MyKelsey Online Web and Mobile App

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MyKelsey Online Web and Mobile App

	Scheduling	Pre Check-In	Mobile-Arrival	Post Visit
Description	You can schedule most appointments to see a Kelsey-Seybold provider through the MyKelsey Online mobile application or website	During Pre Check-In, patients will make payments, confirm allergies and medications and answer any applicable questionnaires	When you arrive to an in-person visit, Mobile-Arrival allows you to notify the front desk staff that you have arrived for your appointment	Once your visit is complete, you will receive an After Visit Summary (AVS) on the MyKelsey Online mobile application or website
Pre-requisites	A MyKelsey Online account created	An appointment scheduled with a Kelsey-Seybold provider A MyKelsey Online account created	Pre Check-In must be completed prior to arriving to the clinic location MyKelsey Online mobile application downloaded onto a device with location services set to Always On and push notifications activated Appointment Arrival turned on from MyKelsey Settings	
Where & When	You can schedule an appointment by using the MyKelsey Online mobile application or website, 24 hours a day, 7 days a week	You can use the Pre Check-In feature from the MyKelsey Online mobile application or website immediately after scheduling your appointment, but prior to arriving at your clinic location, within 7 days of the appointment scheduled time	With the MyKelsey Online mobile application, you will receive a push notification on your device up to 30 minutes prior to the arrival time of your appointment and when you are within 100 meters of the clinic location	

You must have a device with location services and push notifications activated to use Mobile-Arrival.

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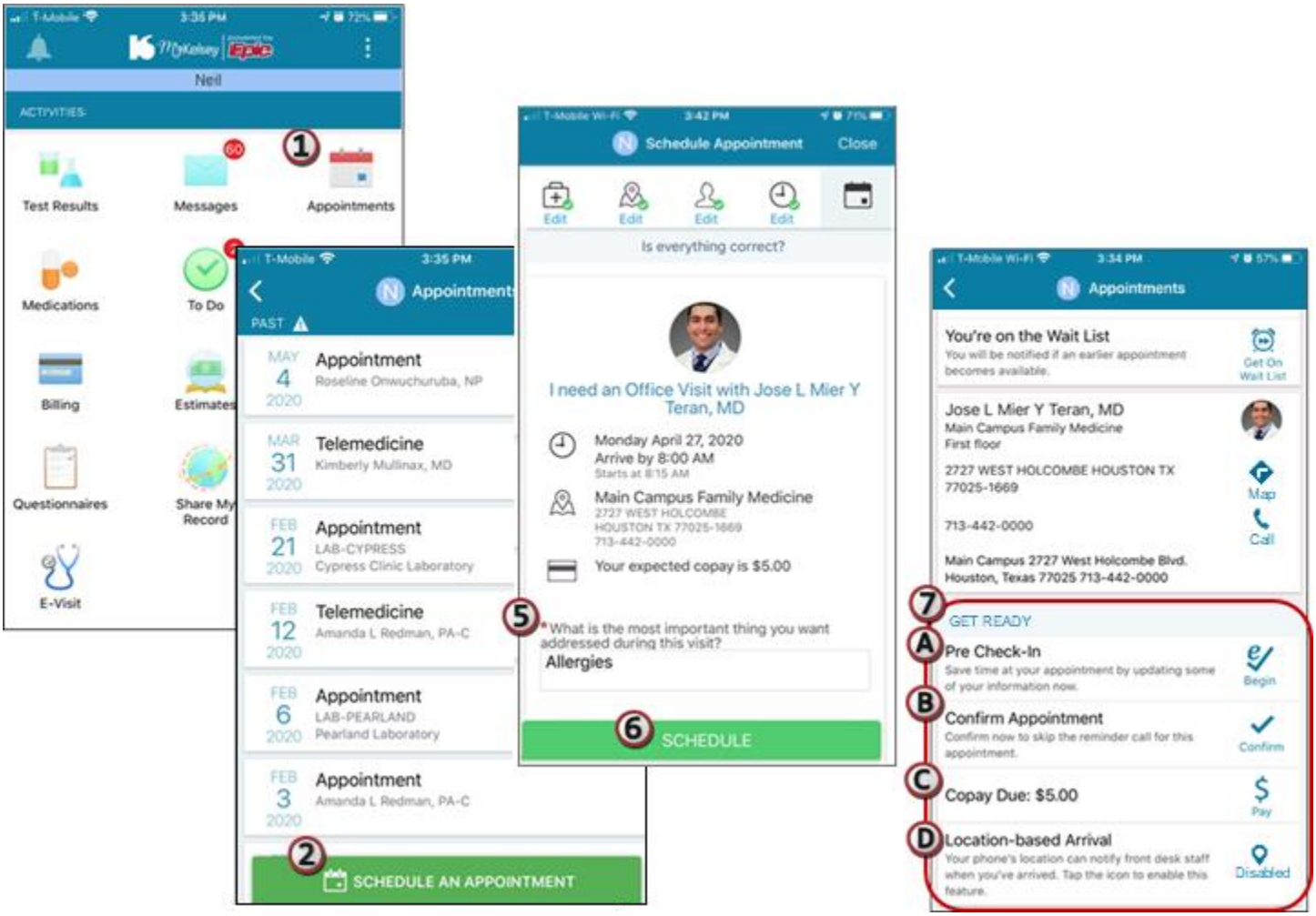
Scheduling a Visit

From MyKelsey Online Mobile Application

1. Tap **Appointments**.
2. Tap **SCHEDULE AN APPOINTMENT**.
3. Select the type of appointment you want to schedule.
4. Complete the requested information, such as provider, date, and time of appointment.
    - Depending upon the type of appointment selected, the requested information may be slightly different.
5. Once complete, review the appointment information and enter a reason for the appointment, such as Allergies.
6. Tap **SCHEDULE**.
7. From the appointment review screen, you can Get Ready for your appointment by completing:
    A. Pre Check-In
    B. Appointment Confirmation
    C. Pay a copay
    D. Enable Location for Mobile-Arrival



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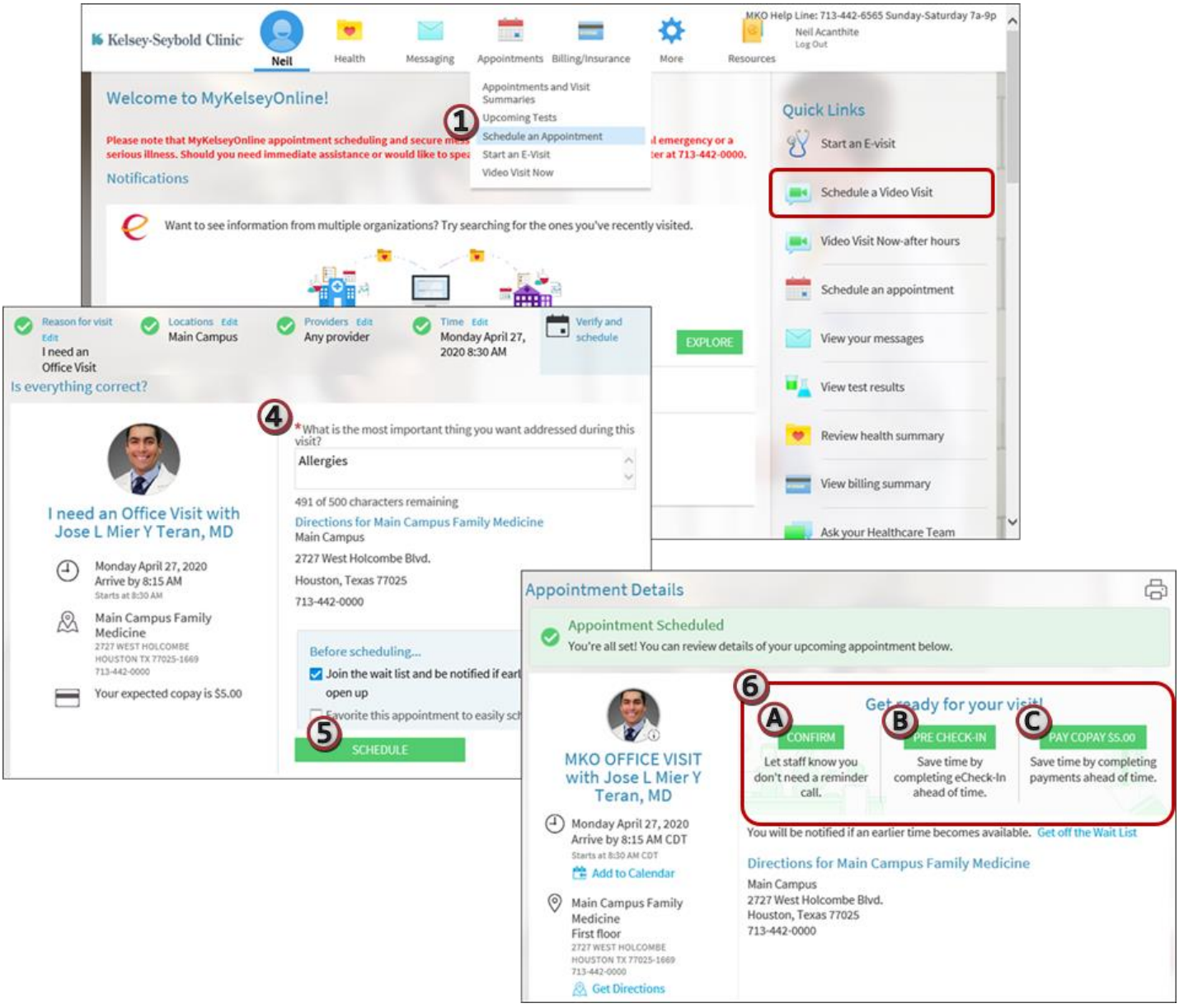
From MyKelsey Online Website

1. Click **Appointments > Schedule an Appointment**.
    - You can also click **Schedule an Appointment** from Quick Links.
2. Select the type of appointment you want to schedule.
3. Complete the requested information, such as location, provider, date, and time of appointment and click **Continue**.
4. Once complete, review the appointment information and enter a reason for the appointment, such as Allergies.
5. Click **SCHEDULE**.
6. From the Appointment Details, you can get ready for your visit by completing:

    A. Appointment Confirmation
    B. Pre Check-In
    C. Pay a copay



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Completing Pre Check-In

!	Completing Pre Check-In does not mean you are checked-in for your appointment.

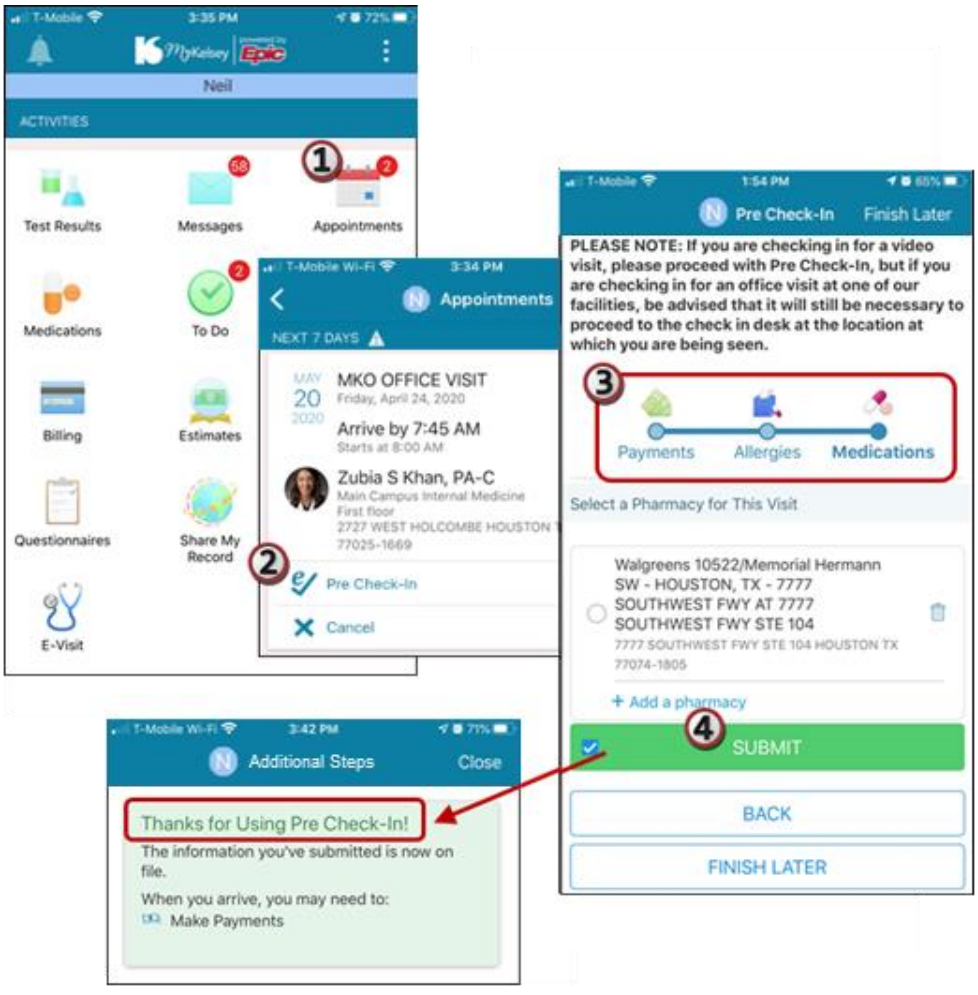
From MyKelsey Online Mobile Application

1. Tap **Appointments** and find your scheduled appointment.
2. Tap **Pre Check-In**.
3. Complete the Pre Check-In sections as appropriate:

   A. Payments
   B. Allergies
   C. Medications

	If you are checking in for a video visit, please proceed with Pre Check-In, but if you are checking in for an office visit at one of our facilities, be advised that it may still be necessary to proceed to the check in desk at the location at which you are being seen.

4. Once complete with all applicable sections, tap **SUBMIT**.
   - When Pre Check-In is successful, you will see Thanks for Using Pre-Check In!.



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From MyKelsey Online Website

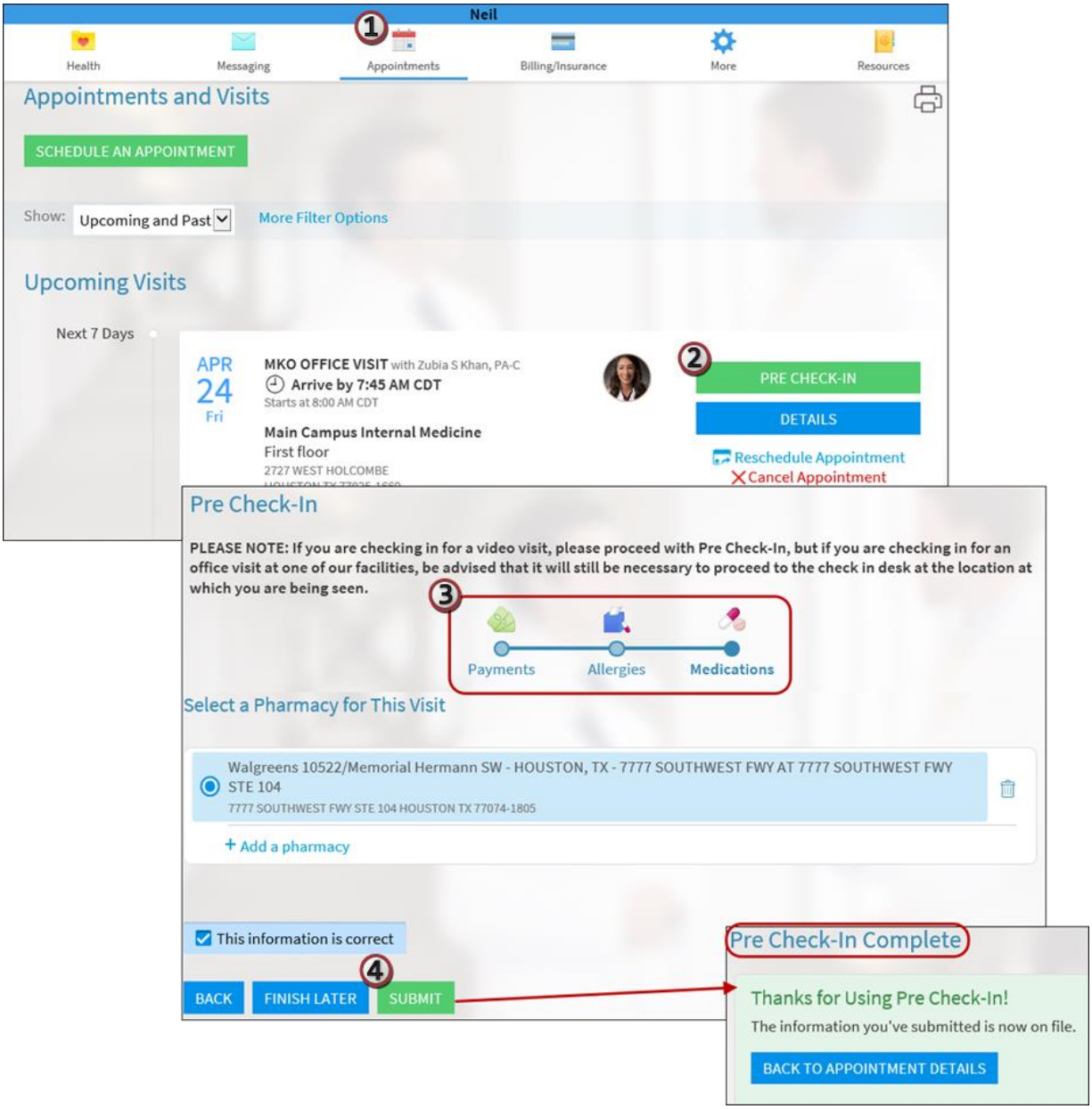
1. From **Appointments > Appointments and Visit Summaries**, find your scheduled appointment.
2. Click **PRE CHECK-IN**.
3. Complete the Pre Check-In sections as appropriate:

   A. Payments
   B. Allergies
   C. Medications

> If you are checking in for a video visit, please proceed with Pre Check-In, but if you are checking in for an office visit at one of our facilities, be advised that it may still be necessary to proceed to the check in desk at the location at which you are being seen.

4. Once complete with all applicable sections, click **SUBMIT**.

   - When Pre Check-In is successful, you will see Pre Check-In Complete.



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Mobile-Arrival

Mobile-Arrival utilizes geolocation features on iOS and Android devices to detect when you arrive for your appointment. This will be available 30 minutes prior to your scheduled arrival time

- For example, your appointment time is 9:00am with a 8:45am arrival time. You can check in no earlier than 8:15am.

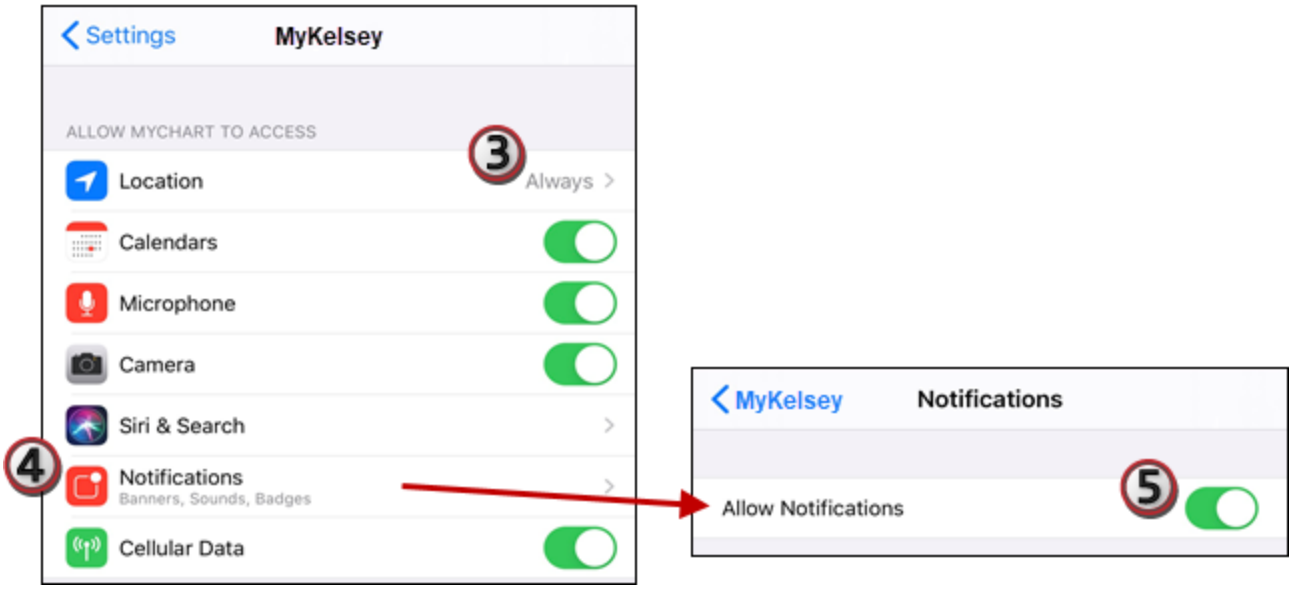
!	The following prerequisites must be completed prior to beginning Mobile-Arrival: ▫ Pre Check-In ▫ MyKelsey Online mobile application downloaded onto a device ▫ Application settings with location services set to Always On and push notifications activated ▫ MyKelsey Settings with Appointment Arrival set to On.

Mobile-Arrival settings

Depending upon your mobile device, the steps below may be slightly different than listed.

Apple iOS MyKelsey application settings

1. Tap your device's **Settings**.
2. Select **MyKelsey**.
3. **Location** should be set to **Always**.
4. Tap **Notifications**.
5. Select **Allow Notifications** to activate.



Android MyKelsey application settings

1. Open your device's **Settings**.
2. Navigate to your **Apps** settings.
3. Select **MyKelsey**.
4. Select appropriate field to make notifications allowed.

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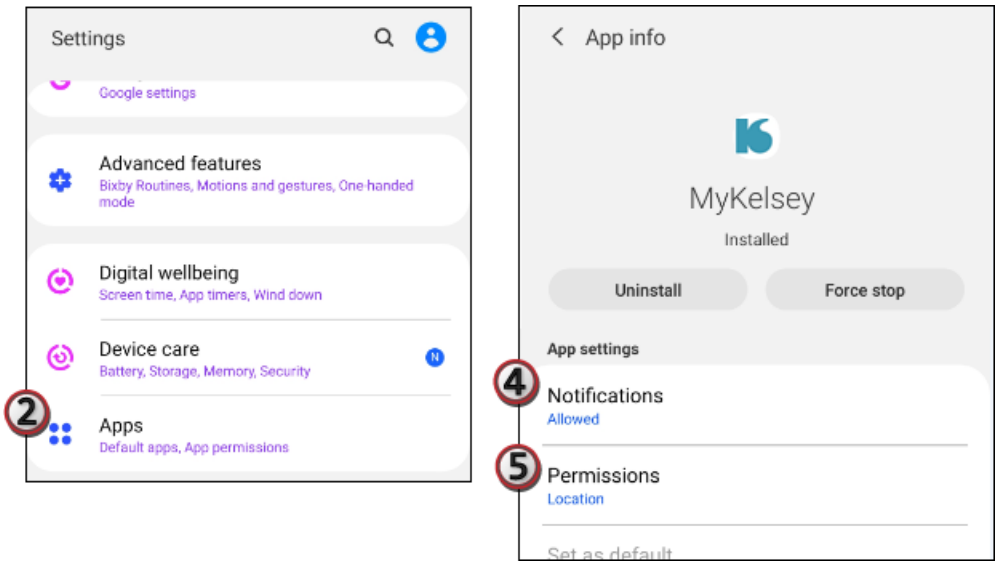
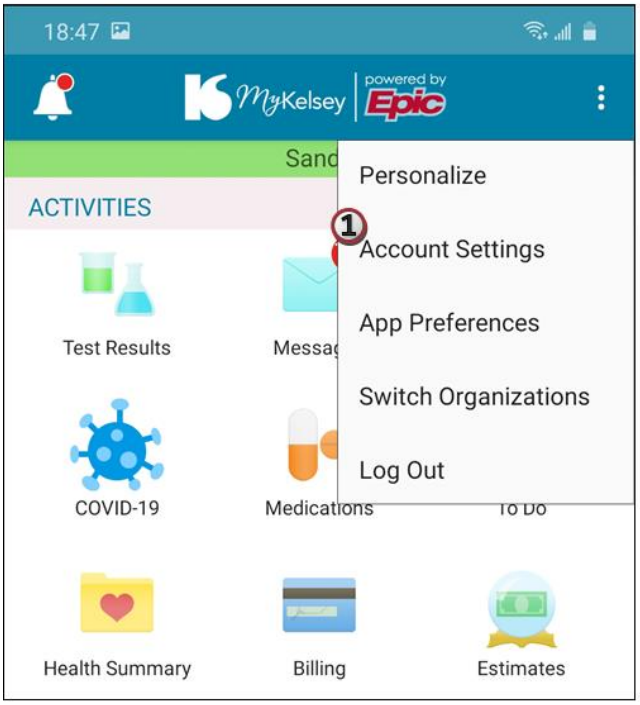
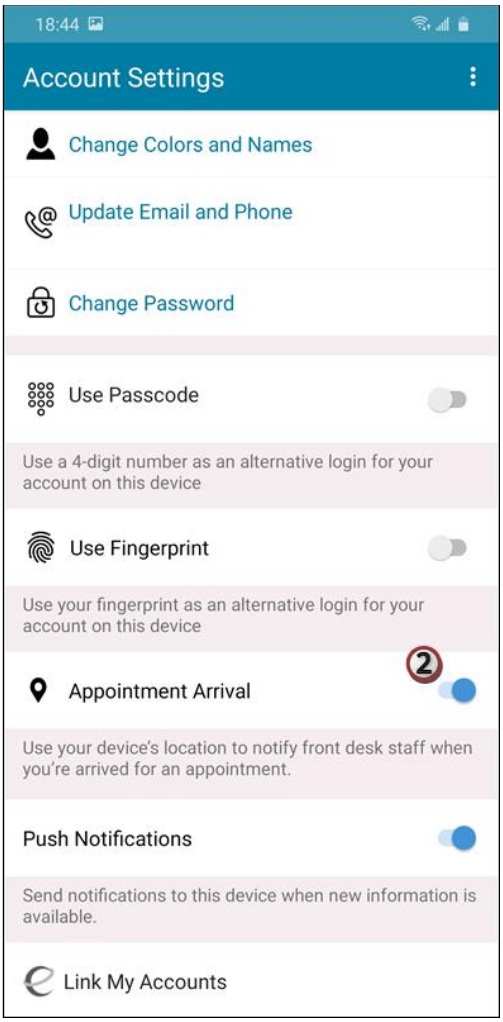
5. Select appropriate field to make location allowed.



Appointment Arrival

1. From the MyKelsey mobile app, tap ⋮ and select **Account Settings**.
2. Select Appointment **Arrival** to activate.





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Arriving for your appointment

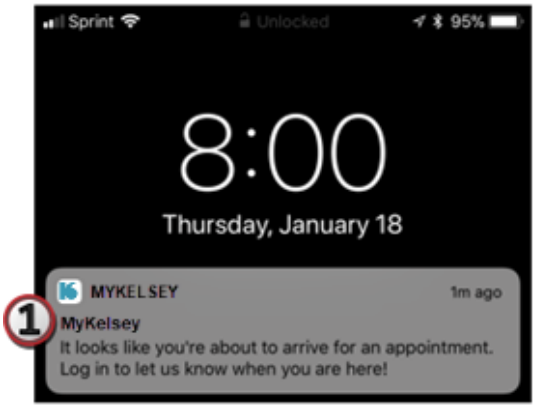
If you have completed all check in tasks ahead of time, you can be checked in without visiting the front desk.

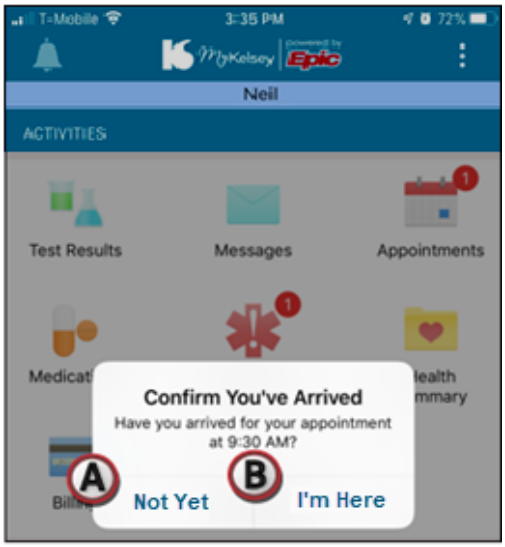
1. With push notifications active, tap the MyKelsey notification. This will take you to MyKelsey Online mobile app.

   A. If you have not arrived for your appointment, tap **Not Yet**.

   B. If you have arrived for the appointment, tap **I'm Here**.

   - When all pre-requisites have been completed, you will be prompted to proceed to the provider's lobby area until called. Tap **OK**.
   - If all pre-requisites have been not been completed, you will be prompted to go to the front desk to complete check in. Tap **OK**.

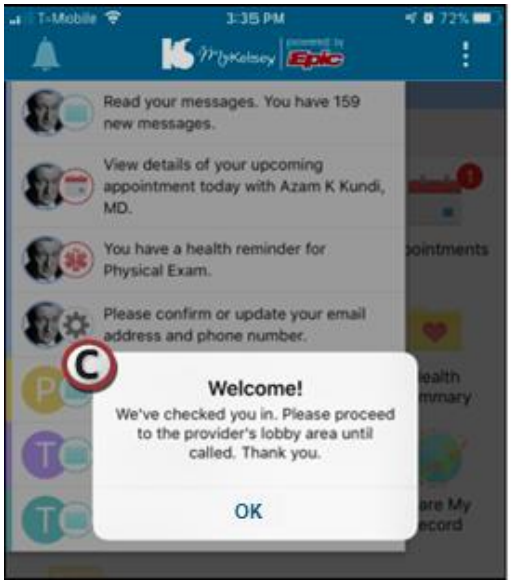


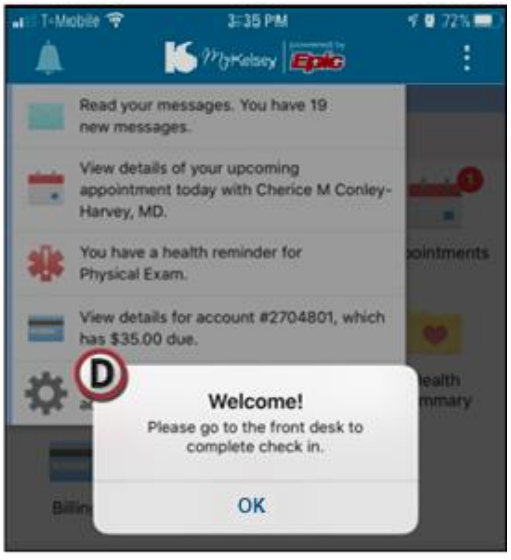


2. Once you have completed Mobile-Arrival, you will receive one of the following messages:

   C. We've checked you in. Please proceed to the provider's lobby area until called. Thank you

   D. Please go to the front desk to complete check in.





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Frequently Asked Questions

Q: I have completed Mobile-Arrival. Do I still need to check in with the front desk?

A: Maybe. Depending upon your account settings, it may be necessary to go to the front desk. Your Mobile-Arrival prompt will notify you of necessary next steps.

Q: Will I receive an appointment reminder?

A: All appointments will receive an appointment reminder 2 days and 2 hours prior to the appointment. If you do not receive these texts, you may have opted out to receive text communications from Kelsey-Seybold Clinic.

Q: I have multiple appointments in 1 day. Do I need to see the front desk if I have Mobile-Arrived for the first appointment?

A: You do not have to go to the front desk; however, you will need to open the MyKelsey mobile application to trigger the Mobile-Arrive for a subsequent appointment.

Q: Can I complete my Pre Check-In after I arrive at the clinic?

A: It is recommended to complete the Pre Check In prior to arriving at the clinic location.

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