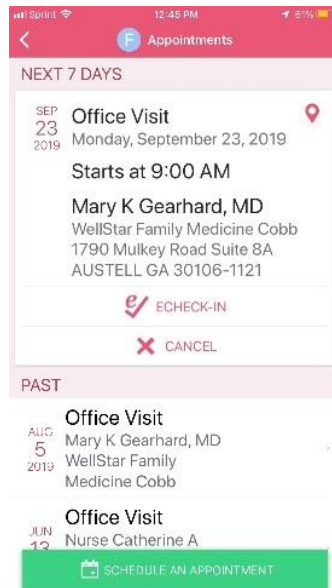


## How Do I Use Appointment Arrival?

This tip sheet describes how to use Hello Patient functionality in MyChart. The MyChart Mobile App must be loaded on your mobile phone and location must be enabled on your device to utilize this feature.

### Try It Out

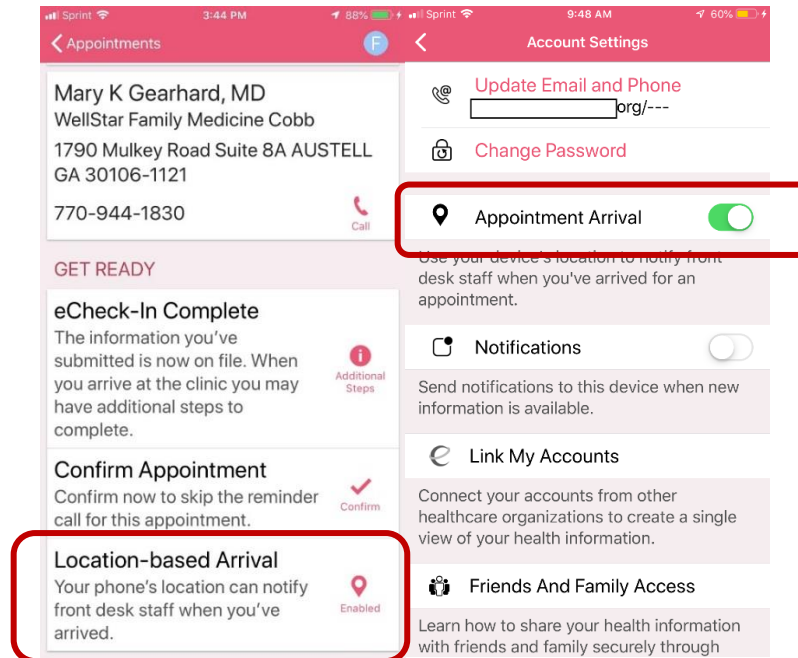
1. Login and locate your upcoming appointment
2. Complete the e-check in option for your appointment in either your MyChart Mobile App or on your Internet Browser.



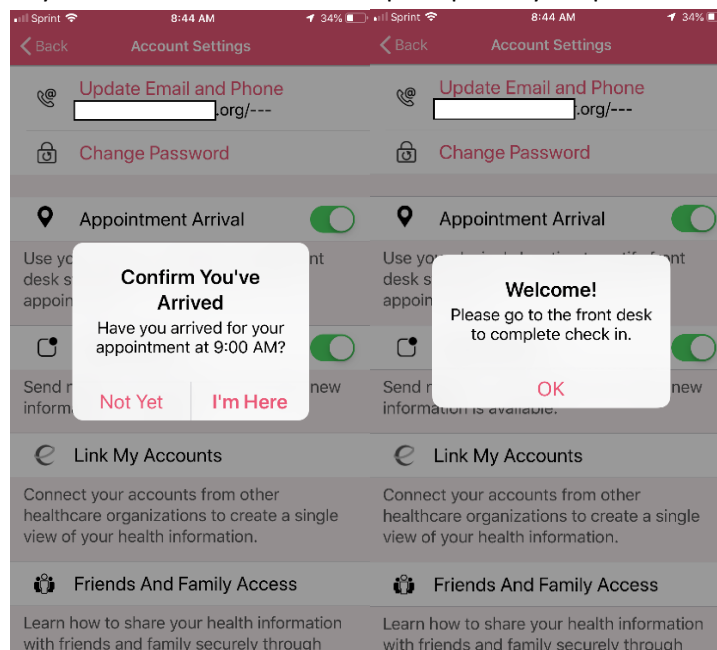
3. On your phone, configure settings for the MyChart Mobile App to set the Location setting to “Always”. To learn how to do this, please refer to your phone manufacturer instructions



- Once your e-check in is complete, ensure Location-based Arrival is set to “enabled”. Click on “enabled”, ensure “Appointment Arrival” is turned on (set to green)



- When you arrive to the WellStar Medical Group building ensure you are logged in to your MyChart Mobile App. The MyChart App will recognize that you have arrived. Follow the prompts on your phone.



If you have any other questions or need further assistance, please contact our service desk. Hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. You can contact the MyChart Service Desk by phone at 470-644-0419, by e-mail at [mycharthelp@wellstar.org](mailto:mycharthelp@wellstar.org), or by fax at 770-999-2306. Remember, MyChart is NOT to be used for urgent needs. **For medical emergencies, dial 911.**