IMS

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Intelligent
Medical
Software

IMS OnArrival
User Guide

Version 21

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Contents

Introduction

With the IMS OnArrival mobile application, patients can check in to a clinic through various ways and perform the necessary check-in procedures. The patients can also sign forms, verify demographics and insurance details, and store images of their insurance cards.

You can also set up the sign-in methods for patients and specify which features appear on IMS OnArrival.

In IMS OnArrival Version 21, some of the options on the **Update Patient Details** screen are now revamped to improve user experience and for better navigation.

This document shows you how to set up the applicable parameters in IMS and use the front-end functionalities in IMS OnArrival.

Note:

To link IMS OnArrival with IMS, it is necessary to have IMS Build 18.1.0 or other more recent builds. Your Android tablet must also meet the required specification to use IMS OnArrival. The minimum Android version that is needed to open the application is Android 5.0.

To process payments, OpenEdge should be integrated in IMS OnArrival. The minimum IMS build that is required to use OpenEdge is IMS Build 20.1.0. The minimum Android version that is needed to use a Walker BT card reader to make payments is Android 6.0.

It is necessary to turn on the Screen Pinning feature of your device and to set up a pattern, PIN, or password from your device's setting so that a patient cannot exit from IMS OnArrival.

Setup in IMS

It is necessary to perform specific setup procedures in IMS so that you can access the front-end functionalities of IMS OnArrival.

Turn on the Allow Auto Checkin IMS OnArrival system parameter

It is necessary to turn on the **Allow Auto Checkin IMS OnArrival** system parameter in IMS so that a patient can check in and use the functionalities of IMS OnArrival.

To turn on **Allow Auto Checkin IMS OnArrival**, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **System Parameters**.

2. In the **Parameters** window, type **auto checkin** in the filter box, and then click **Filter**.

3. From the **Value** list for the **Allow Auto Checkin IMS OnArrival (Modules/Features)** parameter, select **Yes**.
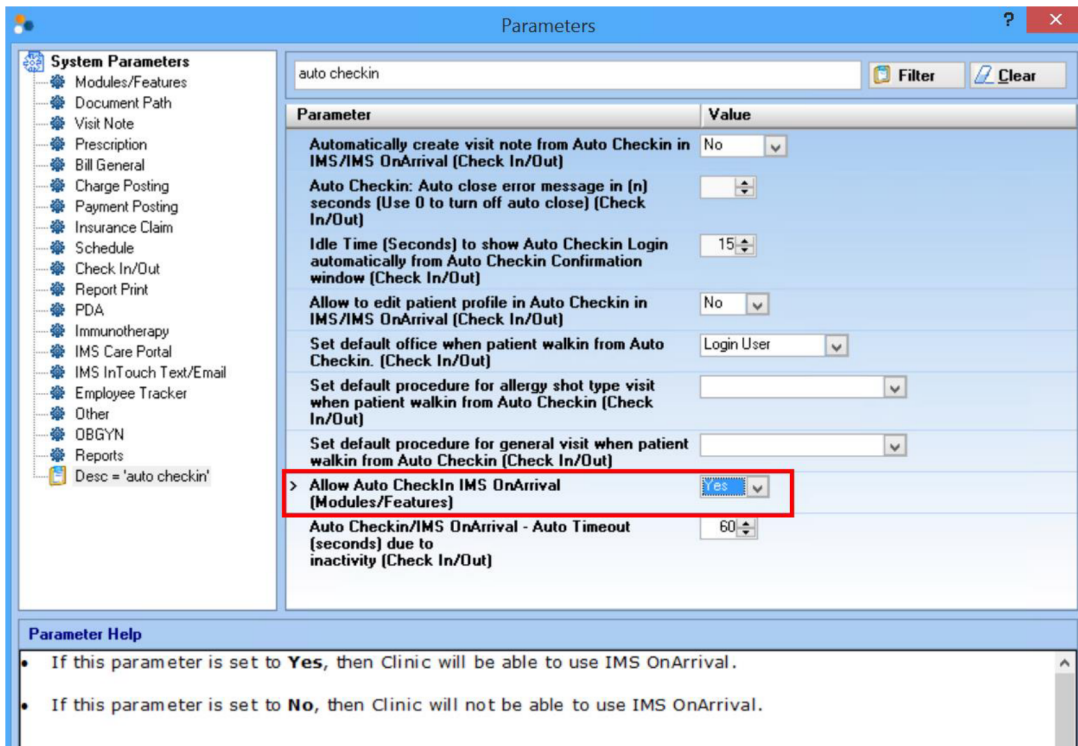
Figure 1 From the Value list for Allow Auto Checkin IMS OnArrival (Modules/Features), select Yes to allow patients to check in using IMS OnArrival.
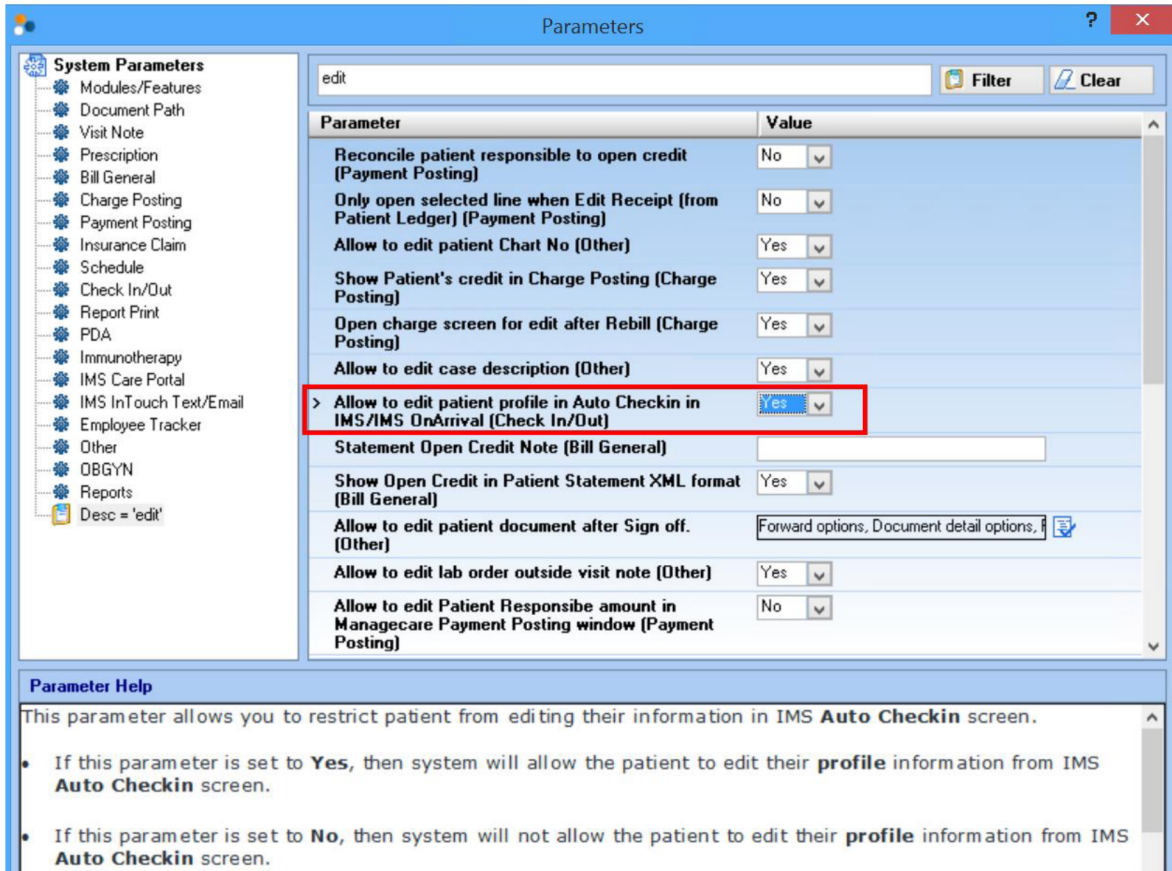
4. Click **Save**, and then click **Close**.

Turn on the parameter that allows patients to update their information in IMS OnArrival

You can set up the **Allow to edit patient profile in Auto Checkin in IMS/IMS OnArrival** system parameter in IMS so that patients can update their information in IMS OnArrival.

To turn on the parameter, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **System Parameters**.

2. In the **Parameters** window, type **edit** in the filter box, and then click **Filter**.

3. From the **Value** list for the **Allow to edit patient profile in Auto Checkin in IMS/IMS OnArrival (Check In/Out)** parameter, select **Yes**.

Figure 2 From the Value list for Allow to edit patient profile in Auto Checkin in IMS/IMS OnArrival (Check In/Out), select Yes so that patients can edit their information in IMS OnArrival.

4. Click **Save**, and then click **Close**.

Turn on the Allow to upload insurance image parameter

You can turn on the **Allow to upload insurance image** parameter in IMS so that patients can upload a photo of their insurance card when they check in using IMS OnArrival.

To turn on the parameter, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **Admin**.

2. In the left pane of the **Setup Center** window, double-click **Auto Checkin Parameter**.

3. In the **Auto Checkin Parameter** window, select **Yes** from the **Allow to upload insurance image** list.
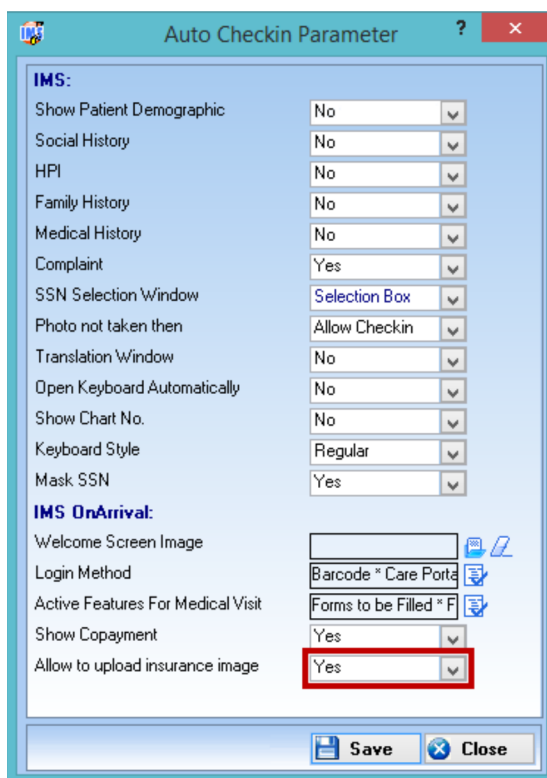

Figure 3 In the **Auto Checkin Parameter** window, select **Yes** from the **Allow** to upload insurance image list.

4. Click **Save**, and then click **Close**.

Set the default office for a walk-in patient

There is a parameter in IMS that lets you set the default office that is selected for walk-in patients in IMS OnArrival.

To set up the default office, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **System Parameters**.

2. In the **Parameters** window, type **set default office** in the filter box, and then click **Filter**.

3. From the **Value** list for the **Set default office when patient walkin from Auto Checkin. (Check In/Out)** parameter, select either of the following:

- **Login User**. Select **Login User** to set the office in which the IMS user is signed in to IMS OnArrival as the default office.

- **Patient**. Select **Patient** to set the office from the **Patient Master** screen as the default office.
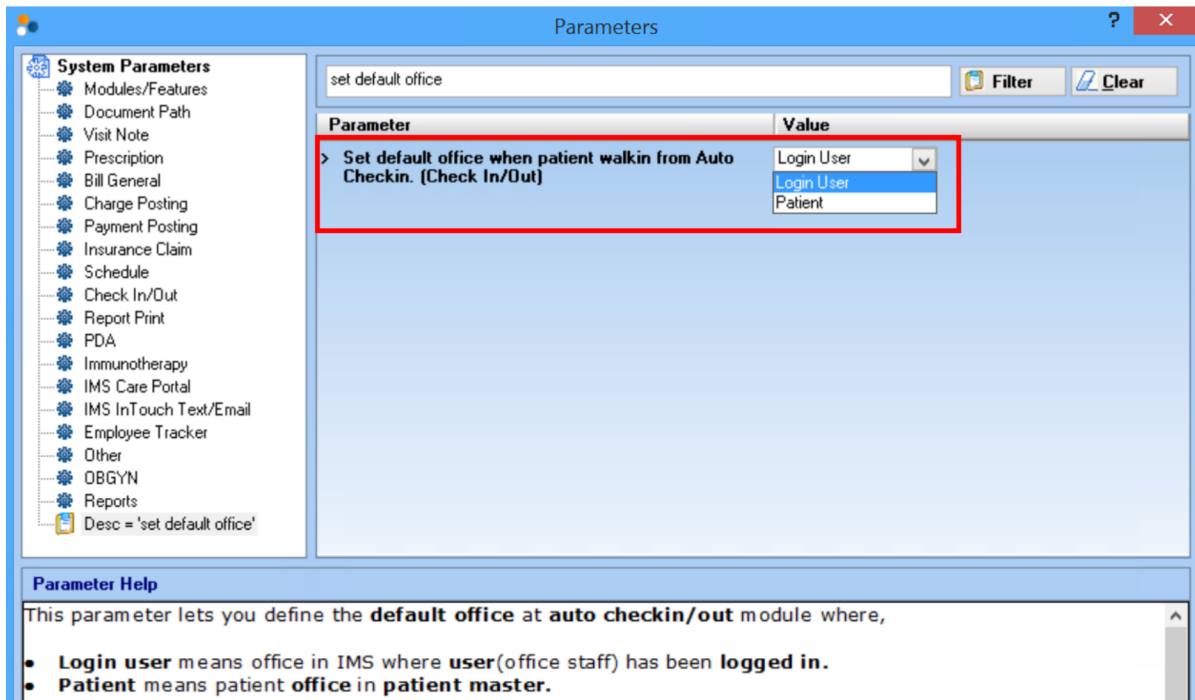
Figure 4 In the **Parameters** window, select the applicable option from the **Value** list for the **Set default office when patient walkin from Auto Checkin. (Check In/Out)** parameter.

4. Click **Save**, and then click **Close**.

Set the default procedure for walk-in patients who check in for allergy visits

There is a parameter in IMS that lets you set the default procedure that is selected when a walk-in patient checks in for an allergy visit in IMS OnArrival.

To set the default procedure, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **System Parameters**.

2. In the **Parameters** window, type **default procedure for allergy shot** in the filter box, and then click **Filter**.

3. From the **Value** list for **Set default procedure for allergy shot type visit when patient walkin from Auto Checkin (Check In/Out)**, select the applicable option.
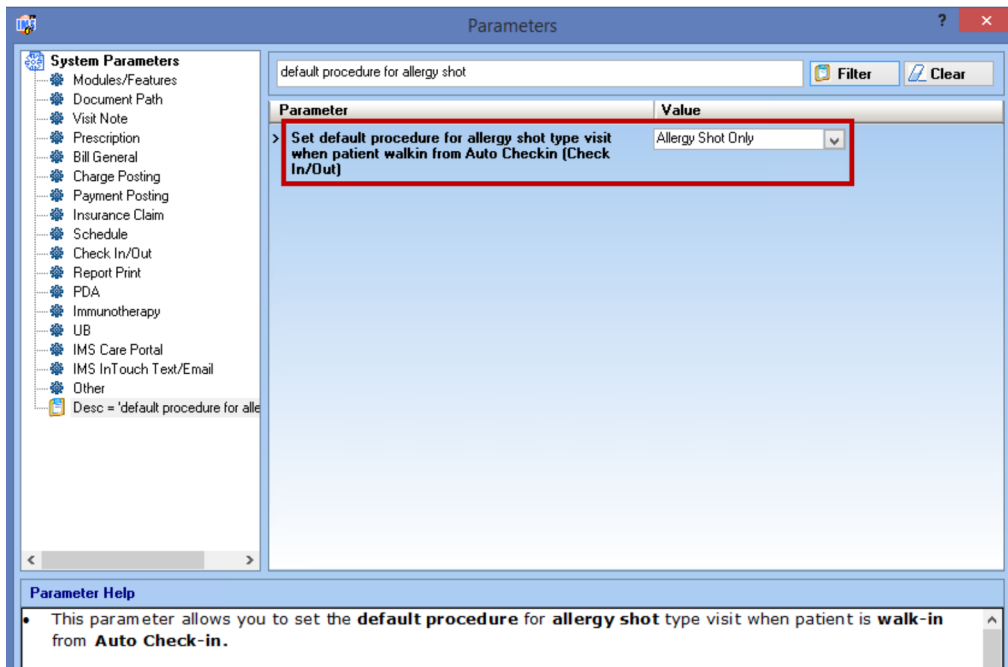
Figure 5 In **Parameters**, select the applicable option from the **Value** list for the **Set default procedure for allergy shot type visit when patient walkin from Auto Checkin (Check In/Out)** parameter.

4. Click **Save**, and then click **Close**.

Note:

The **Set default procedure for allergy shot type visit when patient walkin from Auto Checkin** parameter is available only if the Allergy module is turned on.

Set the default procedure for walk-in patients who check in for medical visits

There is a parameter in IMS that lets you set the default procedure that is selected when a walk-in patient checks in for a medical visit in IMS OnArrival.

To set the default procedure, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **System Parameters**.

2. In the **Parameters** window, type **procedure for general visit** in the filter box, and then click **Filter**.

3. From the **Value** list for the **Set default procedure for general visit when patient walkin from Auto Checkin (Check In/Out)** parameter, select the applicable option.
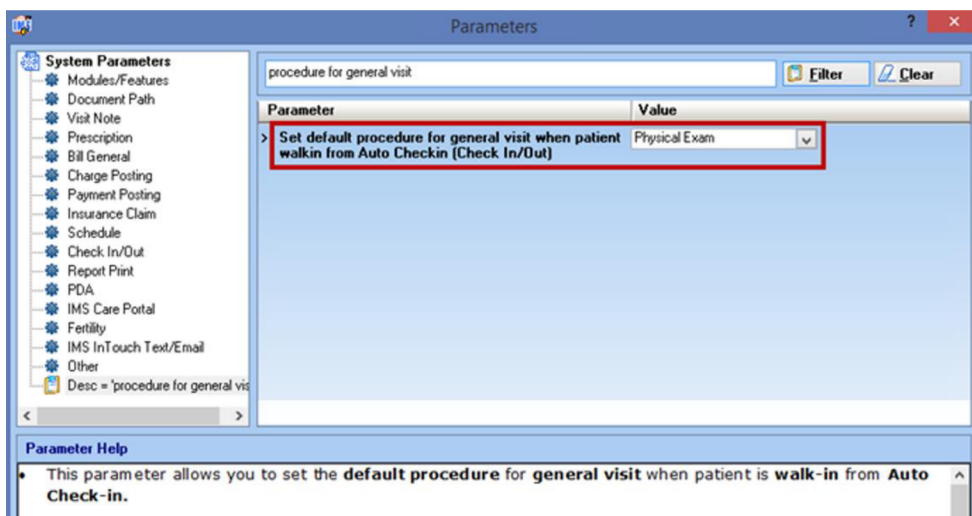

Figure 6 In the **Parameters** window, select the applicable option from the **Value** list of the **Set default procedure for general visit when patient walkin from Auto Checkin (Check In/Out)** parameter.

4. Click **Save**, and then click **Close**.

Set the default provider for walk-in patients who check in for allergy visits

There is a parameter in IMS that lets you set the kind of provider that is selected by default when a walk-in patient checks in for an allergy visit in IMS OnArrival.

To set the default provider, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **System Parameters**.

2. In the **Parameters** window, type **if provider is not selected** in the filter box, and then click **Filter**.

3. From the **Value** list for the **If Provider is not selected in appointment then select patient Provider while checking in (Immunotherapy)** parameter, select the applicable option.
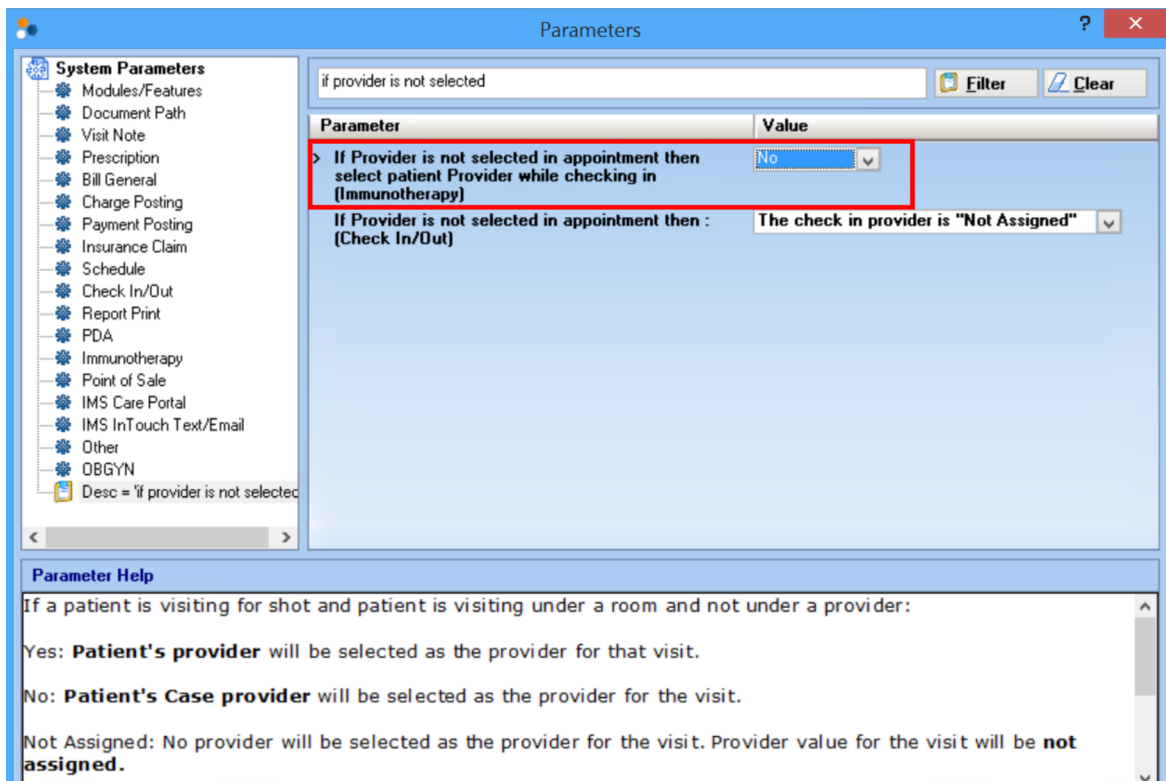

Figure 7 In **Parameters**, select the applicable option from the **Value** list of the **If Provider is not selected in appointment then select patient Provider while checking in (Immunotherapy)** parameter.

4. Click **Save**, and then click **Close**.

Set the default provider for walk-in patients who check in for medical visits

There is a parameter in IMS that lets you set the default provider that is selected when a walk-in patient checks in for a medical visit in IMS OnArrival.

To set the default provider, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **System Parameters**.

2. In the **Parameters** window, type **if provider is not selected** in the filter box, and then click **Filter**.

3. From the **Value** list for the **If Provider is not selected in appointment then : (Check In/Out)** parameter, select the applicable option.
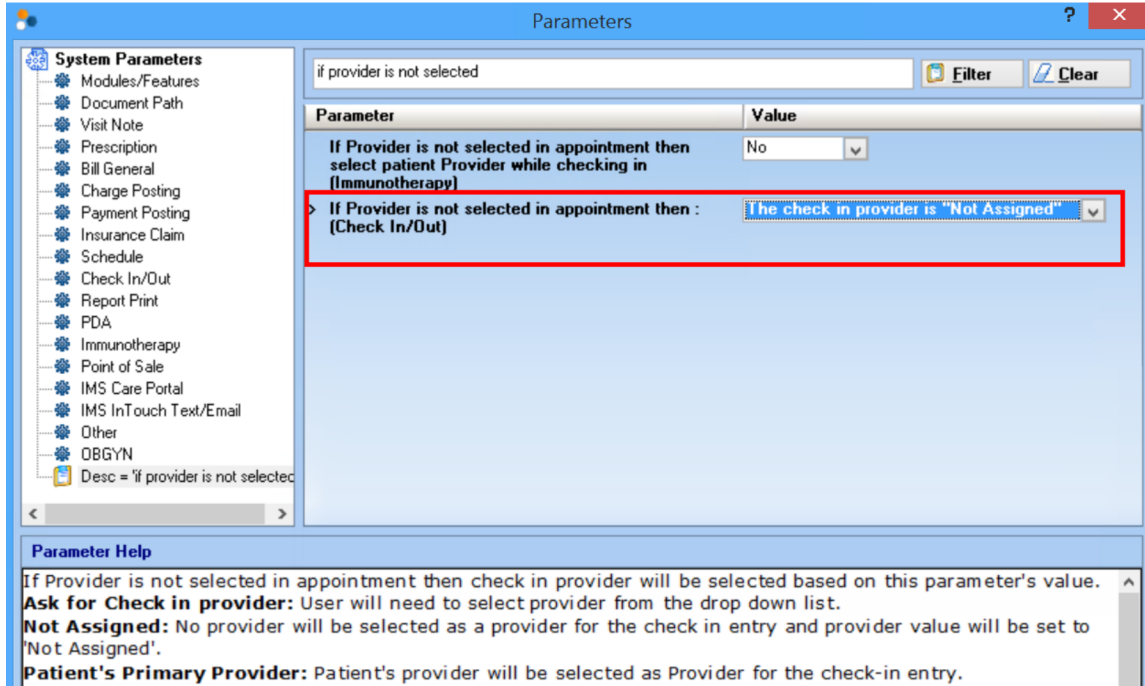
4. Click **Save**, and then click **Close**.

Set up the sign-in methods for IMS OnArrival

In IMS OnArrival, patients can enter their IMS CarePortal credentials, scan a barcode sticker, or enter their name and date of birth to sign in to IMS OnArrival.

In IMS, you can set up what sign-in methods the patients can choose from on the sign-in screen of IMS OnArrival.

To set up the sign-in methods, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **Admin**.

2. In the left pane of **Setup Center**, double-click **Auto Checkin Parameter**.

3. In the **Auto Checkin Parameter** window, click the **Select Login Methods** symbol 📑 for **Login Method**.
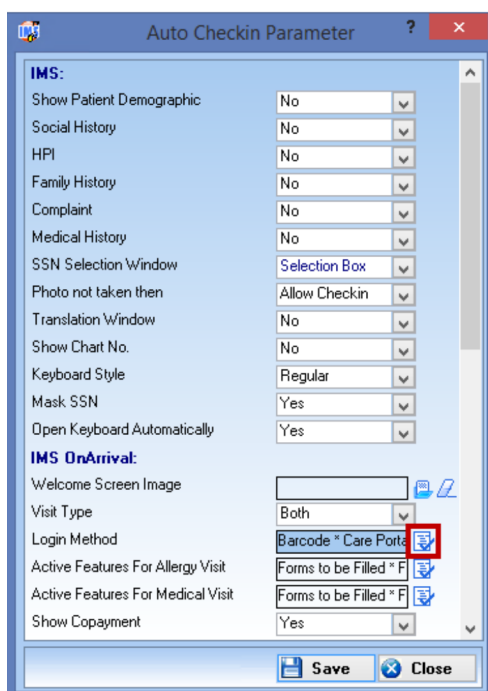

Figure 9 In the **Auto Checkin Parameter** window, click the **Select Login Methods** symbol for **Login Method** to open the **Select Login Methods** window.

4. In the **Select Login Methods** window, select the sign-in methods that you want to be available on the sign-in screen of IMS OnArrival, and then click **Ok**.
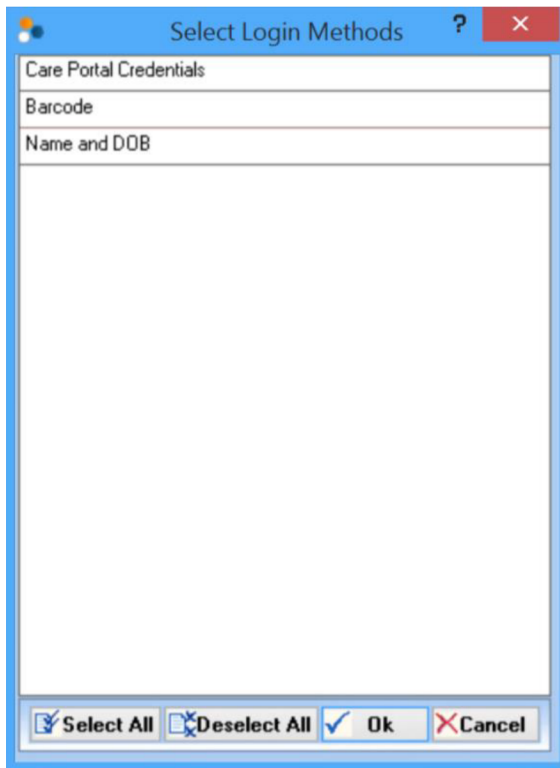

Figure 10 In the **Select Login Methods** window, select the sign-in method that you want to be available on the sign-in screen of IMS OnArrival, and then click **Ok**.

5. In the **Auto Checkin Parameter** window, click **Save**.

Note:

When the ASM back-end parameter is turned off, the **Active Features for Allergy Visit** option does not appear in the **Auto Checkin Parameter** window. To turn on this back-end parameter, contact Implementation Team at vasimplementation@meditab.com.

Set up the home screen image and options of IMS OnArrival

In IMS, you can set up the image and options that appear on the home screen of IMS OnArrival.

To set up the home screen image and options of IMS OnArrival, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **Admin**.

2. In the left pane of the **Setup Center** window, double-click **Auto Checkin Parameter**.

3. In the **IMSGo** section of the **Auto Checkin Parameter** window, do any of the following:

- Click the **Select File** symbol 📷 in the **Welcome Screen Image** row to open the **Select File** window. In this window, you can select the image that you want to appear on the home screen of IMS OnArrival.

Note:

The dimension of the image that you select must be 400 pixels by 800 pixels. Otherwise, the system will not read the file.

Click the clear symbol 📷 beside the **Select File** symbol 📷 to remove the selected file.

- From the **Visit Type** list, select any of the following:

    o **Both**. Select **Both** so that the **Medical** and **Allergy** visit types appear in IMS OnArrival.

    o **Medical Visit**. Select **Medical Visit** so that only a medical visit type appears in IMS OnArrival.

    o **Allergy Visit**. Select **Allergy Visit** so that only an allergy visit type appears in IMS OnArrival.

- Click the **Select** symbol 📝 for **Active Features for Allergy Visit** or **Active Features for Medical Visit**.

When the **Select Active Features for Allergy Visit** or **Select Active Features for Medical Visit** window opens, select **Payment**, and then click **Ok**.
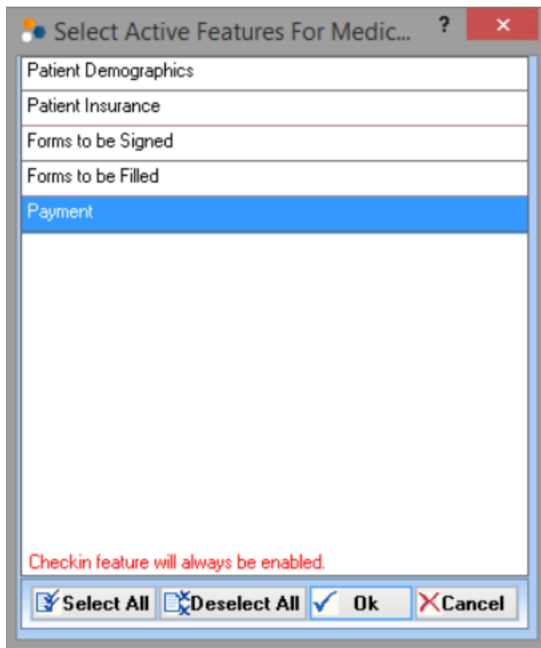

Figure 11 In the Select Active Features for Allergy Visit or Select Active Features for Medical Visit window, select Payment, and then click Ok.

4. In the lower pane of the **Auto Checkin Parameter** window, click **Save**, and then click **Close**.
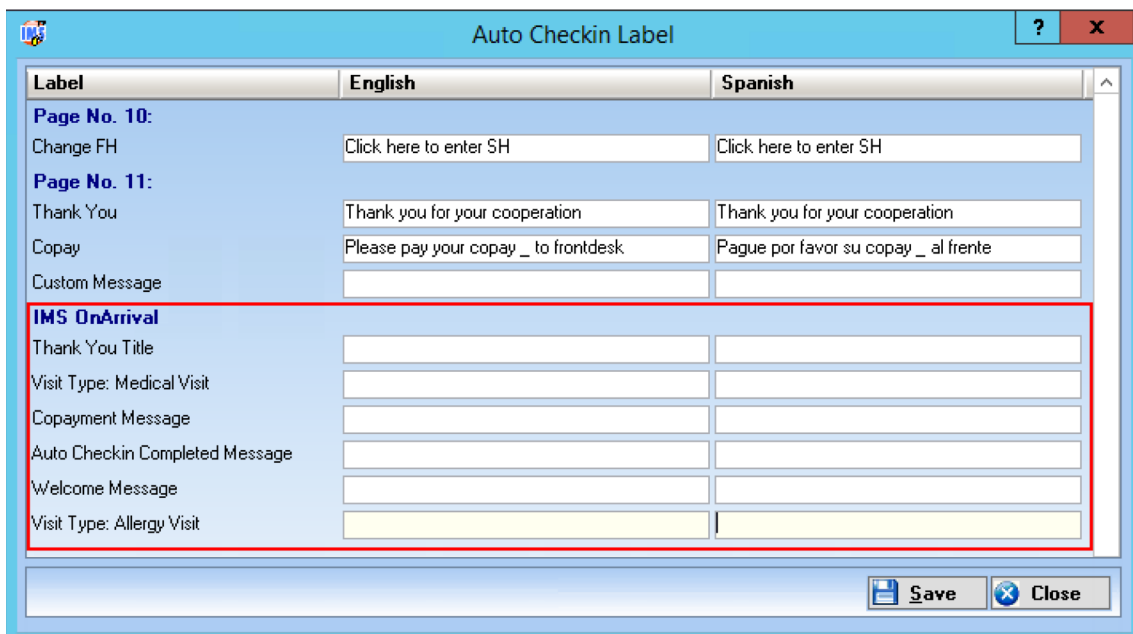
Set up the labels in IMS OnArrival

When a patient checks in to the clinic using IMS OnArrival, the patient can select either English or Spanish as his or her preferred language. You can customize the labels and translations of the texts that appear in the application.

To set up the labels that appear in IMS OnArrival, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **Admin**.

2. In the left pane of the **Setup Center** window, double-click **Auto Checkin Label**.

3. In the **IMS OnArrival** section of the **Auto Checkin Label** window, enter the applicable information in the following columns:

- **English**. In the **English** column, type the text that appears on a specific screen in IMS OnArrival.

- **Spanish**. In the **Spanish** column, type the Spanish translation of the text that you typed in the **English** column.

Figure 12 In the IMS OnArrival section of Auto Checkin Label, type the texts and translations that appear in IMS OnArrival.

4. In the lower pane, click **Save**, and then click **Close**.

Set up the idle time of IMS OnArrival

You can specify how long before IMS OnArrival automatically shows the sign-in screen after a patient completes the check-in process. When the sign-in screen appears, the next patient can start with the check-in process.

To set up the idle time of IMS OnArrival, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **System Parameters**.

2. In the **Parameters** window, type **idle** in the filter box, and then click **Filter**.

3. In the **Value** box for the **Idle Time (Seconds) to show Auto Checkin Login automatically from Auto Checkin Confirmation window (Check In/Out)** parameter, type the allowed idle time before IMS OnArrival automatically shows the sign-in screen.
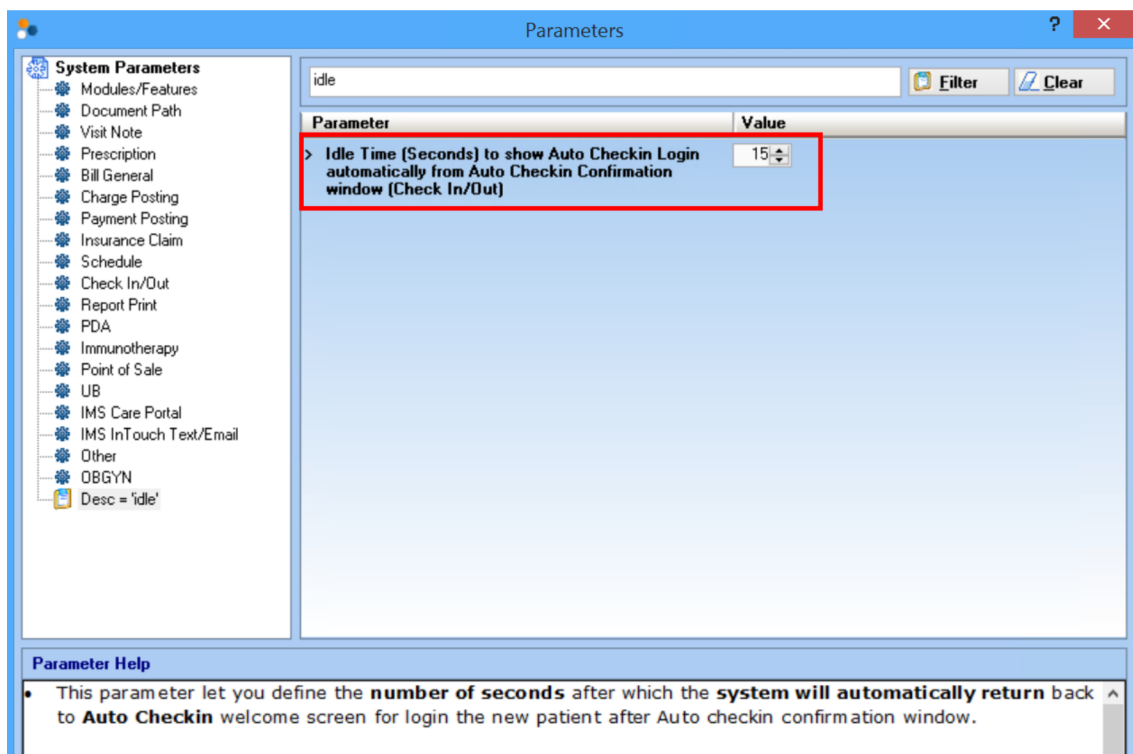

Figure 13 In the Value box for Idle Time (Seconds) to show Auto Checkin Login automatically from Auto Checkin Confirmation window (Check In/Out), type the allowed idle time before IMS OnArrival automatically signs out.

4. Click **Save**, and then click **Close**.

Set up the automatic time-out of IMS OnArrival

You can specify the allowed duration of inactivity when a patient is in the check-in process. IMS OnArrival automatically signs out the patient and shows the sign-in screen when the inactivity reaches the duration that you set.

To set up the automatic time-out, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **System Parameters**.

2. In the **Parameters** window, type **auto time** in the filter box, and then click **Filter**.

3. In the **Value** box for **Auto Checkin/IMS OnArrival - Auto Timeout (seconds) due to inactivity (Check In/Out)**, enter the allowed duration of inactivity.
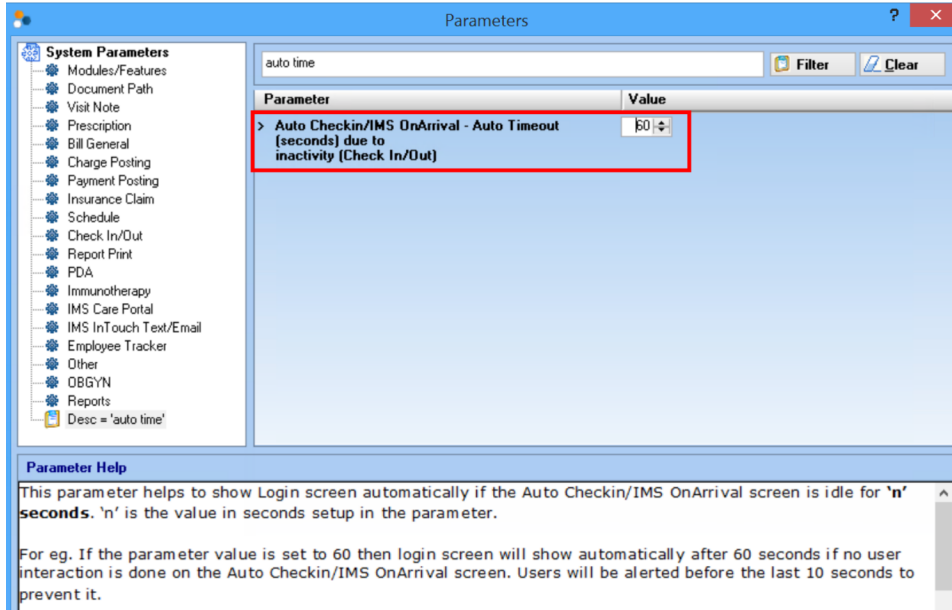

Figure 14 In the **Value** box for the **Auto Checkin/IMS OnArrival - Auto Timeout (seconds) due to inactivity (Check In/Out)** parameter, enter the allowed duration of inactivity.

4. Click **Save**, and then click **Close**.

Set up the Quick Note feature in IMS OnArrival

It is necessary to turn on the **Automatically create visit note from Auto Checkin in IMS/IMS OnArrival** system parameter so that the patients can access the Quick Note feature in IMS OnArrival.

To set up the Quick Note feature in IMS OnArrival, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **System Parameter**.

2. In **Parameters**, type **auto checkin** in the filter box, and then click **Filter**.

3. From the **Value** list for the **Automatically create visit note from Auto Checkin in IMS/IMS OnArrival (Check In/Out)** parameter, select **Yes**.
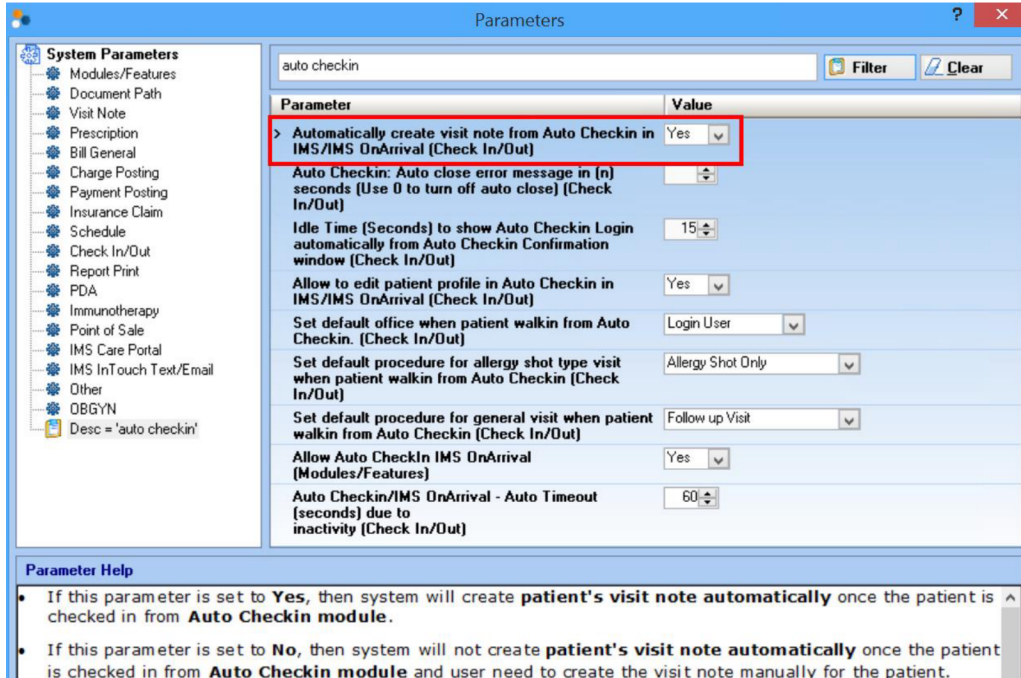
Figure 15 From the Value list for Automatically create visit note from Auto Checkin in IMS/IMS OnArrival (Check In/Out), select Yes to automatically create a visit note in IMS OnArrival.

4. Click **Save**, and then click **Close**.

After you turn on the parameter, it is necessary to select **Forms to be filled** in the **Select Active Features For Allergy Visit** or **Select Active Features For Medical Visit** window. To know more about this functionality, see *Show specific features on IMS OnArrival*.

Show specific features on IMS OnArrival

You can specify the features that you want to appear on IMS OnArrival based on the visit type.

Show features for an allergy visit. To show features for an allergy visit, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **Admin**.

2. In the left pane of the **Setup Center** window, double-click **Auto Checkin Parameter**.

3. In the **Auto Checkin Parameter** window, click the **Select Active Features For Allergy Visit** symbol 📝 for **Active Features For Allergy Visit**.
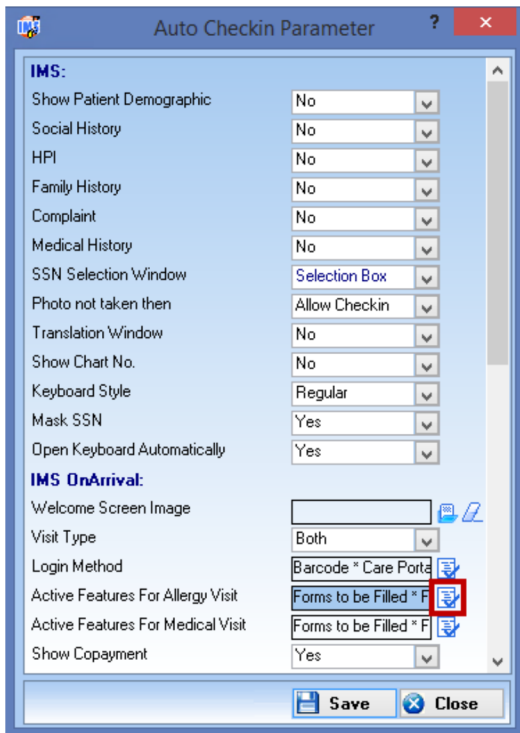
Figure 16 In the Auto Checkin Parameter, click the Select Active Features for Allergy Visit symbol for Active Features For Allergy Visit.

4. In the **Select Active Features For Allergy Visit** window, select the features that you want to be available in IMS OnArrival, and then click **Ok**.
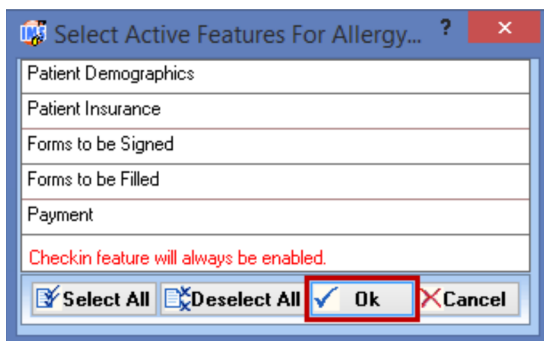

Figure 17 In the Select Active Features For Allergy Visit window, select the features that you want to be available in IMS OnArrival, and then click Ok.

Note:

The **Active Features For Allergy Visit** parameter is available only if the Allergy module is turned on.

5. In the **Auto Checkin Parameter** window, click **Save**, and then click **Close**.

Show features for a medical visit.

To show features for a medical visit, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **Admin**.

2. In the left pane of the **Setup Center** window, double-click **Auto Checkin Parameter**.

3. In the **Auto Checkin Parameter** window, click the **Select Active Features For Medical Visit** symbol 🖎 for **Active Features For Medical Visit**.
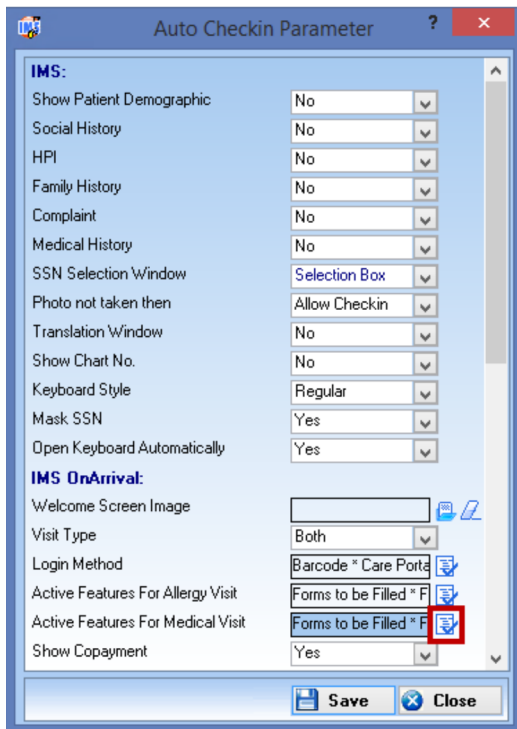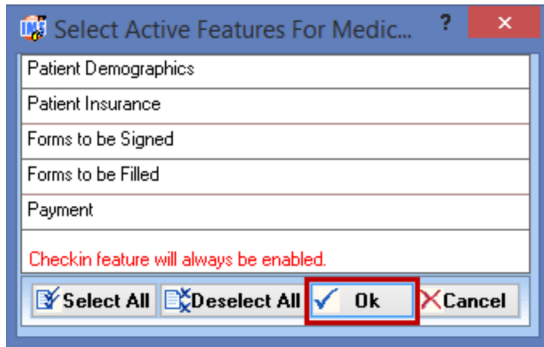

Figure 18 In the Auto Checkin Parameter window, click the Select Active Features For Medical Visit symbol for Active Features For Medical Visit.

4. In the **Select Active Features For Medical Visit** window, select the features that you want to be available in IMS OnArrival, and then click **Ok**.

Figure 19 In the **Select Active Features For Medical Visit** window, select the features that you want to be available in IMS OnArrival, and then click **Ok**.

5. In the **Auto Checkin Parameter** window, click **Save**, and then click **Close**.

Customize the forms to be signed in IMS OnArrival

In the **Form(To Be Signed)** window, you can assign specific forms to IMS OnArrival. A patient can sign these forms when they check in to a clinic. In **Form(To Be Signed)**, you can set the order in which these forms are displayed in IMS OnArrival, and you can also set a specific form and a guardian's signature as required.

To customize the forms to be signed, follow these steps:

1. On the IMS menu bar, click **Setup**, and then click **Other**.

2. In the left pane of the **Setup Center** window, double-click **Form (To be signed)**.

3. In the left pane of the **Form(To Be Signed)** window, select a form.
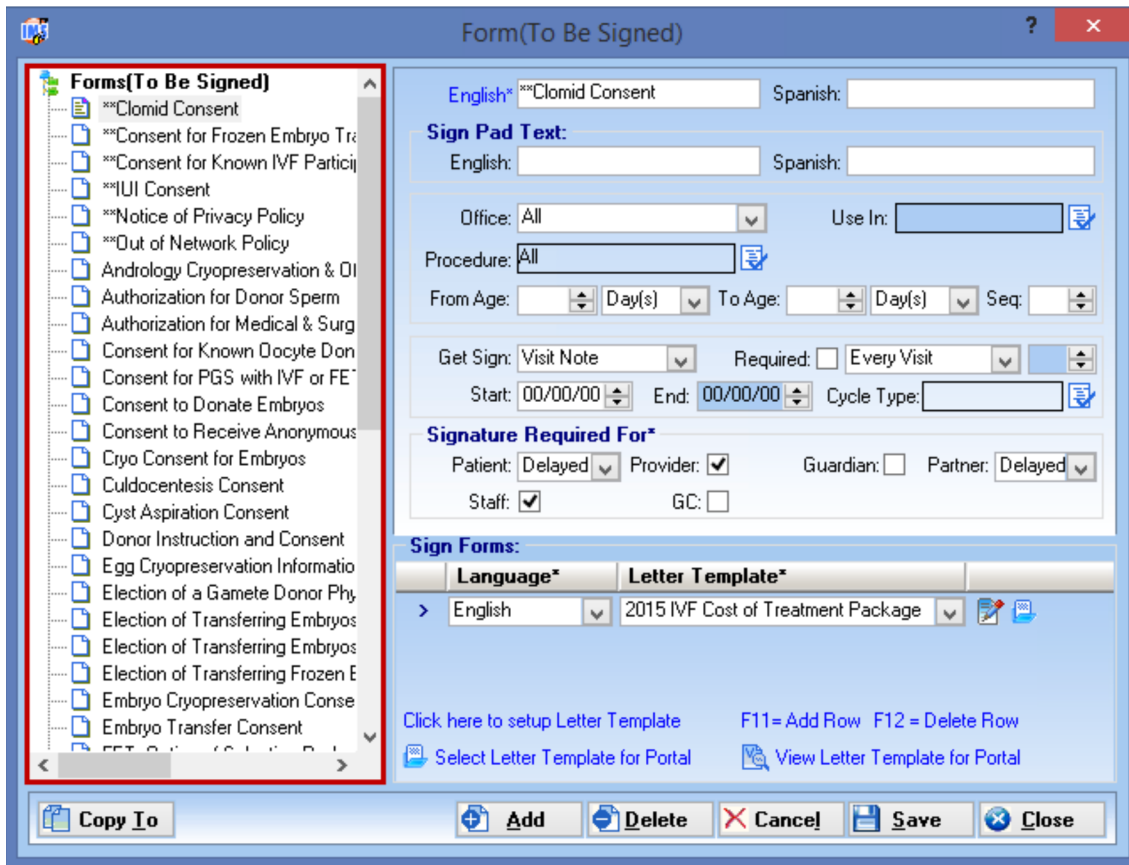
Figure 20 In the left pane of the Form(To Be Signed) window, select a form.

4. In the upper-right pane, do the following:

- Use In. Click the Select Use In symbol ▤, select OnArrival Form in the Select Use In window, and then click Ok.

- Seq. In the Seq box, enter the sequence number of the applicable form.

- Required. Select the Required check box to set the applicable form as required.

- Guardian. Select the Guardian check box if you want to require the guardian of a patient to sign the applicable form.
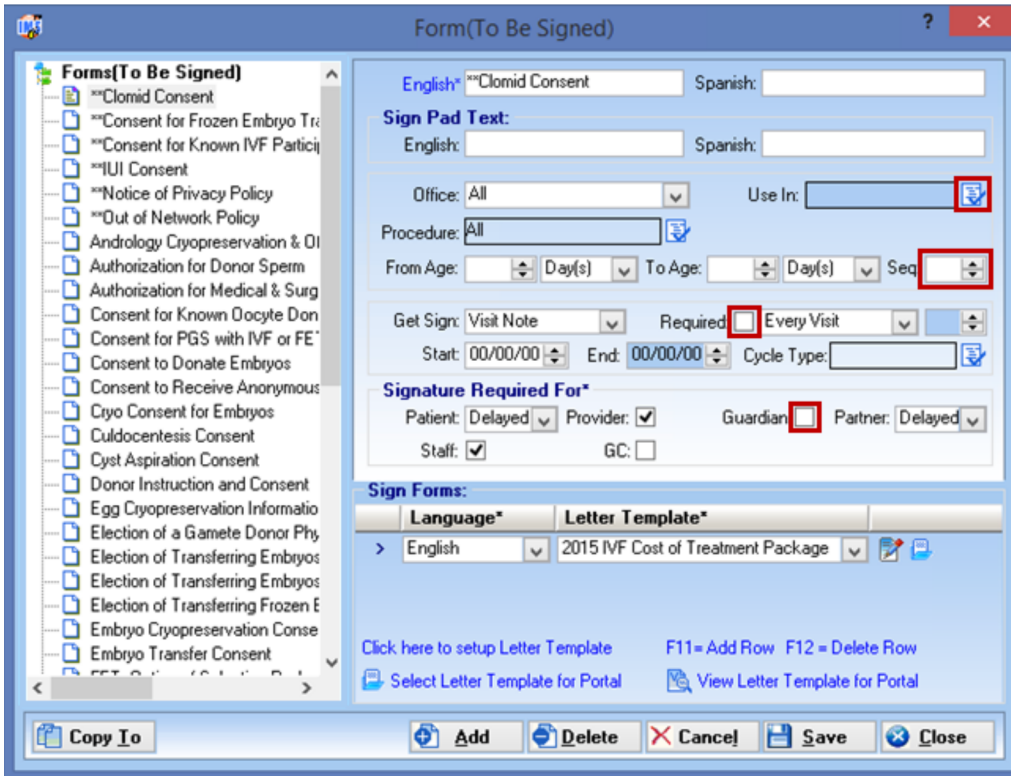
Figure 21 In the upper-right pane of the **Form(To Be Signed)** window, enter the applicable information.

5. In the lower pane, click **Save**, and then click **Close**.

Employee Licensing Restriction

When you turn on the **Automatically create visit note from Auto Checkin in IMS/IMS OnArrival** system parameter in IMS, the system automatically creates a visit note every time a patient checks in using the IMS OnArrival application. The employee assigned to the patient, however, must have the necessary license so that the visit notes can be created and so that the Quick Note forms can be filled out by the patient.

In IMS OnArrival Version 21, the "The Provider *name of employee* is not registered in the system. Please contact the front desk for more details." message now appears if the employee assigned to the patient is not registered under any license type.
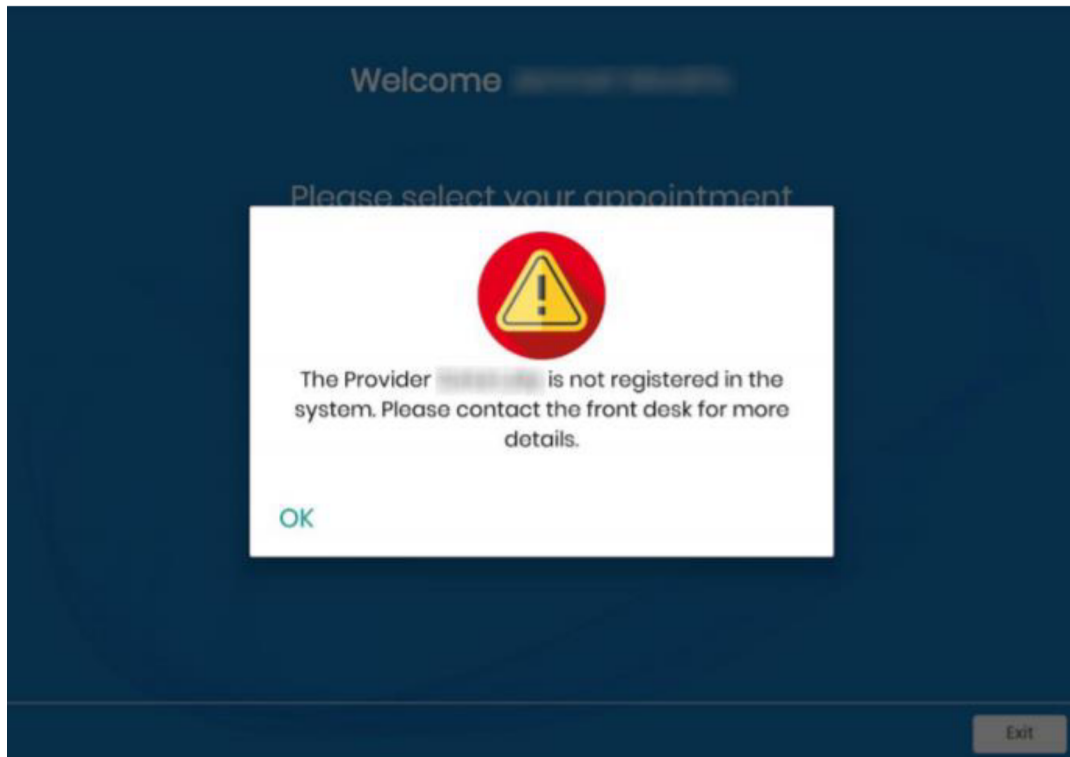
The message that appears when the employee assigned to the patient is not registered under any license type

End-User Functionalities

IMS OnArrival is integrated with IMS Build 18 and other more recent builds. You can view the patients who checked in using IMS OnArrival on the **Check In/Out** screen in IMS.

The Screen Pinning feature of IMS OnArrival is automatically turned on when you open the application. With Screen Pinning, a patient cannot close the application

unless you enter the applicable credentials of the clinic in the **Exit IMS OnArrival** window.

Turn on Pin windows

This function allows you to pin an app on your device screen so that you cannot navigate away from it.
While an app is pinned, notifications will be blocked and other functions may not be available.

To unpin an app, press and hold the Recents and Back keys at the same time.

NO, THANKS   START
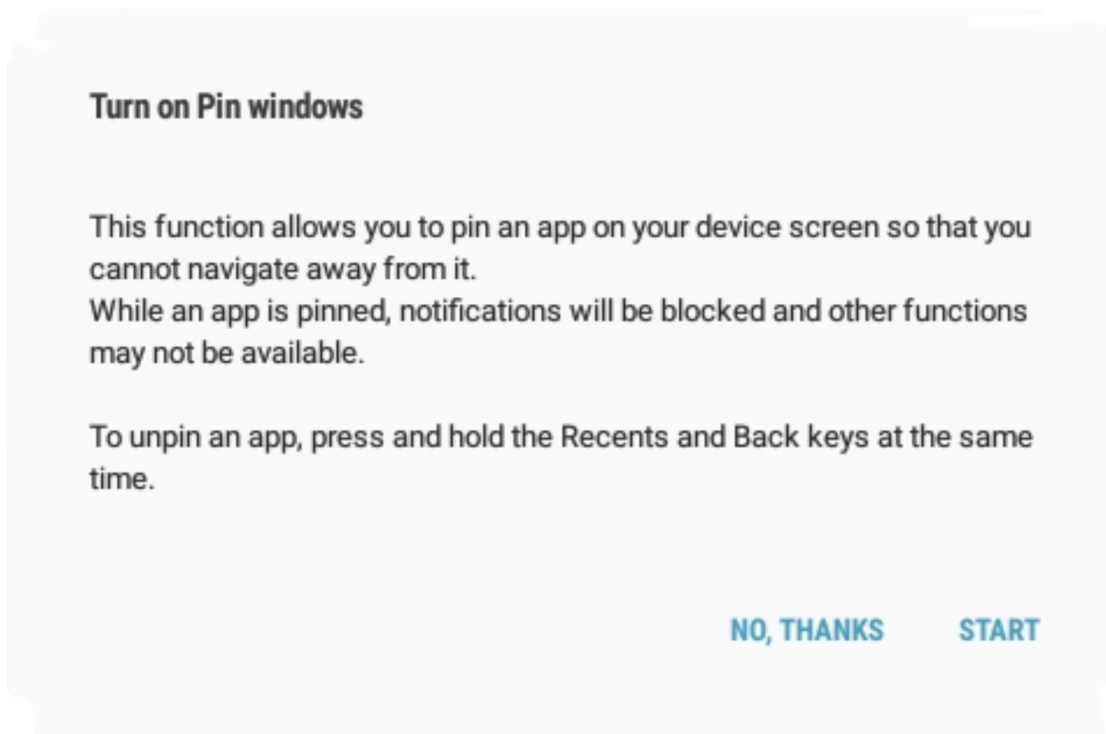
Figure 23 The **Turn on Pin windows** window opens when you open IMS OnArrival.

Set up the Screen Pinning feature of your device

It is necessary to turn on the Screen Pinning feature of your device so that the patient cannot easily exit from IMS OnArrival.

To set up Screen Pinning, follow these steps:

1. On your device, tap **Settings**.

2. On the **Settings** screen, tap **Security**.

3. On the **Security** screen, tap **Screen pinning**.

4. On the **Screen pinning** screen, tap the **Screen pinning** toggle switch, and then tap the **Ask for PIN before unpinning** toggle switch.

Register a device

It is necessary to register the device that a patient is using to access IMS OnArrival.

To register a device, follow these steps:

1. On the home screen of your device, tap **IMS OnArrival**.

2. When the **End User License Agreement** window opens, tap **I AGREE**.

Figure 26 When the **End User License Agreement** window appears, tap **I AGREE**.

3. On the Register screen, enter the applicable information, and then tap **REGISTER**.

   Tap the show password symbol ⌾ to display the characters that you enter in **Password**.
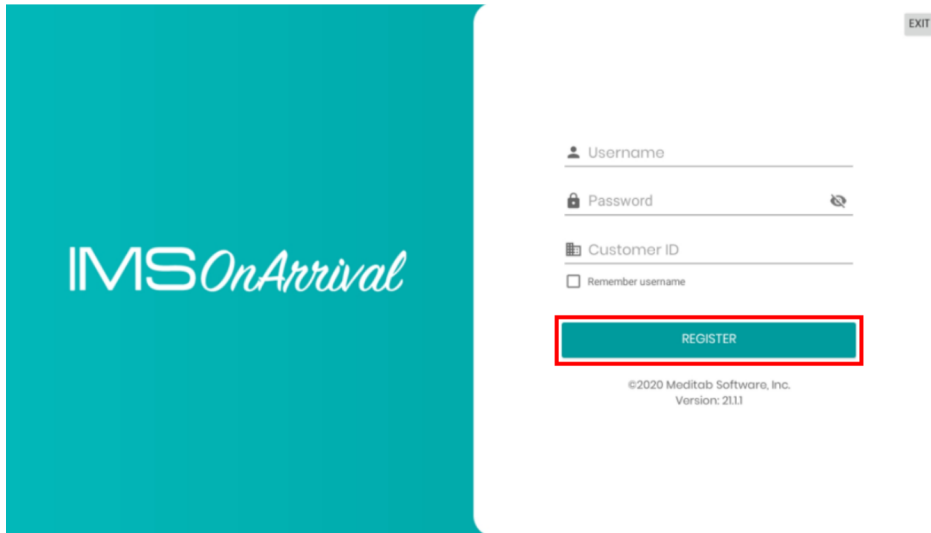
Figure 27 On the **Register** screen, enter the applicable information, and then tap **REGISTER** to register your device.

Note:

If the device is already registered, the sign-in screen opens instead of the Register screen every time you open IMS OnArrival.
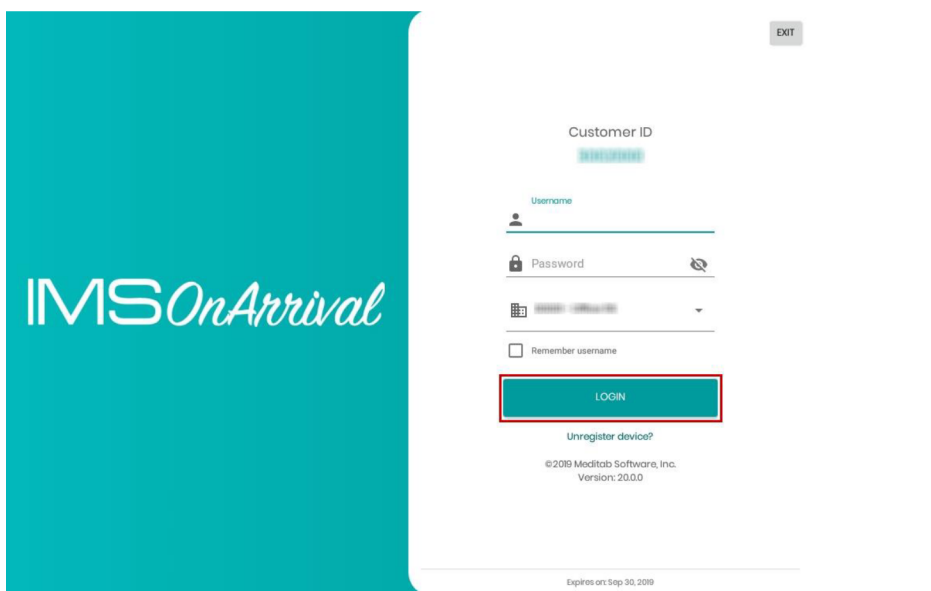

Figure 28 On the sign-in screen, enter the applicable information, and then tap **LOGIN**.

Select an office

When you register the device for the first time, the **Select Office** window opens where you can select the office where you want to sign in.

To select an office, tap the applicable office in the **Select Office** window.
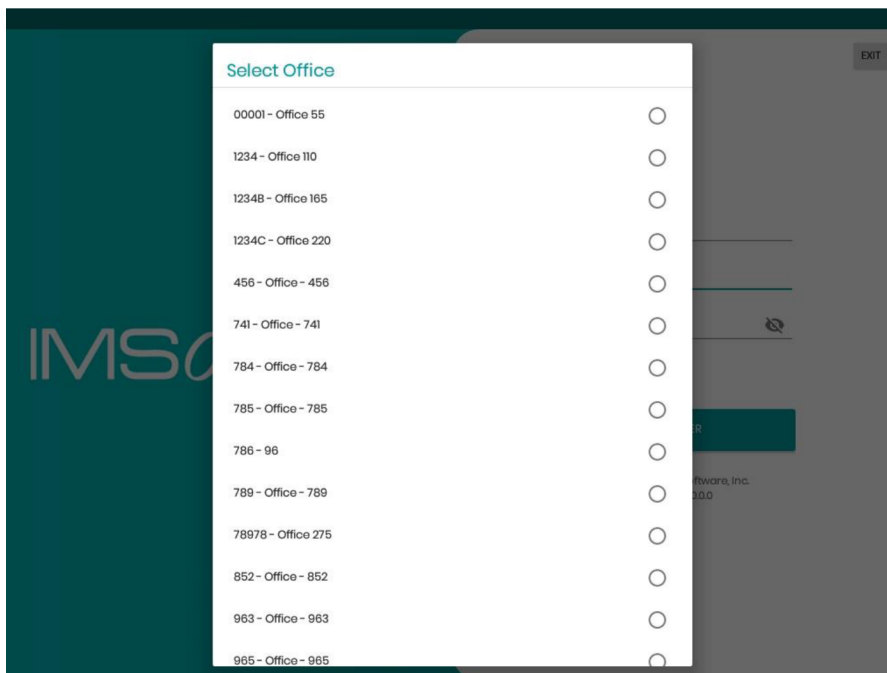
Figure 29 When the **Select Office** window opens, tap the applicable office.

Note:

If the device is already registered, the sign-in screen opens instead of the **Register** screen every time you open IMS OnArrival. You can select an office from the **Office** list on the sign-in screen.
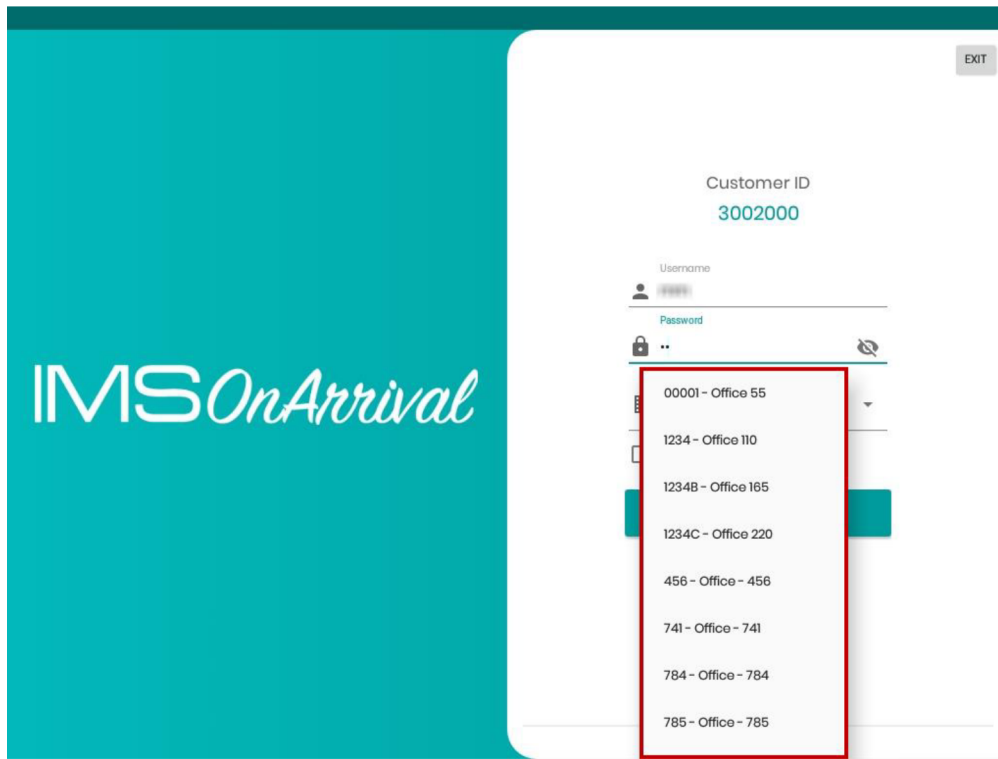
Figure 30 From the **Office** list on the sign-in screen, select the applicable office.

Check in to a clinic

In IMS OnArrival, patients can sign in using their IMS CarePortal credentials, a barcode sticker, or their names and birth dates depending on the sign-in method that is set up in IMS.

To check in to a clinic, the patient follows these steps:

1. On the home screen of IMS OnArrival, the patient taps his or her preferred language, and then taps the type of visit.

Note:

In IMS OnArrival Version 21, if the patient chooses **Spanish** as his or her preferred language, the Spanish version of the form appears on the **Forms** screen only if the Spanish version of the form is set up in IMS. In addition, the battery percentage of the device appears in the lower-right corner of the home screen.
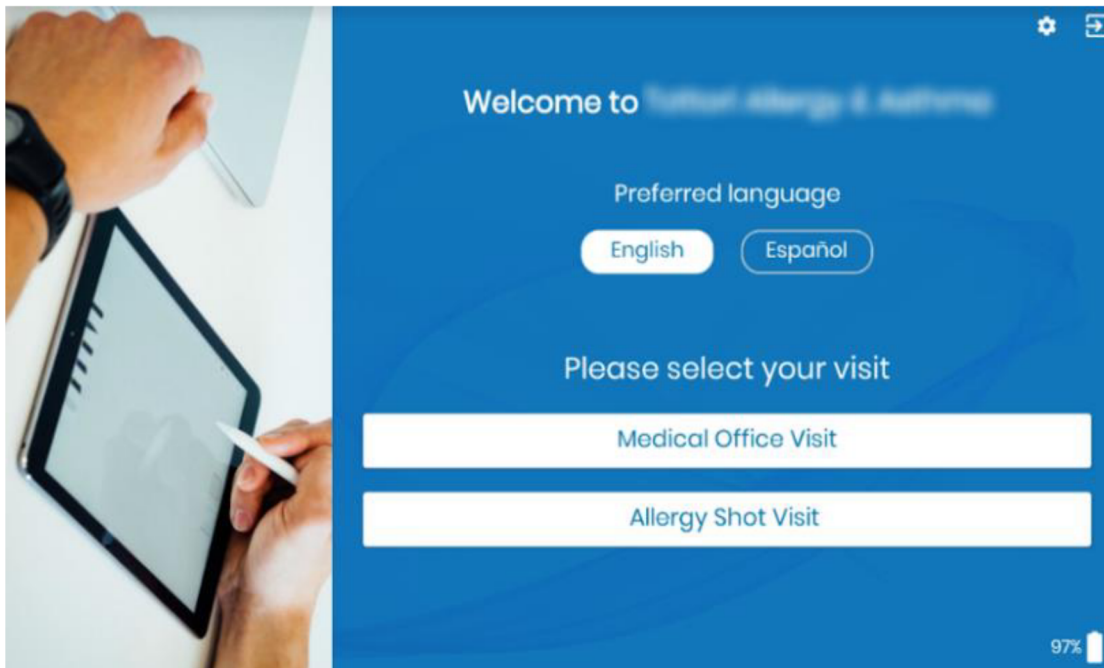

Figure 31 The home screen of IMS OnArrival

2. On the sign-in screen, the patient does any of the following:

- Tap **Care Portal Credentials**, and then sign in using IMS CarePortal credentials.

- Tap **Barcode**, and then scan a barcode sticker provided by the clinic.

- Tap **Name & DOB**, and then sign in using his or her name and date of birth (DOB).
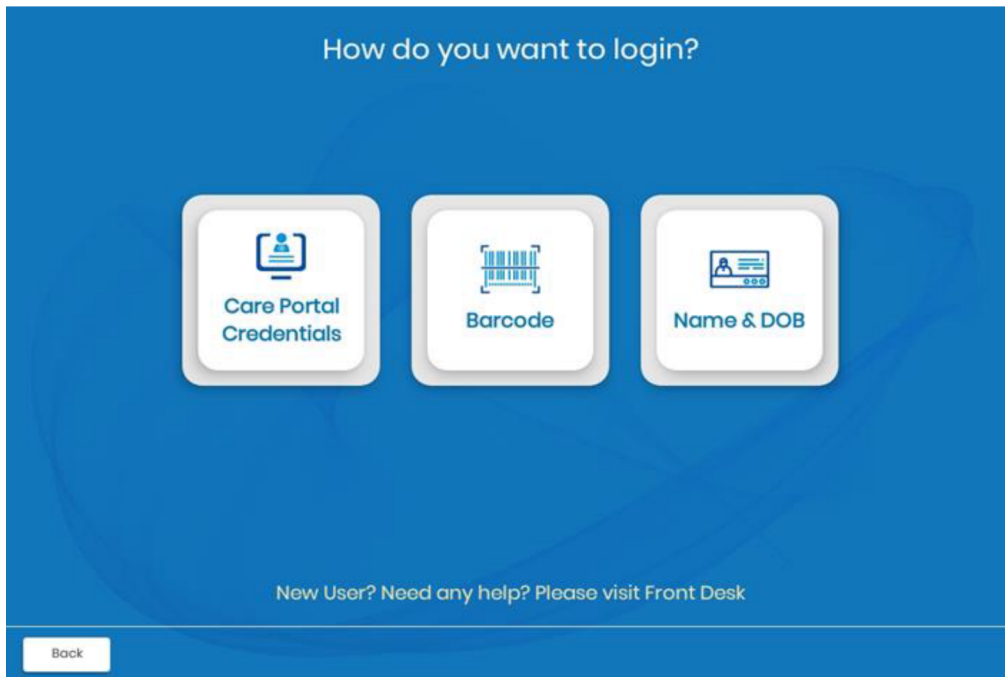
Figure 32 On the sign-in screen, the patient taps the applicable sign-in option.

Note:

In IMS OnArrival Version 21, when the patient taps **Name & DOB** on the sign-in screen, the patient can now enter his or her date of birth (DOB) manually. When the **Login using Name and DOB** screen opens, the patient types his or her name, and then enters his or her DOB in MM/DD/YYYY format in the **DOB (MM/DD/YYYY)** box. The patient can also tap the calendar symbol 📅 in **DOB (MM/DD/YYYY)** to open the calendar window where the patient can specify his or her DOB.

Figure 33 On the **Login using Name and DOB** screen, the patient types his or her name, and then enters his or her DOB in MM/DD/YYYY format.
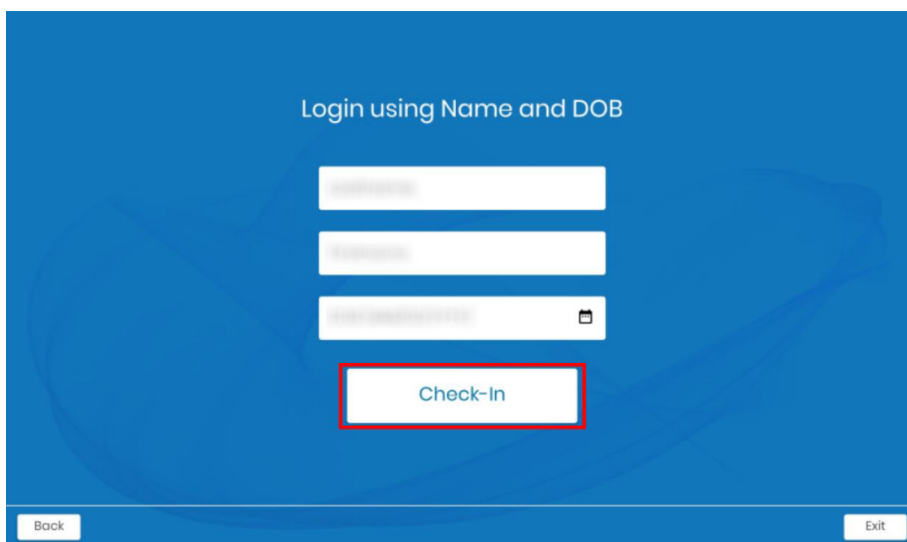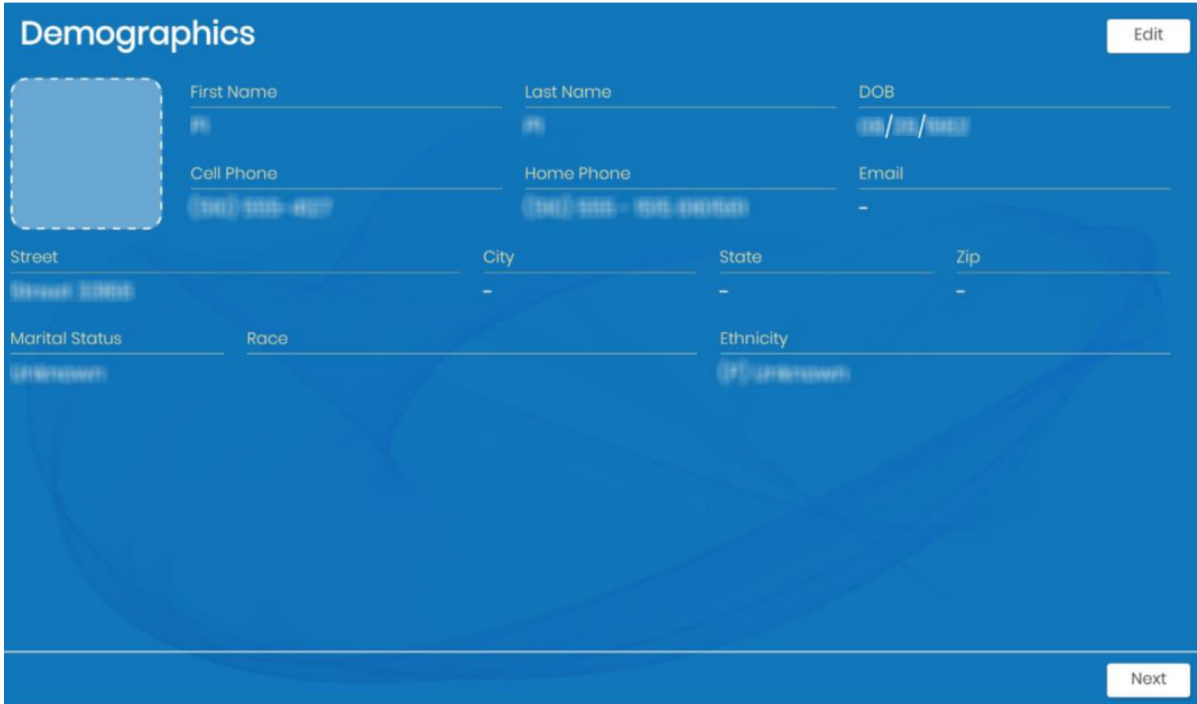
3. The patient taps **Check-In**.

Figure 34 In the applicable sign-in screen, the patient taps **Check-In** to open the Demographics screen.

4. On the **Demographics** screen, the patient reviews the information, and then taps **Next**.

Note:

On the **Demographics** screen of IMS OnArrival Version 21, **Email** is now placed to the right of **Home Phone**.

If the patient wants to update the information that is recorded in the system, the patient taps **Edit**. To know more about how a patient can update his or her information, see "Update a patient's information" in *End-User Functionalities*.

Figure 35 On the **Demographics** screen, the patient reviews the information, and then taps **Next**.

5. When the **Insurance** screen opens, the patient taps the applicable insurance in the left pane, reviews the information, and then taps **Next**.

   To know how to take photos of a patient's insurance card, see "Take photos of an insurance card" in *End-User Functionalities*.
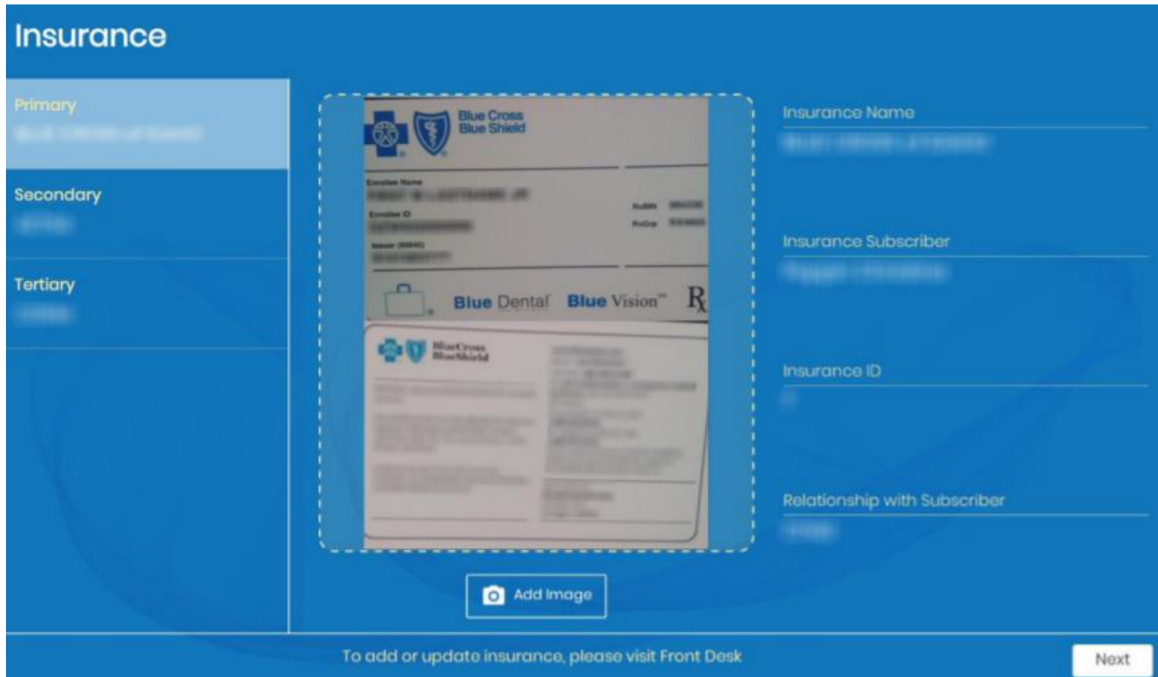
Figure 36 On the **Insurance** screen, the patient reviews the information, and then taps **Next**.

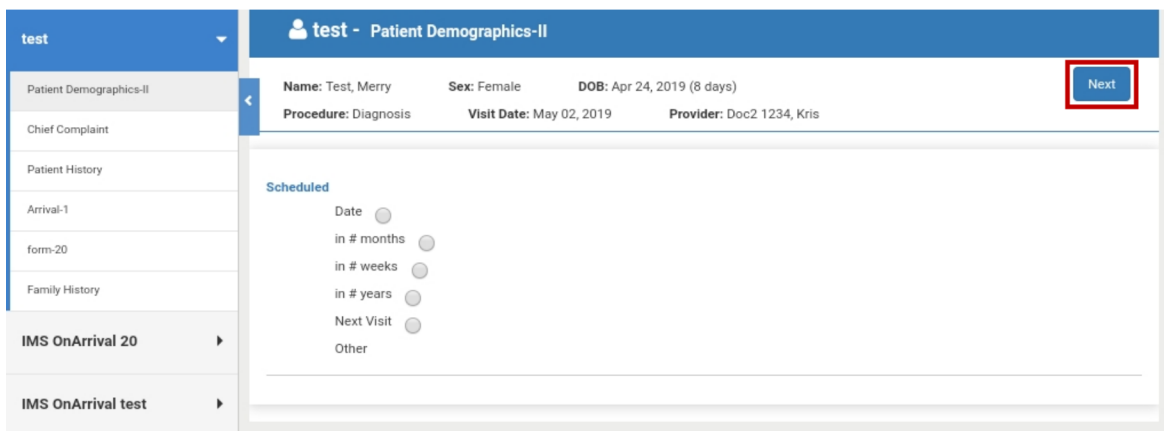6. On the Forms (To Be Filled) screen, the patient fills out the applicable forms, and then taps **Next**.

Figure 37 On the Forms (To Be Filled) screen, the patient fills out the applicable visit note forms, and then taps **Next**.

Note:

The Visit Note forms are set up using QuickNote.

7. On the **Forms** screen, the patient does any of the following:

-   Affix his or her signature in the **Signature of Patient** section.

Note:

The guardian of the patient affixes his or her signature in the **Signature of Guardian** section if their signature is required. To require the guardian of the patient to sign a form, select the **Guardian** check box in the upper-right pane of the **Form(To Be Signed)** window in IMS.

-   Tap the refresh symbol ↻ to delete the signature.

-   In the left pane, swipe down to refresh the forms.

Note:

In Version 21, when the length of a form exceeds the space allotted for the form, a scroll bar appears in the rightmost section of the upper-right pane.
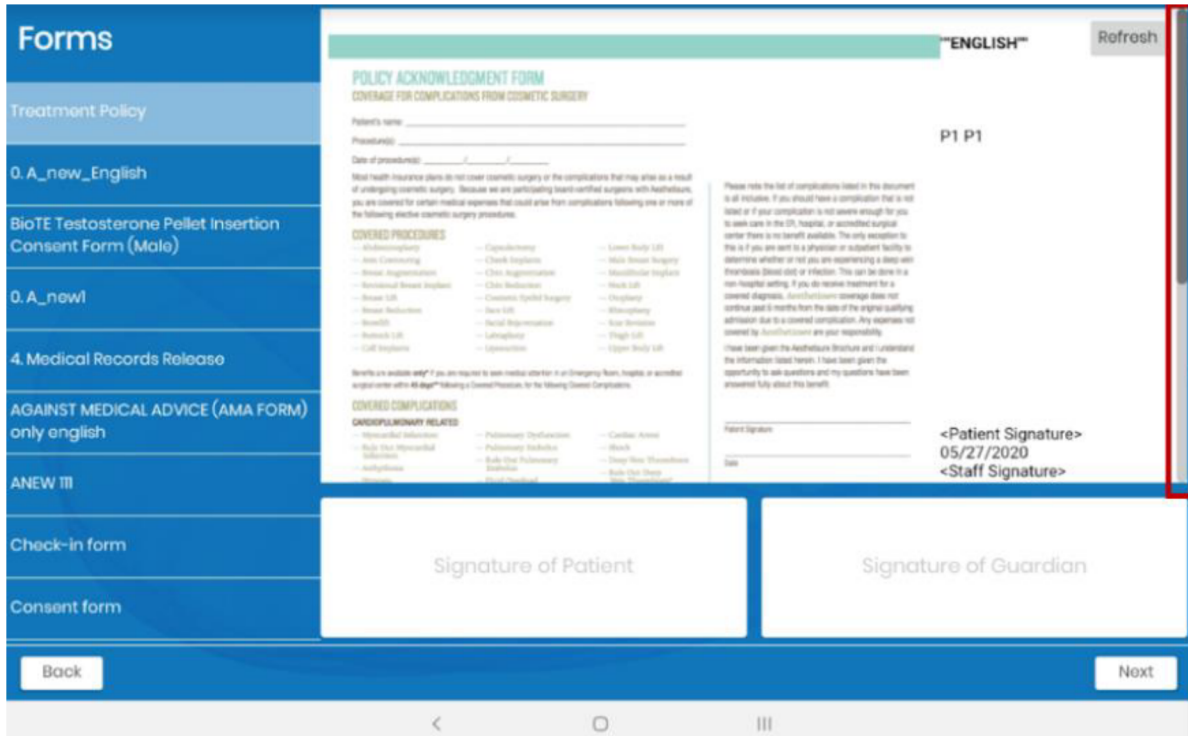
Figure 38 The scroll bar that appears when a form exceeds the space allotted for the form

8. On the **Forms** screen, the patient taps **Next** to open the **Payment** screen.

9. On the **Payment** screen, the patient types the amount to pay in **Amount**, taps the applicable payment mode, and then taps **Proceed to Pay**.

Note:

When a patient who is not registered in IMS CarePortal signs in to IMS OnArrival using the **Name & DOB** or **Barcode** option, and then pays using a saved card, the patient is asked to enter a password. To know more, see "Pay via saved card without an IMS CarePortal account" in *End-User Functionalities*.
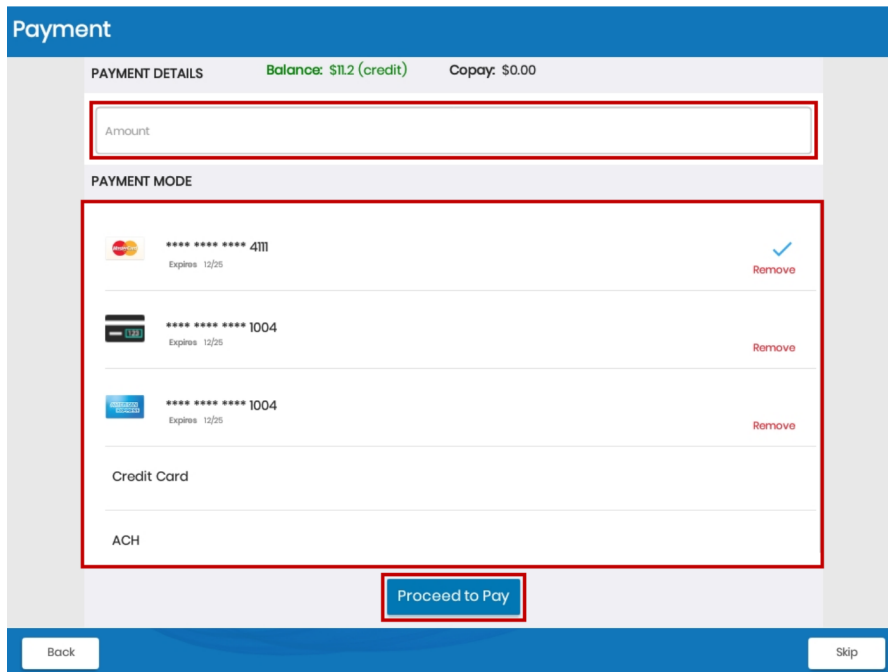

Figure 39 On the **Payment** screen, the patient types the amount to pay in **Amount**, taps the applicable payment mode, and then taps **Proceed to Pay**.

Note:

OpenEdge should be integrated in IMS OnArrival process payments. For more information about OpenEdge in IMS OnArrival, see "Payment Processing Functionality in IMS OnArrival" in *Payment Processing Functionality User Guide*.

10. In the **Select Payment Mode** window, the patient selects the applicable option, and then taps **Continue**.

Note:

Select **Manual** to let the patient manually enter his or her credit card details in the Payment Gateway.

Select **Device** to let the employee use a card reader to swipe the credit card of the patient.
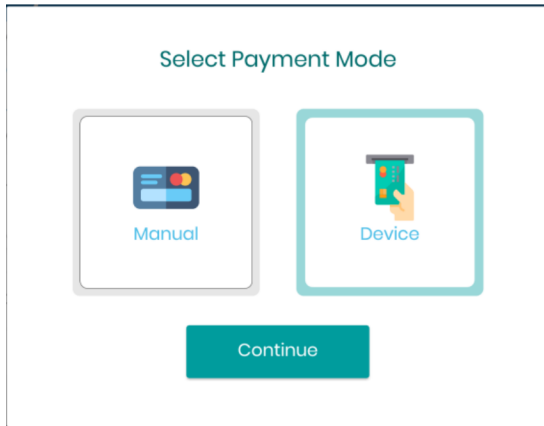
Figure 40 The patient taps **Device** to process the credit card payment using a card reader.

11. On the **Transaction Details** screen, the patient taps **Continue**.

Note:

On the **Thank You For Using IMS OnArrival App** screen, the patient taps **Main Screen** to go back to the IMS OnArrival home screen.

To exit IMS OnArrival, tap the exit symbol [→], enter the provider's IMS credentials in the **Exit IMS OnArrival** window, and then tap **SUBMIT**.
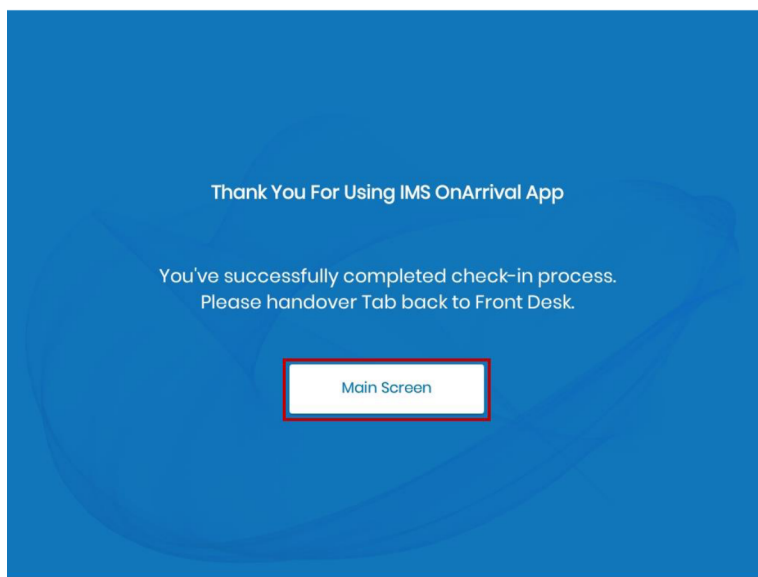

Figure 41 On the **Thank You For Using IMS OnArrival App** screen, the patient taps **Main Screen** to go back to the home screen.
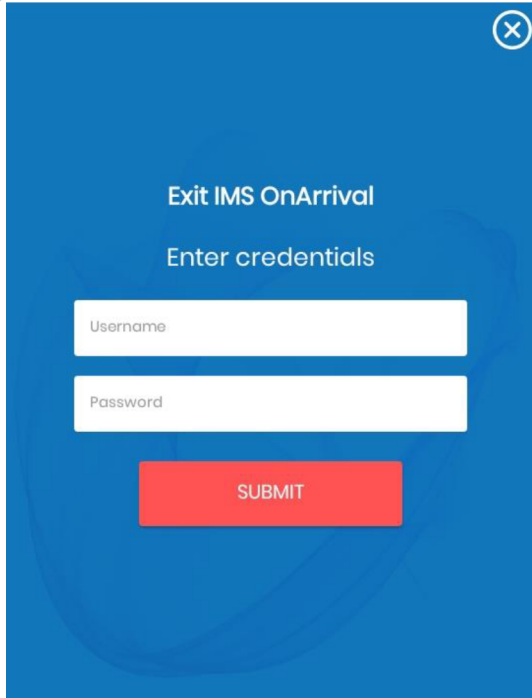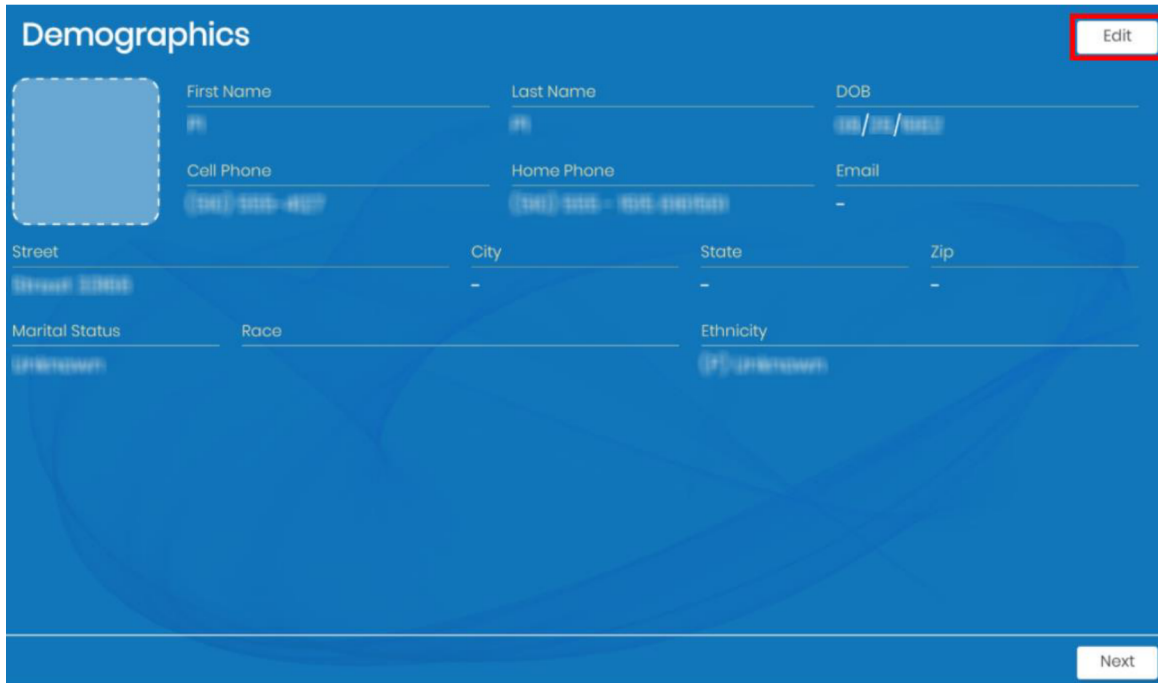
Figure 42 In the **Exit IMS OnArrival** window, enter the provider's IMS credentials, and then tap **SUBMIT** to close IMS OnArrival.

Update a patient's information

On the **Update Patient Details** screen, the patient can update his or her information. In Version 21, the border of the currently active box on **Update Patient Details** is now highlighted in yellow for visual identification.

1. On the home screen of IMS OnArrival, the patient taps his or her preferred language, and then taps the type of visit.

2. On the sign-in screen, the patient does any of the following:

- Tap **Care Portal Credentials**, and then sign in using IMS CarePortal credentials.

- Tap **Barcode**, and then scan a barcode sticker provided by the clinic.

- Tap **Name & DOB**, and then sign in using his or her name and date of birth (DOB).

3. The patient taps **Check-In**.

4. On the **Demographics** screen, the patient taps **Edit**.

5. When the **Update Patient Details** screen opens, the patient does any of the following:

- Enter his or her DOB in the **DOB (MM/DD/YYYY)** box.

  The patient can also tap the calendar symbol 📅 in the **DOB (MM/DD/YYYY)** box to open the calendar window where the patient can specify his or her DOB, and then tap **OK**.
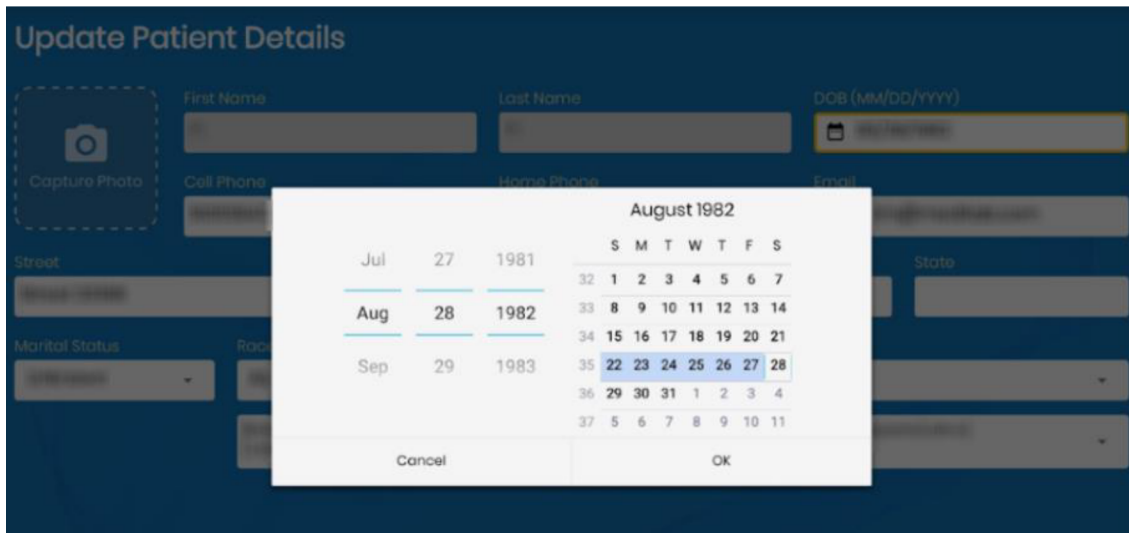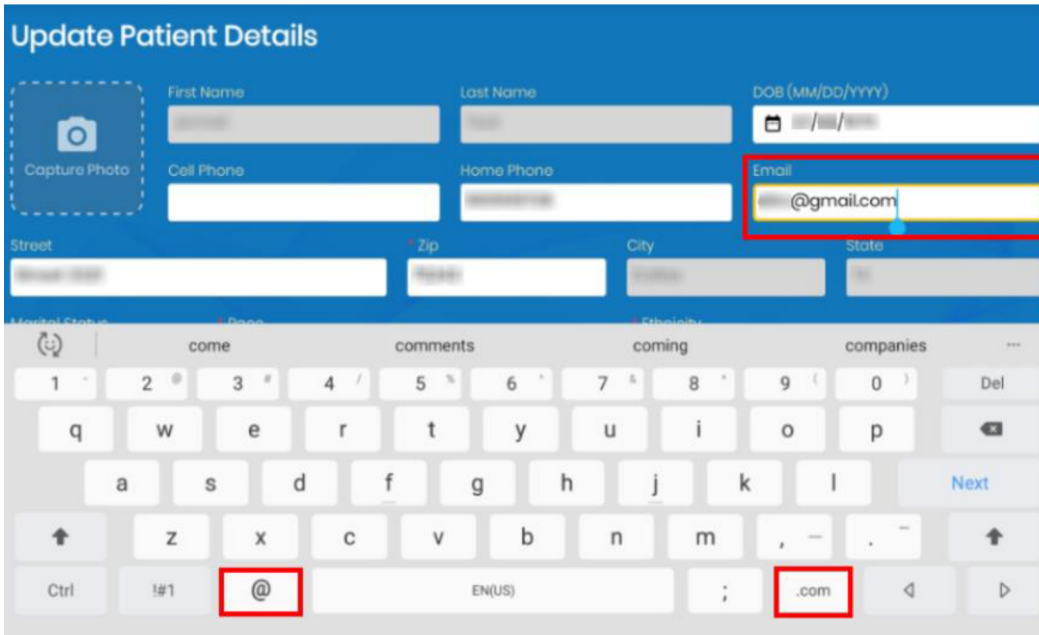
Figure 44 The calendar window that opens when the patient taps the calendar symbol in the DOB box of the Update Patient Details screen

- Enter his or her mobile number in the **Cell Phone** box.

- Enter his or her home phone number in the **Home Phone** box.

- Enter his or her email address in the **Email** box.

  From Version 21 onwards, **.com** and the at (**@**) sign now appear on the main onscreen keyboard when the patient updates his or her email address. This enhancement is only applicable for the email option.

Figure 45 On the **Update Patient Details** screen, the **Email** box is now placed to the right of the **Home Phone** box, and **.com** and the at (**@**) sign now appear on the main onscreen keyboard.

- Enter his or her applicable address in the **Street**, **Zip**, **City**, and **State** boxes.

- Tap the **Marital Status** box, and then tap his or her marital status.

Note:

In Version 21, the list of marital status options now appears when the patient taps **Marital Status**.
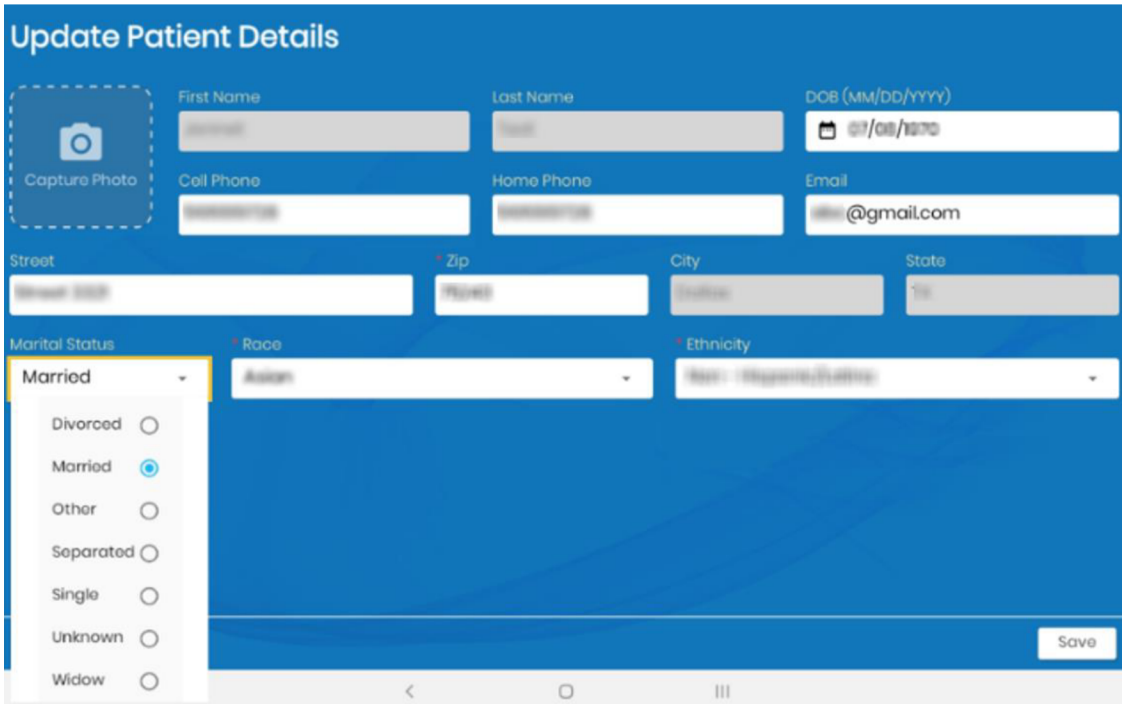
Figure 46 On the **Update Patient Details** screen, the patient taps the **Marital Status** box, and then taps the applicable option.

- Tap the **Race** and **Ethnicity** boxes, and then tap his or her applicable race and ethnicity.

  In IMS OnArrival Version 21, there are only two rows for **Race** and **Ethnicity**. If a patient updates his or her secondary race and ethnicity, the selected options fit in the applicable lists in the second row.
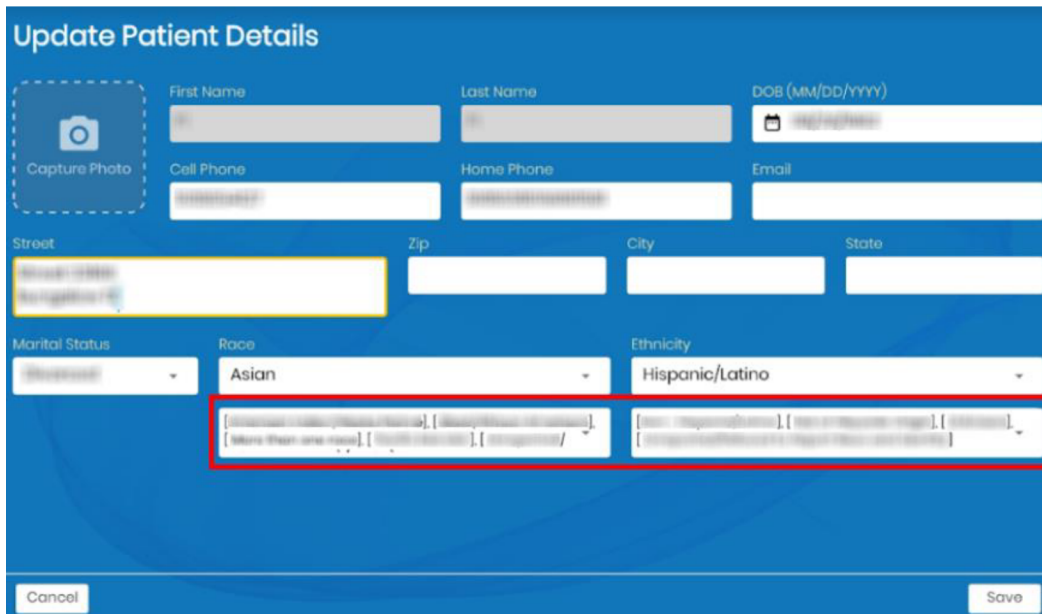
Figure 47 If a patient updates his or her secondary race and ethnicity, the selected options fit in the applicable lists in the second row.

Note:

When the keyboard is open and the patient taps anywhere on the screen, the keyboard closes. This enhancement applies to all the screens in IMS OnArrival.

6. After the patient enters information in the applicable boxes, the patient taps **Save**.

Take photos of an insurance card

In IMS OnArrival Version 21, the photos of the front and the back of the patient's insurance card are now merged in one photo.

To take photos of the patient's insurance card, the patient follows these steps:

1. On the home screen of IMS OnArrival, the patient taps his or her preferred language, and then taps the type of the visit.

2. On the sign-in screen, the patient does any of the following:

- Tap **Care Portal Credentials**, and then sign in using IMS CarePortal credentials.

- Tap **Barcode**, and then scan a barcode sticker provided by the clinic.

- Tap **Name & DOB**, and then sign in using his or her name and date of birth.

3. On the applicable sign-in screen, the patient enters the necessary credentials, and then taps **Check-In**.

4. On the **Demographics** screen, the patient reviews the information, and then taps **Next**.
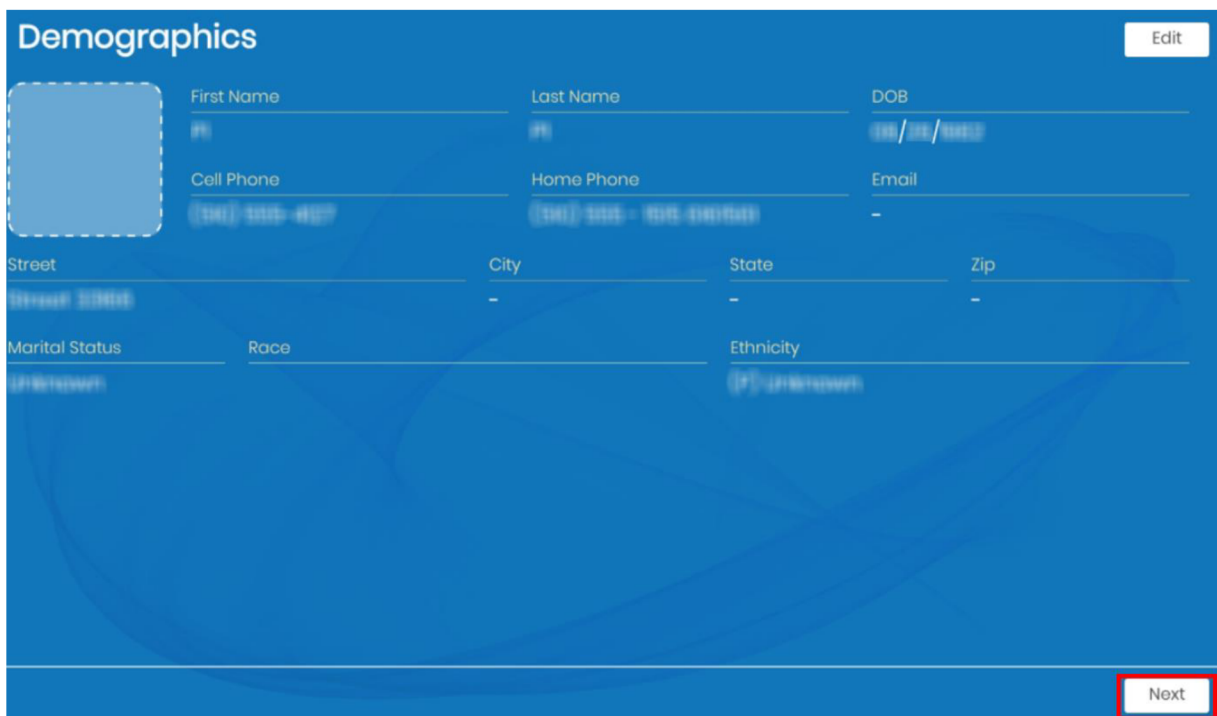
Figure 48 On the **Demographics** screen, the patient reviews the information, and then taps **Next** to open the **Insurance** screen.

5. On the **Insurance** screen, the patient taps the applicable insurance in the left pane, and then taps **Add Image** in the right pane.

Note:

Add Image appears on the **Insurance** screen only if the **Allow to upload insurance image** parameter in the **Auto Checkin Parameter** window in IMS is set to **Yes**.
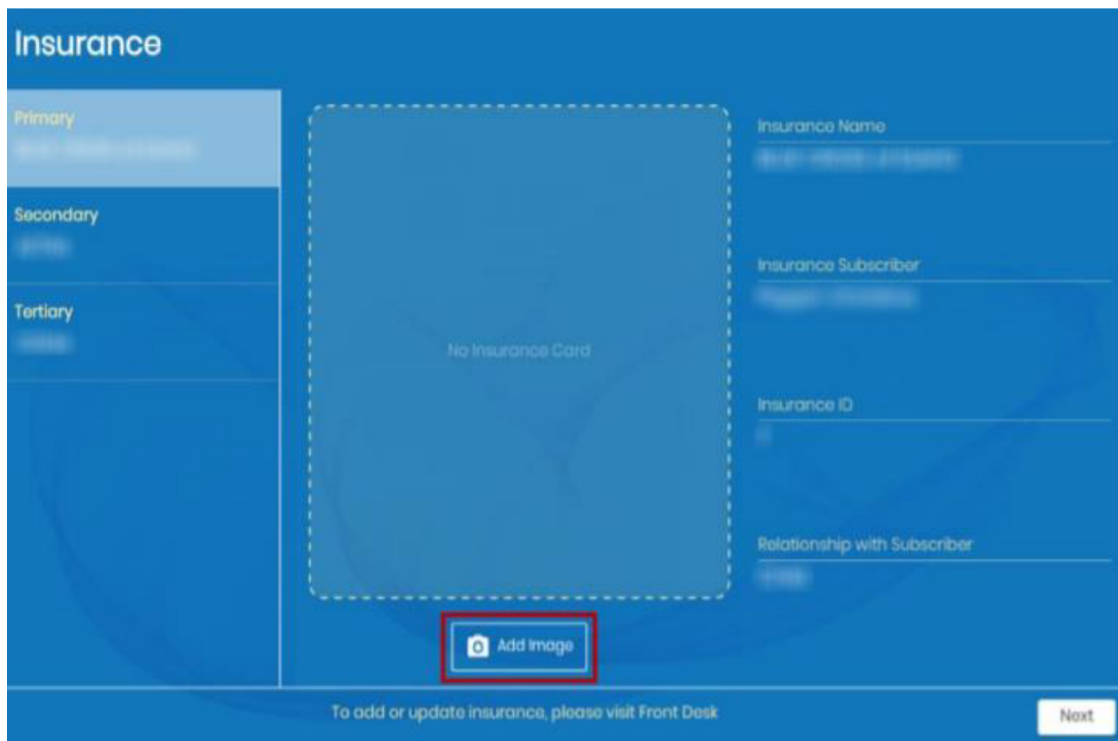

Figure 49 On the **Insurance** screen, the patient taps **Add Image** to open the **Insurance Card** window.

6. When the **Insurance Card** window opens, the patient taps **Front Image**
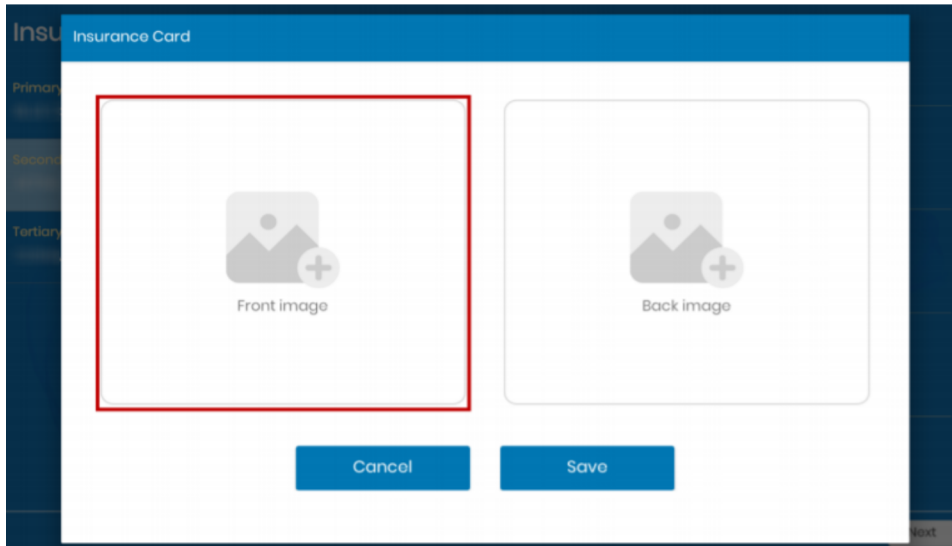
Figure 50 In the **Insurance Card** window, the patient taps **Front Image** to take a photo of the front of his or her insurance card.

7. When the device's camera opens, the patient takes a photo of the front of his or her insurance card, and then taps **OK**.

Note:

If the patient wants to retake the photo, he or she can tap **Retry** in the upper-right section.

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8. The patient crops the image as needed, and then taps **DONE**.

9. When the **Insurance Card** window opens, the patient taps **Back Image**.

10. The patient repeats steps 6 to 8 to take a photo of the back of the insurance card.

11. In the **Insurance Card** window, the patient taps **Save**.

On the **Insurance** screen, the front and back photos of the insurance card are merged.
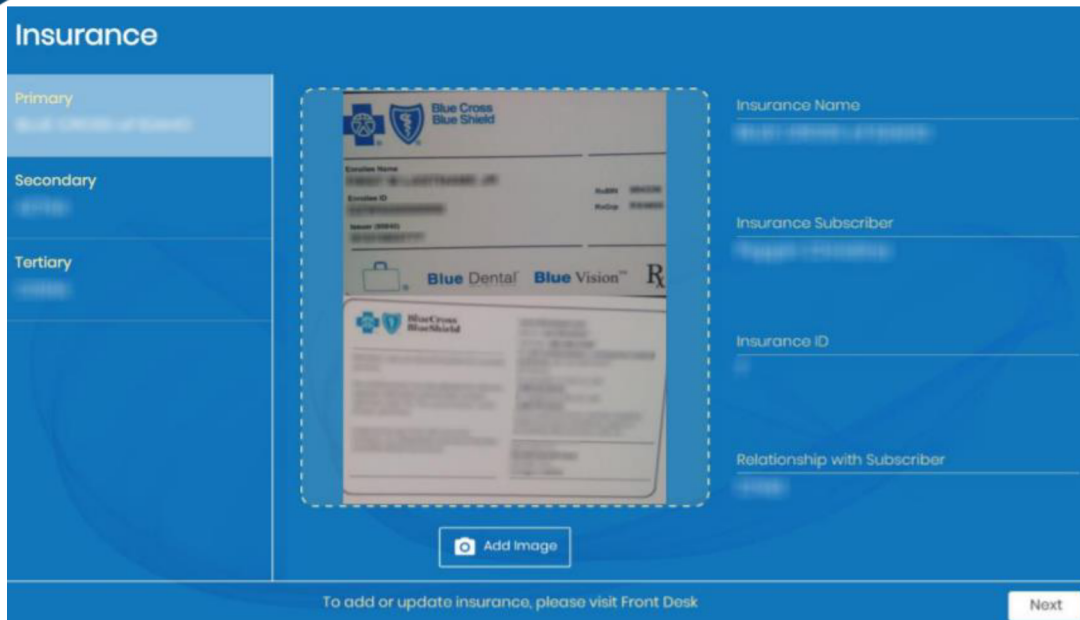
Figure 51 On the **Insurance** screen, the front and back photos of the insurance card are merged.

Pay via saved card without an IMS CarePortal account

When a patient who is not registered in IMS CarePortal signs in to IMS OnArrival using the **Name & DOB** or **Barcode** option, and then pays using a saved card, the patient is asked to enter a password. The password consists of the characters in his or her name and birthdate.

To pay using a saved card, follow these steps:

1. On the home screen of IMS OnArrival, the patient taps his or her preferred language, and then taps the type of visit.

2. On the sign-in screen, the patient does either of the following:

- Tap **Barcode**, and then scan a barcode sticker provided by the clinic.

- Tap **Name & DOB**, and then sign in using his or her name and date of birth.

3. On the applicable sign-in screen, the patient enters the necessary credentials, and then taps **Check-In**.

4. On the **Demographics** screen, the patient reviews the information, and then taps **Next**.

5. When the **Insurance** screen opens, the patient reviews the information, and then taps **Next**.

6. On the Forms (To Be Filled) screen, the patient fills out the applicable forms, and then taps **Next**.

7. On the **Forms** screen, the patient affixes his or her signature in the **Please sign here** box, and then taps **Next**.
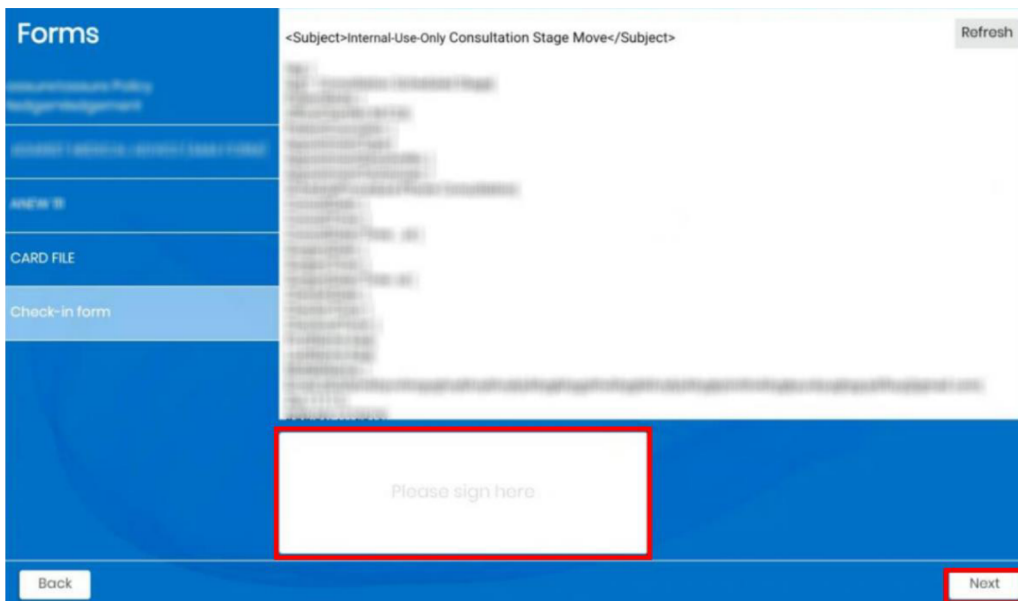

Figure 52 After the patient signs the necessary forms on the **Forms** screen, he or she taps **Next** to open the **Payment** screen.

8. On the **Payment** screen, the patient types the amount to pay in **Amount**, and then taps **Proceed to Pay**.

9. When the **Verification Required** window opens, the patient enters his or her password in the box, and then taps **VERIFY**.

   The password consists of the first four characters of the patient's combined last name and first name and the first four characters of the patient's birthdate in MMDDYY format. For example, if the patient's name is Doe, Jane and she is born on February 25, 1975 (02/25/1975), her password is doej0225. If the patient's name is Diaz, Jane and she is born on February 25, 1975 (02/25/1975), her password is diaz0225.
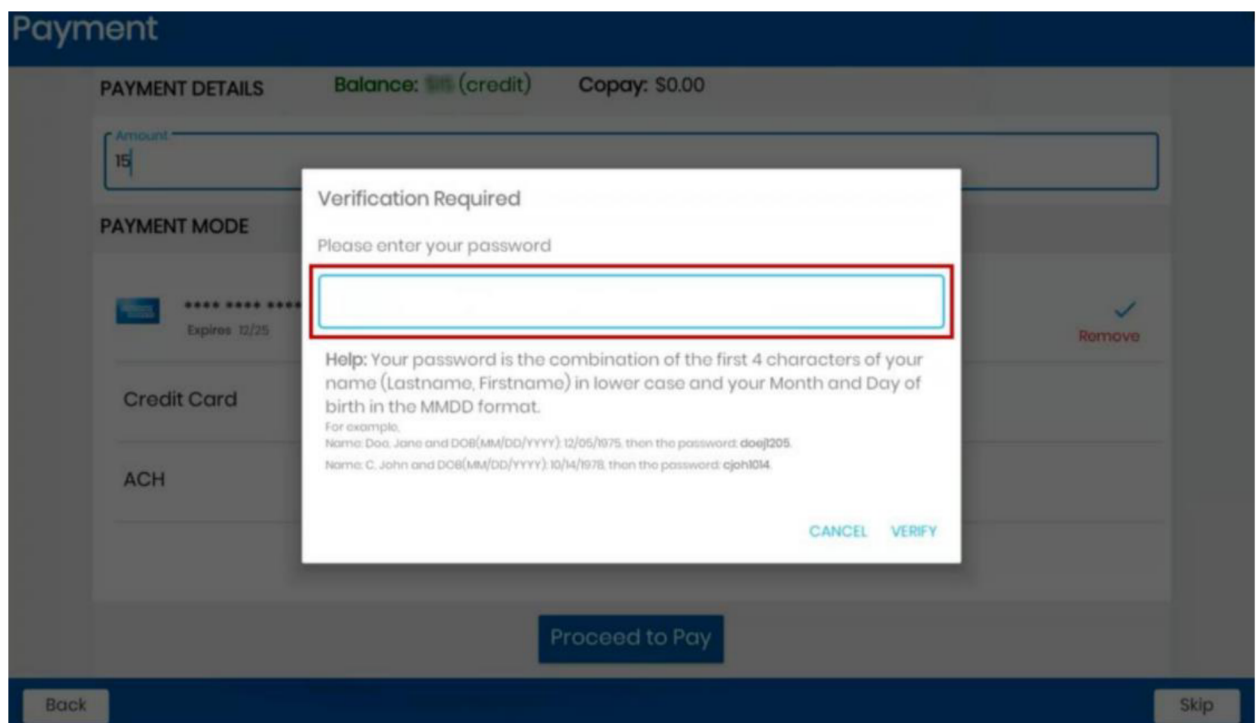

Figure 53 In the **Verification Required** window, the patient enters his or her password based on the specifications indicated in the window.

Note:

If the patient is an IMS CarePortal user, and he or she signs in to IMS OnArrival using the **Barcode** or **Name & DOB** option, the system asks the patient to enter his or her IMS CarePortal password in the **Password Verification** window. This window appears only if the **ASK_PASSWORD_FOR_SAVED_CARD_ONARRIVAL** parameter is set to **Yes** in the Admin webpage of IMS CarePortal.

10. When the **Transaction Details** screen opens, the patient taps **Continue**.
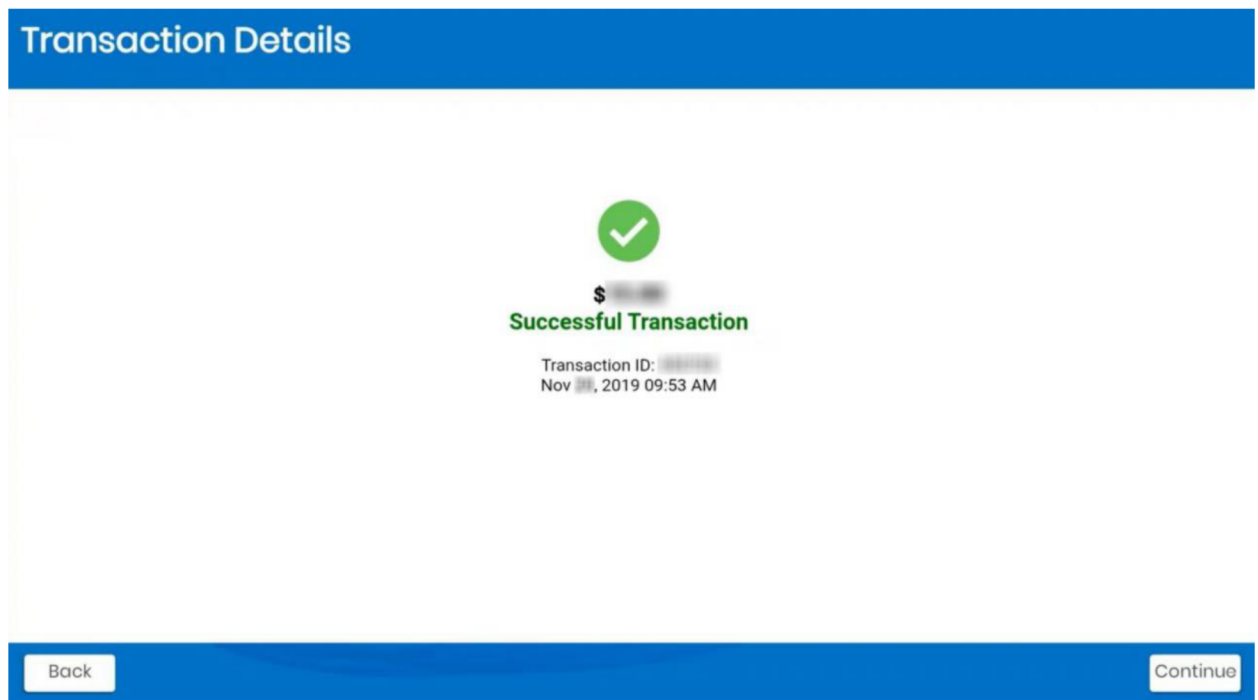

Figure 54 The **Transaction Details** screen