

**Supported Devices:** Laptop and Desktop**Step 1: Go to Provider Login Page:**

Type in Provider Express Care Online Login URL:

<https://clevelandclinicmycareonline.org/loginPhysician.htm>

This might already be saved as a bookmark in your Favorites, Favorites Bar, or Short Cut on Desktop. See icon below



Providers can also go to the Today page or Doc.Com and click on "All Log In Accounts"



Then go to the "E" section and scroll down to the bottom and select the second last option "Express Care Online for Providers"

- Express Care Online
- Express Care Online for providers
- Express Care Wait Times

**Step 2: Log In**

Enter the credentials for your account. Your Username is typically your **CCF username** or **email address**. Your Password is either **Password1** or **Password2** (case sensitive)

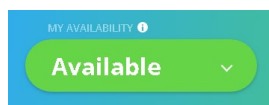
**Username:** \_\_\_\_\_

**Password:** \_\_\_\_\_

Click on 'Log In'

**Step 3: Waiting Room: Availability Status**

You can view and change your availability status from your waiting room by clicking the arrow in the 'My Current Availability' section.



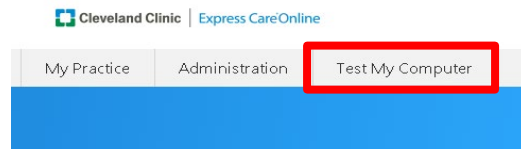
You must keep yourself **Available**:

- **Available:** Patients will be able to see you are available and ready to accept patients

**Step 4 : Test My Computer**

In order to start seeing patients on Express Care Online you **MUST RUN TEST MY COMPUTER**

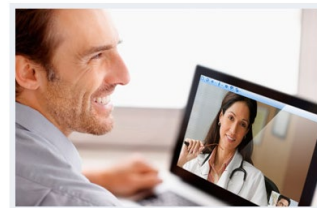
Click on 'Test My Computer' at the top of your Express Care Online waiting room screen.

**Video Plug-In**

Make sure **your video software is up to date**. If it is not please click on '**NEXT**'.

Your video software is out of date

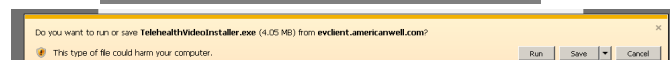
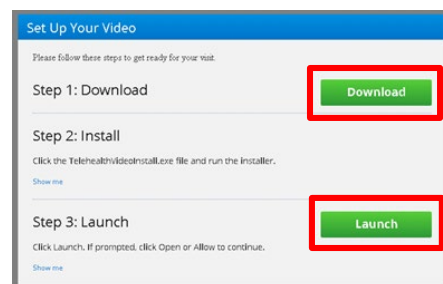
We'll update your video software on the next page during your Device Check

**Device Check:** Click on '**Get Started**'

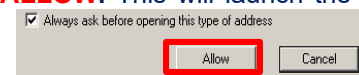
Let's make sure your computer is setup  
This test will open a new window

**The following pop up window will launch:**

Please click on **DOWNLOAD** followed by **RUN** found on the bottom of your web page. For more information on install and launch steps Click the blue 'Show Me' link.



After software download is complete click on **LAUNCH** and **ALLOW**. This will launch the device check window.





**Webcam:** Check your Image in the screen  
Readjust Seating / Positioning of Camera if Needed  
Click **'Yes'** Once Set

**Microphone:** Speak / Whistle Until you see the Green Bars Move - Click **'Yes'**

**Speaker:** Click the Triangle **'Play Button'** to Run a Test  
Click **'Yes'** if you hear sound and then click **'Done'** and go to the Internet Speed Test



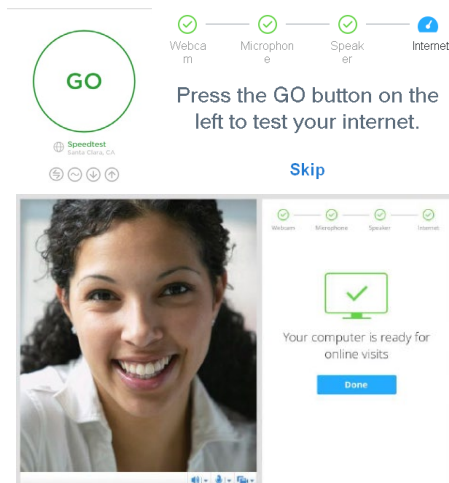
Select a camera: HP HD Webcam  
Select a microphone: Microphone (Realtek High Definition)  
Select a speaker: Speakers/Headphones (Realtek High Definition)

Do you see yourself in the video area on the left? Speak into the microphone. Did the green bars move? Click the play button. Did you hear the sound?



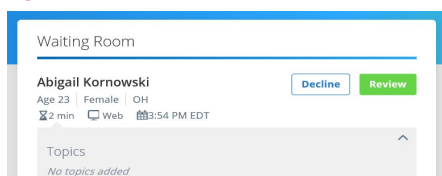
No Yes No Yes No Yes

**Internet Speed Test:** Click on **'GO'**. When complete click **'Done'** to return to the **Waiting Room**



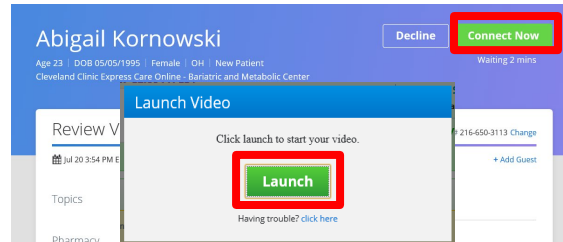
### Step 5 : Patient Arrives for Visit

The banner at the top of your screen will notify you that there is a patient in your waiting room. At this time the patient will also be checked into EPIC and you will receive a text from American Well to your CCF iPhone. Click on **'Add to Waiting Room'** or ignore the banner. Click on the **'Review'** button.



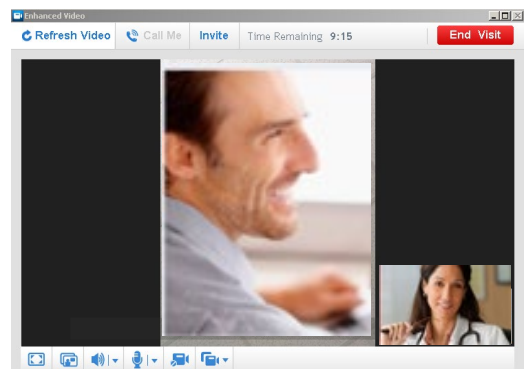
### Step 6: Review Visit Details and Starting a Visit

After selecting a patient, you will have time to review his/her intake information. All of this information will also be in **Epic**, since this is a follow-up visit. Once you have reviewed the patient's information, click on the blue **'Connect Now'** button to start the visit and **'Launch'** to start your virtual visit.



### Step 7: Visit

You will see live video of your patient on half of your screen. Your **'Provider Toolbar'** allows you to refresh video, adjust volume, mute, cut video feed, monitor visit length, and end the visit.



### Step 8: Ending a Visit and Completing Wrap Up

You or the patient can choose to end the visit at any time. Click the **'End'** button in the top right hand corner.

When the visit ends, you will land on the Wrap Up screen.

**Note: To finalize the Wrap Up and charge patient, click **'SUBMIT.'****

### Step 9: Epic Charge Capture

Scroll to the bottom of your navigator  
Click on **"Charge Capture"** then **"On Demand Established Patient"** or **"On Demand New Patients"**

Select charge capture code for that aligns with services you provided to the patient:

