



## MercyOne North Iowa Now Offering Mobile Check-In

### **Q: What is Phreesia?**

**A:** Phreesia is an easy to use application to manage your appointment, including mobile registration. Mobile check-in allows you to complete pre-visit registration from your own device (any smartphone, computer or tablet) ahead of time, in the privacy of your home, or when you arrive.

### **Q: Why is MercyOne North Iowa partnering with Phreesia?**

**A:** MercyOne North Iowa is partnering with Phreesia to save you time by streamlining check-in and to ensure that your health records will always be up-to-date. The information you enter is private and secure and will allow our team to better care for you.

### **Q: Is the Phreesia system secure?**

**A:** Yes. Phreesia provides industry-leading privacy and security for our patients' data. They are held to the same standards as MercyOne North Iowa related to protecting your family's information. For additional information about Phreesia's security visit <https://www.phreesia.com/patient-privacy>.

### **Q: Do we need to use the new system for every appointment?**

**A:** Yes. Prior to your appointment, you will receive a text message and/or email prompting you to check-in. Text messages will contain a link that will automatically take you to your mobile check-in. Emails will contain your appointment information and a button that reads "Click here to start." Once you have opened your mobile check-in, you will be prompted to verify your identity by answering a few security questions. After you begin your mobile check-in, you will be presented with a series of questions related to your health. You can also sign office consents, if needed, and make a payment if a balance or copay is due.

### **Q: Do I need to download an app to do mobile check-in?**

**A:** No. There is no app - you simply click the link provided in the text message or email. This allows you to securely answer any registration and medical questions necessary for your appointment.

### **Q: Can I complete the forms in a language other than English?**

**A:** Yes! Mobile registration is available in 20 different languages, and the PhreesiaPads in the office offer Spanish in addition to English.

### **Q: What happens if I can't finish my registration before the appointment?**

**A:** That's okay! If you have not completed your registration before the visit, see one of our receptionists, and they will be happy to send you a new link. Don't worry, Phreesia saves information you entered previously.