

# Hello Patient Appointment Arrival

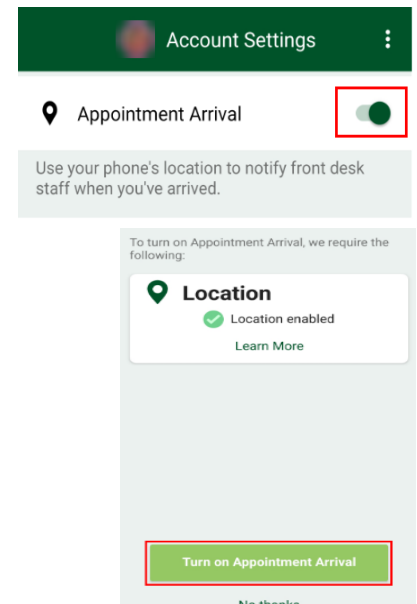
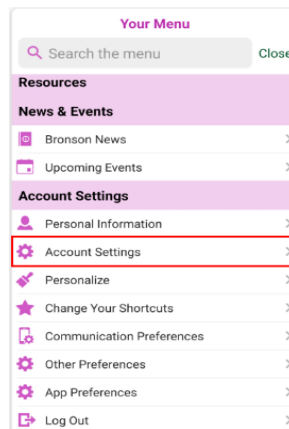
## What is Hello Patient?

Hello Patient is a function through MyChart that allows you as a patient to notify your provider's office when you have arrived. If you complete all of your eCheck-In tasks prior to your visit in most cases you will be able to proceed to the waiting room without going to the front desk to check-in.

This function is available by using geolocation through your MyChart app on your smartphone and not available in the desktop version of MyChart.

## How do I set this up?

1. From your MyChart mobile app go to **Account Settings** in the **Menu**.
  - a. *Reminder: This is only available in the mobile app!*
2. Scroll down to **Appointment Arrival** and turn the switch to make it green.
3. Verify **Location is enabled**.
4. Confirm the setting by selecting **Turn on Appointment Arrival**.



## How does it work when I arrive at my doctor's office?

If you have completed eCheck-In and are within a close proximity to your doctor's office you will receive a notification on your smartphone to confirm that you have arrived.

- Once you have confirmed you have arrived you may receive another message to go to the front desk for additional instructions or paperwork.
  - *If you are instructed to go to the front desk please do so to ensure you check-in is completed to alert the provider you have arrived and are ready to be seen.*
- If no additional tasks are needed you will be instructed to proceed to the waiting room and the front desk staff will see your appointment status has changed to Arrived.

