

# 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	



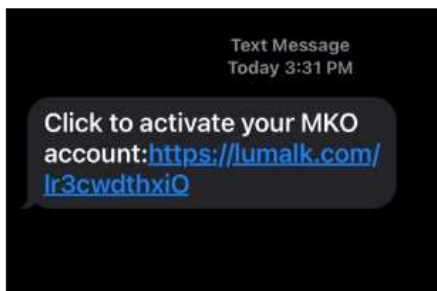
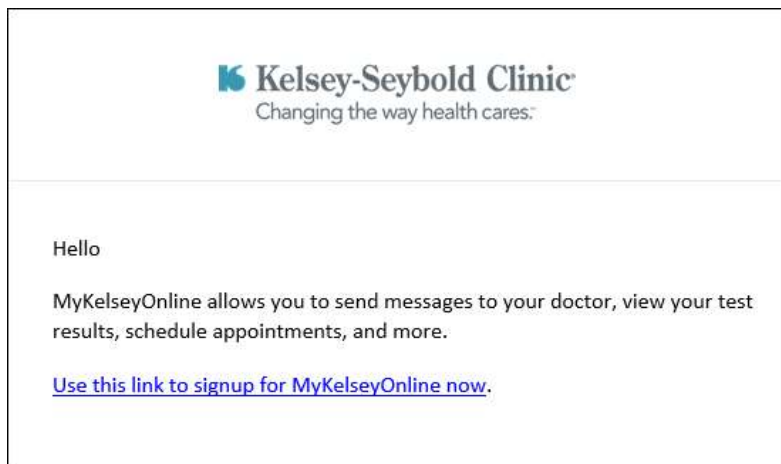
You must have a device with location services and push notifications activated to use Mobile-Arrival.

# MyKelseyOnline

MyKelseyOnline (MKO) provides you with online access to your medical record. It can help you participate in your healthcare and communicate with your providers. You will need to access MKO to complete questionnaires and flowsheets.

## Sign up for a MyKelseyOnline account

Once you have scheduled an appointment, you will receive either an email or a text message. You will need to click the link and proceed to complete the fields.



## Access MyKelseyOnline (MKO)


You are able to access MKO on your computer or on your mobile device.

- On your computer, go to [www.mykelseyonline.com](http://www.mykelseyonline.com).
- On your mobile device, download the  **MyKelsey** application.

Next, you will log into the website or application with your MyKelseyOnline ID and password.

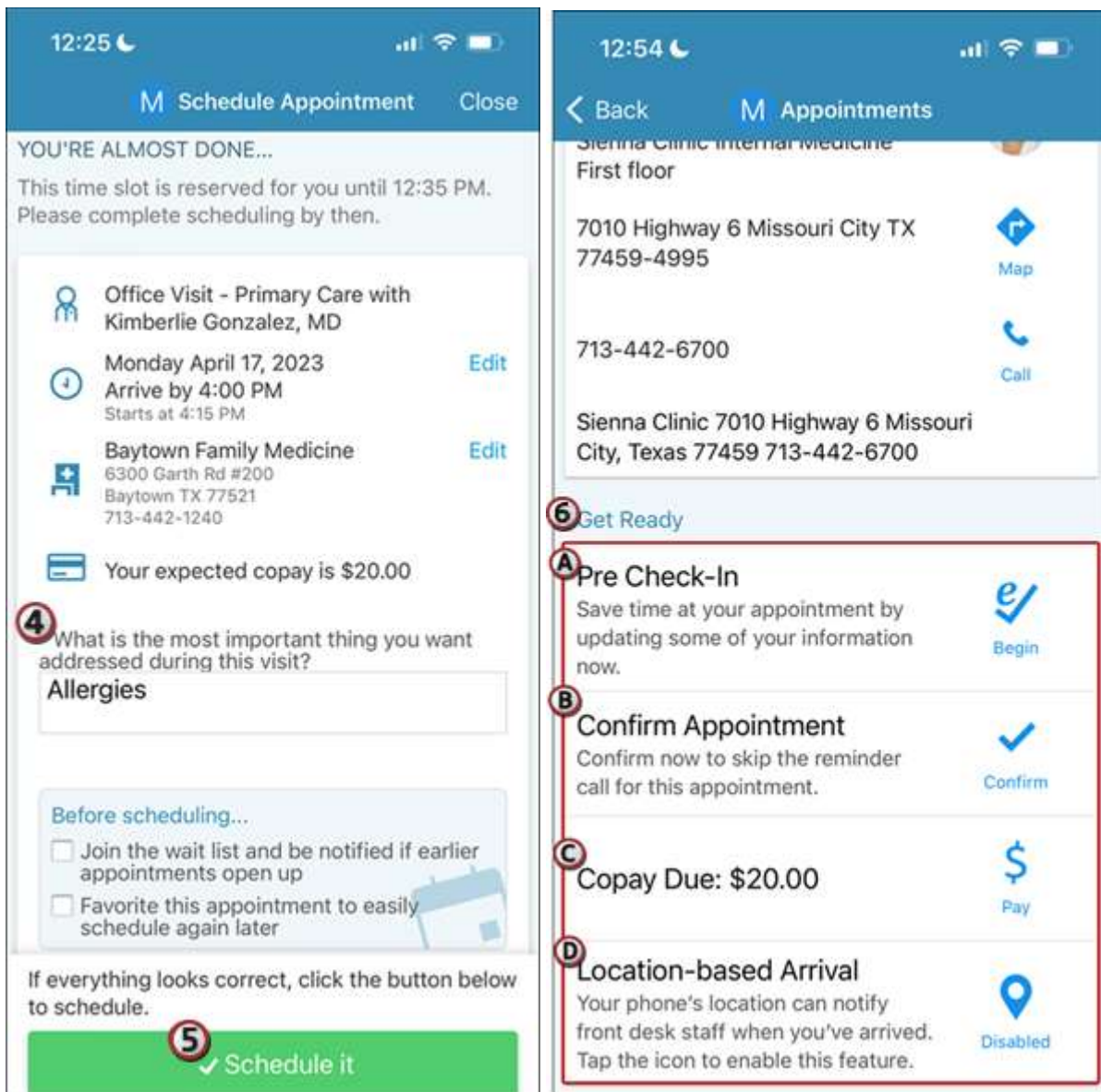
# Scheduling a Visit

## From MyKelsey Online Mobile Application


1. Tap  **Schedule an Appointment**.
2. Select the type of appointment category that you want to schedule.
3. 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.
4. Once complete, review the appointment information and enter a reason for the appointment, such as Allergies.
5. Tap **Schedule it**.
6. From the appointment details 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



Continued on next page.



## From MyKelsey Online Website

1. Click  **Schedule an Appointment.**
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 it.**
6. From the Appointment Details, you can get ready for your visit by completing:
  - A. Appointment Confirmation
  - B. Pre Check-In

Welcome!

J James 9

Appointment Scheduled



MyKelseyOnline Mar 9

Appointment Information: Visit Type: MKO Office Visit Dept: BAYTOWN...

View message

View all (13)

Schedule an Appointment

Reason for visit Edit  
Office Visit - Primary Care

Locations Edit  
Baytown

Time Edit  
Friday March 10, 2023 8:00 AM

Verify and schedule

You're almost done...

This time slot is reserved for you until 3:08 PM. Please complete scheduling by then.



MKO Office Visit with Robert Blumenthal, FNP-C



Friday March 10, 2023

Arrive by 7:45 AM

Starts at 8:00 AM

Edit



Baytown Internal Medicine

6300 Garth Rd #200

Baytown TX 77521

713-442-1240

Edit

4

What is the most important thing you want addressed during this visit?

Headache and cough.

Before scheduling...

Join the wait list and be notified if earlier appointments open up

Favorite this appointment to easily schedule again later

If everything looks correct, click the button below to schedule.

5

Schedule it

Directions for Baytown Internal Medicine

Baytown Clinic  
6300 Garth Rd  
#200  
Baytown, TX 77521

## Appointment Details



### Appointment Scheduled

You're all set! You can review details of your upcoming appointment below.



### MKO Office Visit with Timothy Nguyen



Thursday March 09, 2023

Arrive by 5:15 PM CST

Starts at 5:30 PM CST

[Add to calendar](#)



Main Campus Family Medicine

First floor

2727 WEST HOLCOMBE

HOUSTON TX 77025-1669

713-442-0000

[Get directions](#)

6

### Get ready for your visit!

A

[Confirm](#)

Let staff know you don't need a reminder call.

B

[Pre Check-In](#)

Save time by completing Pre Check-In ahead of time.

Want an earlier time? [Get on the Wait List](#)

### Directions for Main Campus Family Medicine

Main Campus

2727 West Holcombe Blvd.

Houston, Texas 77025

713-442-0000





# 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  **Visits** 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!

The image displays four sequential screenshots of the MyKelseyOnline mobile application interface. The first screenshot shows the home screen with the 'Visits' icon circled in red and labeled with a '1'. The second screenshot shows the 'Appointments' screen for Julie Vu at Sienna Clinic, with the 'Pre Check-In' option circled in red and labeled with a '2'. The third screenshot shows the 'Pre Check-In' screen with a note and three sections: 'Allergies', 'Medications', and 'Payments', all circled in red and labeled with a '3'. The fourth screenshot shows the 'Payment for This Visit' screen with a 'Submit' button circled in red and labeled with a '4'.

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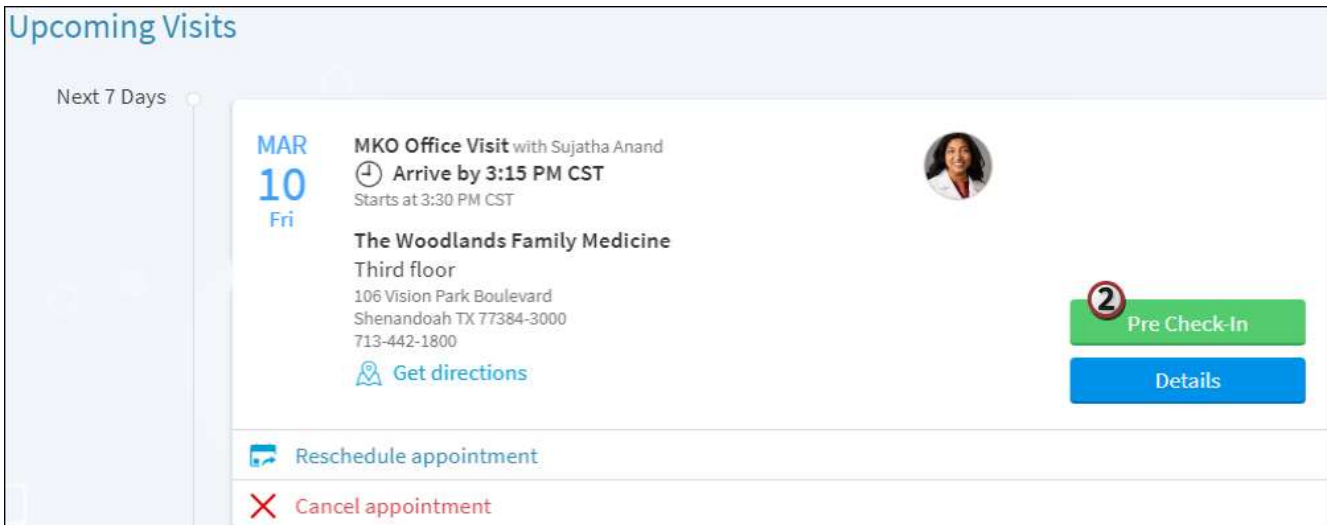
# From MyKelsey Online Website

1. From  **Visits > 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.




**Upcoming Visits**

Next 7 Days


**MAR 10 Fri**

**MKO Office Visit** with Sujatha Anand

🕒 **Arrive by 3:15 PM CST**  
Starts at 3:30 PM CST





**The Woodlands Family Medicine**  
Third floor  
106 Vision Park Boulevard  
Shenandoah TX 77384-3000  
713-442-1800

 [Get directions](#)

**2** [Pre Check-In](#)

[Details](#)

 [Reschedule appointment](#)

 [Cancel appointment](#)

### Pre Check-In

PLEASE NOTE: 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 will still be necessary to proceed to the check in desk at the location at which you are being seen.



### Your Outstanding Balances

This is the amount you owe for previous visits.

Guarantor #2717762 (James Mko)  
Physician Services

Amount due \$1,350.00

Other amount

Pay later

Total amount you'll pay today: \$0.00

### Pre Check-In Complete

Thanks for Using Pre Check-In!  
The information you've submitted is now on file.  
When you arrive, you may need to:


- Verify the Person Responsible for Payment
- Make Payments
- Sign Documents

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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 an 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.

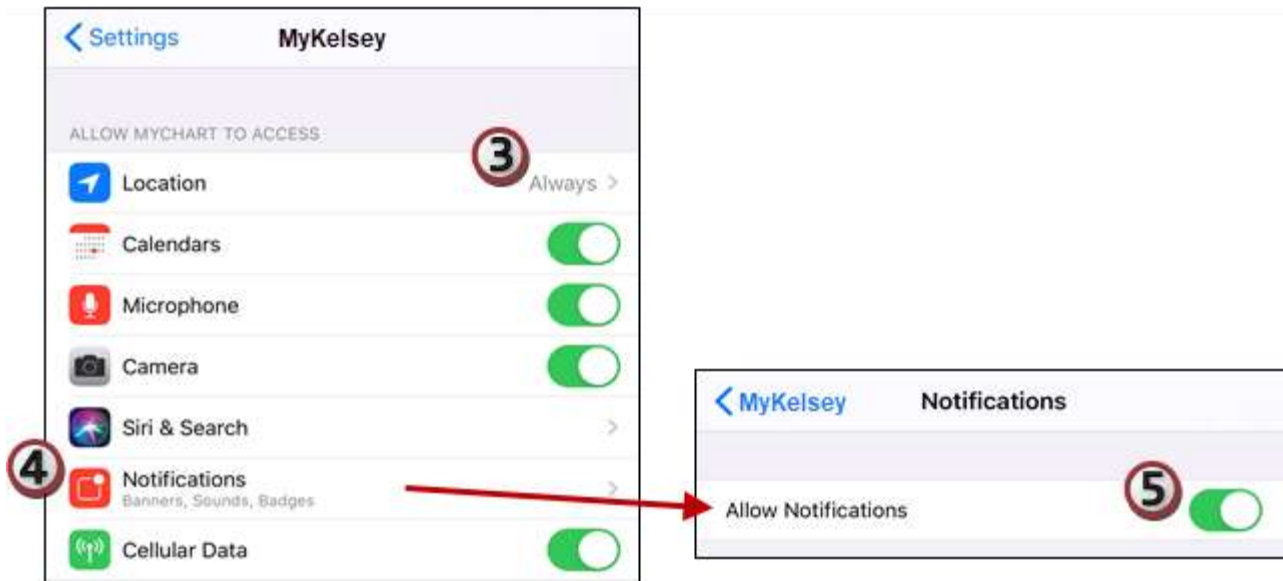
## Mobile-Arrival settings




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.

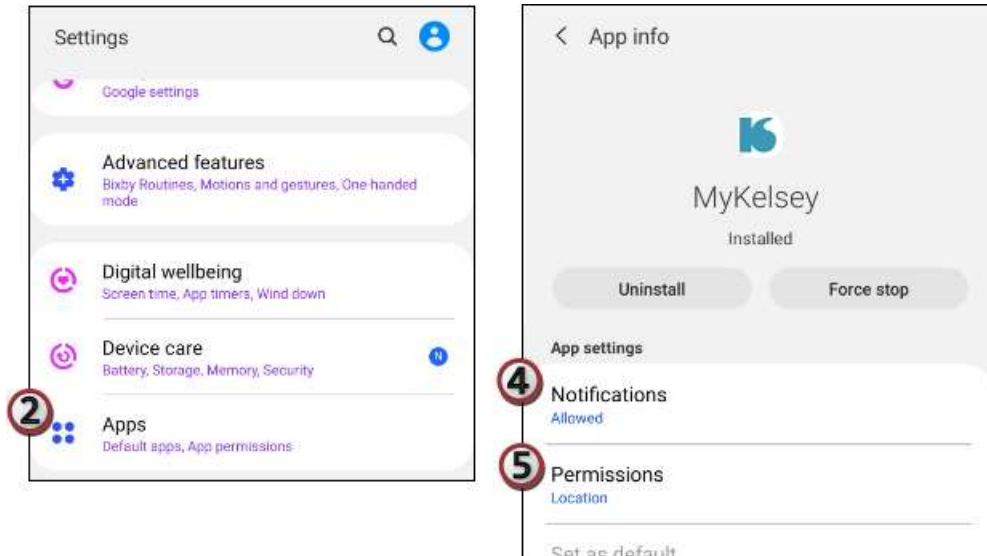


### Android MyKelsey application settings

1. Open your device's **Settings**.
2. Navigate to your **Apps** settings.
3. Select  **MyKelsey**.

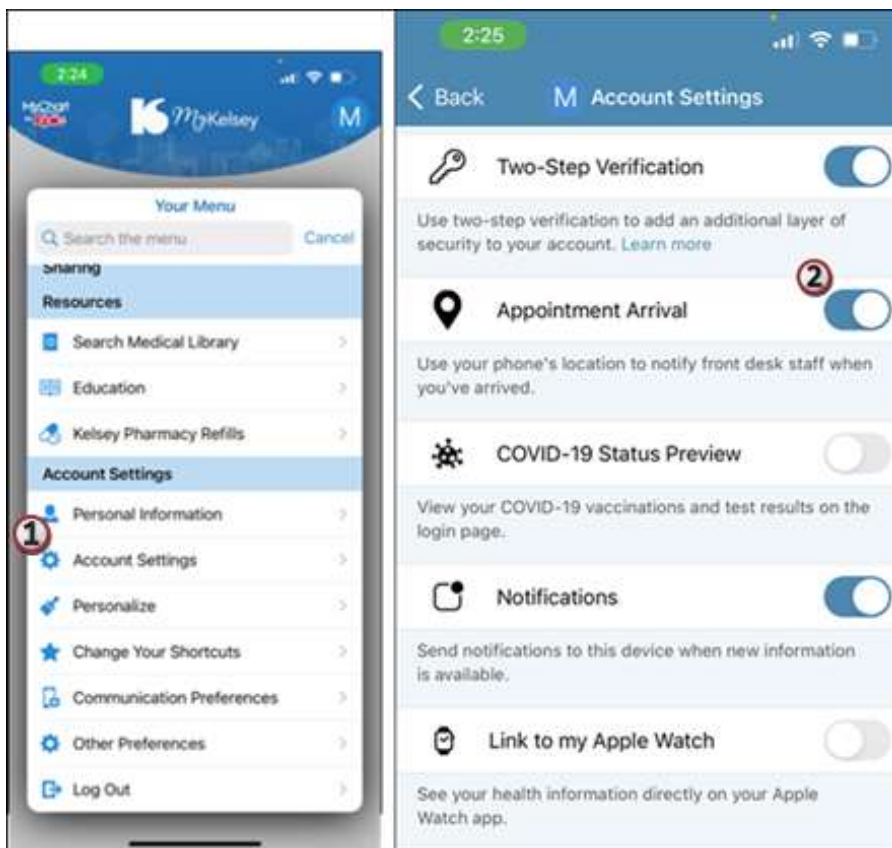
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4. Select appropriate field to make notifications allowed.
5. Select appropriate field to make location allowed.



## Appointment Arrival

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

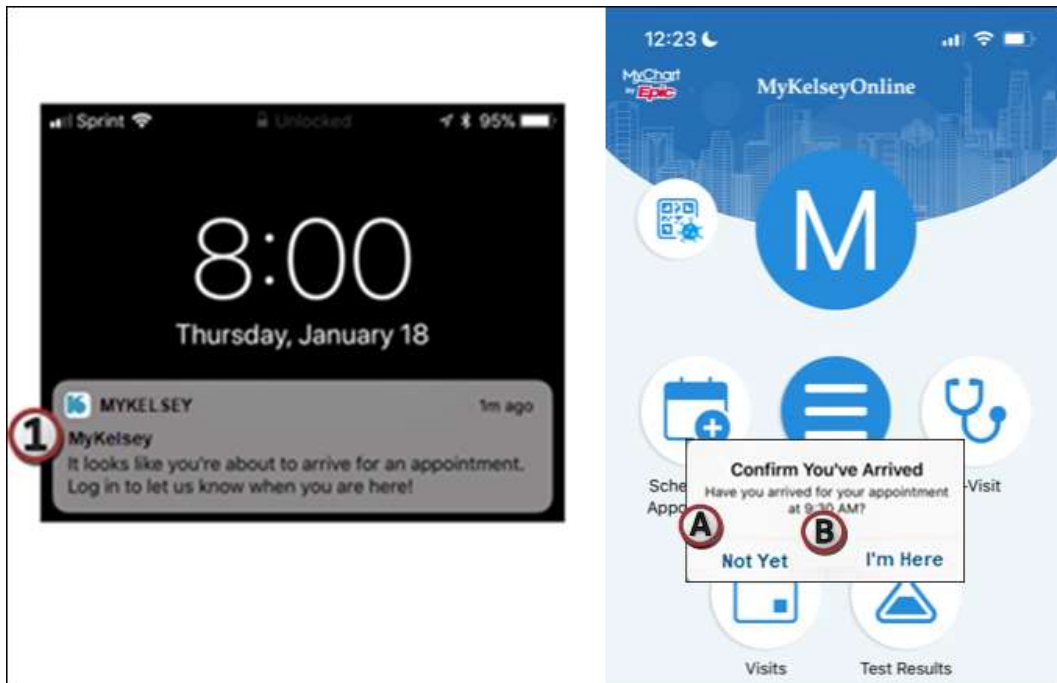


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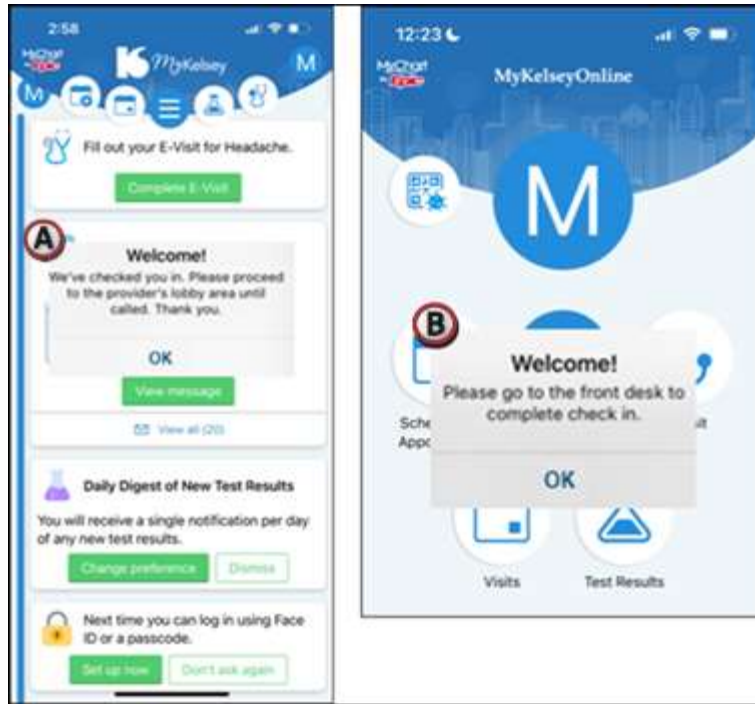
# Arriving for your appointment

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 not been completed, you will be prompted to go to the front desk to complete check in. Tap **OK**.




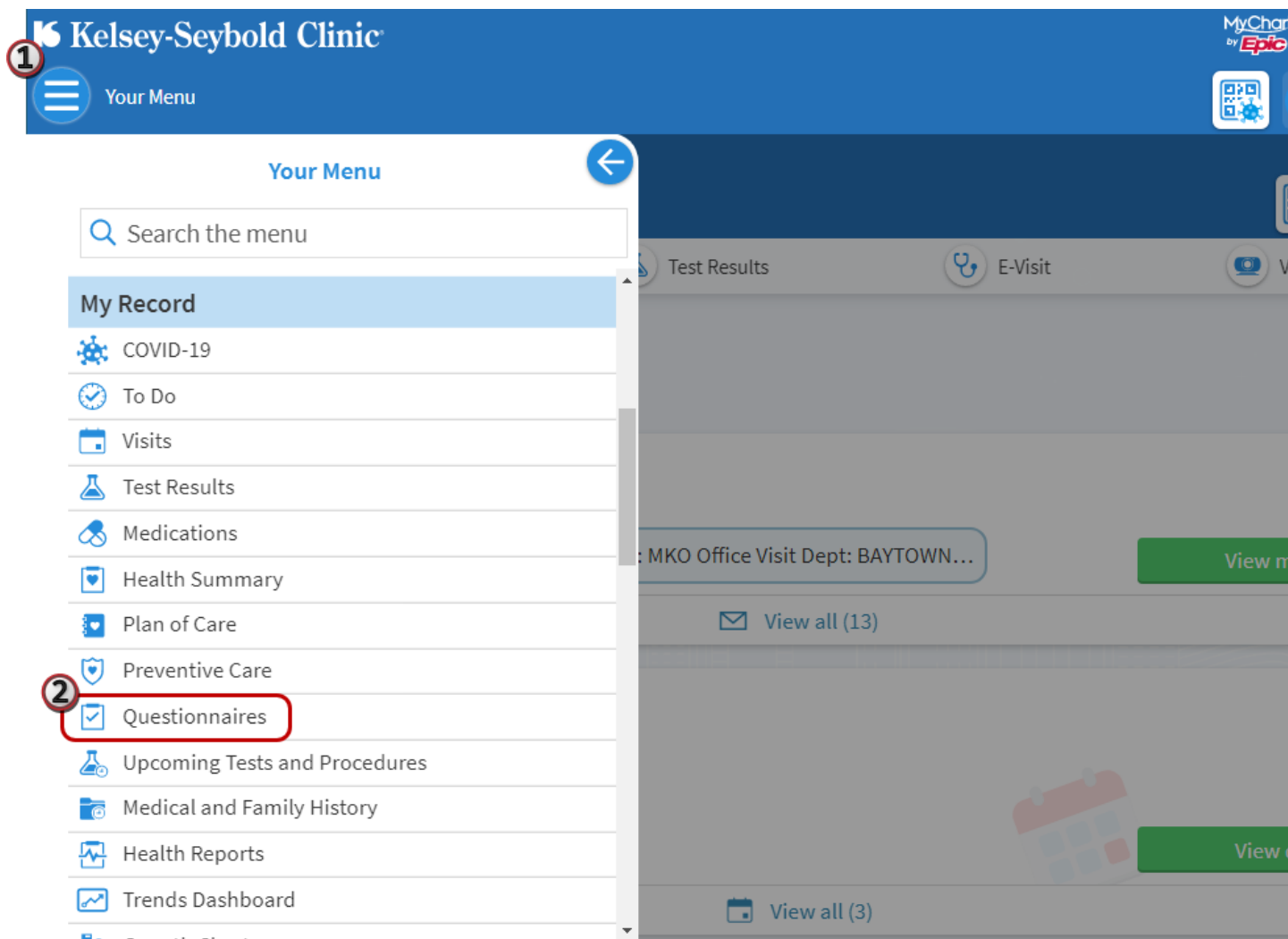
2. Once you have completed Mobile-Arrival, you will receive one of the following messages:
  - C. We've checked you in. Please proceed to the provider's lobby area until called. Thank you
  - D. Please go to the front desk to complete check in.




# Patient Questionnaires

## Complete a Questionnaire from the MKO Website

1. Click  **Menu**.
2. Under the My Record menu, select  **Questionnaires**.
3. Complete the questionnaire, and click **Submit**.

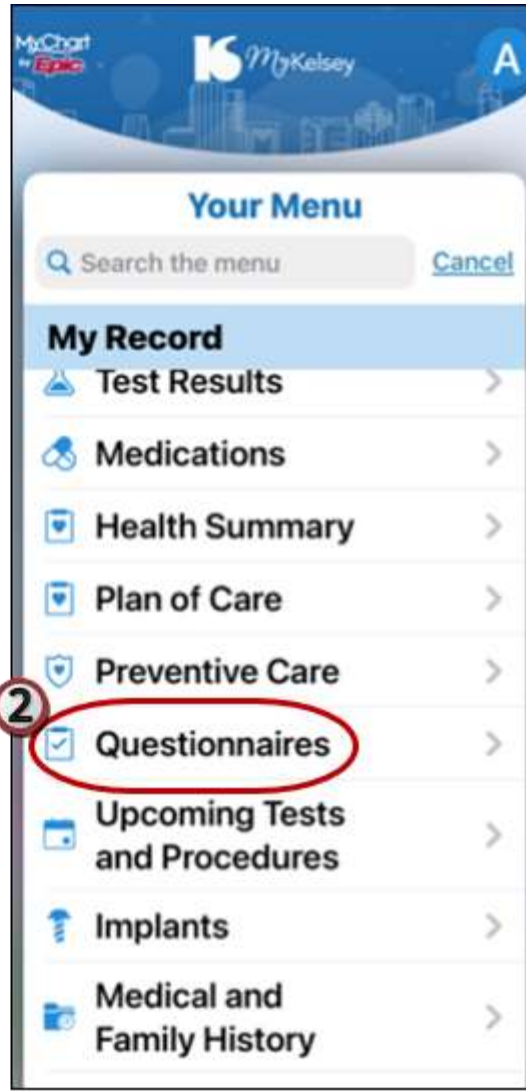
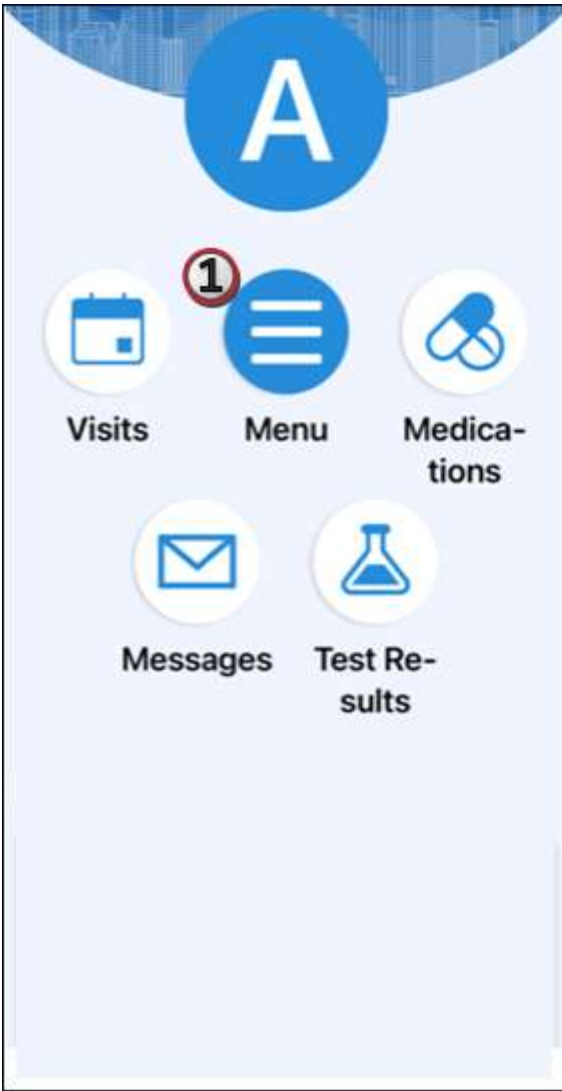


## Complete a Questionnaire from the MKO Application

1. Tap  **Menu**.
2. Under the My Record menu, select  **Questionnaires**.
3. Complete the questionnaire, and tap **Submit**.

Continued on next page.





When a questionnaire is sent to you, it will display in MKO. You will receive an email informing you that you have a new message.

# 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 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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