receive a MyChart message with a response from our team within two business days. If you do not receive a response, please contact the MyChart team at 470-644-0419 or if your symptoms worsen, please go to the nearest Urgent Care or call 911. You can return to this page through your appointments and visits list.



E-Visit for Pink Eye with WMG E-VISIT

✕ Cancel E-Visit

Your E-Visit Submission

Review your questionnaire answers below.

☒ Communicable Disease Screening [\(Print\)](#)

☒ Red Eye [\(Print\)](#)

Visit Instructions

- An E-Visit should only be used for non-urgent medical conditions, as it may take up to 2 business days to receive a response. For medical emergencies, call 911 immediately.
- For any questions or concerns please contact the MyChart Help Desk 470-644-0419 Monday through Friday 8:30 am-5:00 pm.
- For billing questions please contact 470-245-9998.

Back to Appointments and Visits

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Produced by: Connect Training [vt]  
Revised: August 2022