

HEALTHCARE JUST GOT CLOSER.



YOUR GUIDE TO TELEHEALTH AT AUBMC



AMERICAN UNIVERSITY of BEIRUT MEDICAL CENTER
المركز الطبي في الجامعة الأميركية في بيروت

Our lives are dedicated to yours

What is Telehealth at AUBMC?

With the onset of COVID-19, telehealth comes forward as a necessary step and alternative to ensure patients' accessibility to their healthcare providers.

Telehealth is a secure internet connection between you and your healthcare providers at AUBMC. It is integrated in MyAUBHealth where you can schedule an appointment with your physician in the specialties listed below. At the time of the appointment, you will engage with your physician through a live and secure video call.

Your physician will have direct access to your medical record, your past test results, and medications during the visit.

For more information, you can contact 01 - 350 000 or 1545 ext. 7463

To download MYAUBHealth:

Apple AppStore Link:

<https://itunes.apple.com/us/app/mychart/id382952264?mt=8>

Google PlayStore Link:

<https://play.google.com/store/apps/details?id=epic.mychart.android&hl=en>

What are the benefits of Telehealth?



Accessible even when you are at home, work or on travel/a trip



Reduces the need for travel or transportation



Eliminates the need to wait in waiting areas



No need to get a sick leave in order to visit your doctor



Ensured privacy and comfort while discussing sensitive health issues



May reduce unnecessary visits to the hospital

Detailed guide to access Telehealth

1

Login to MyAUBHealth (App or website).

The screenshot shows the MyAUBHealth patient portal home page. At the top left is the MyAUBHealth logo with the tagline "Your Child's Health". To the right of the logo is a user profile for "Marwan" with a "Log Out" link. Below the profile are navigation icons for Health, Visits, Messaging, Resources, and Profile. The main content area is titled "Welcome!" and contains two notification boxes: "Schedule appointments for your current health reminders. 8 reminders need your attention." and "View the After Visit Summary from your recent visit with Ghassan Hamadeh, MD on 18/03/2020." Below these is a "To Do" section with a calendar for March 2020. The calendar shows several overdue health reminders: Colorectal Screening (overdue since 8 March 1988), MMR Vaccine (overdue since 8 March 1989), DTaP/Tdap/Td Vaccines (overdue since 8 March 1995), Eye exam for diabetic complications (overdue since 8 March 1998), Urine Protein Check (overdue since 8 March 1998), Hepatitis B Vaccine (overdue since 8 March 2007), Pneumococcal vaccination (overdue since 8 March 2007), and Influenza Vaccine (overdue since 1 September 2019). On the right side, there is a "Quick Links" sidebar with options: View test results, Ask a question, Schedule an appointment, Patient Education, COVID-19 Self-Triage, Get Access to My Child's Record, Give Access to Another Adult, Refill medications, Review health summary, and Share your record.

2

Click on "Schedule an Appointment".

The screenshot shows the "Schedule an Appointment" page in the MyAUBHealth patient portal. The page has a header with the MyAUBHealth logo and user profile for "Marwan". Below the header are navigation icons for Health, Visits, Messaging, Resources, and Profile. The main content area is titled "Schedule an Appointment" and offers two options: "Schedule with a provider you've seen before" and "Tell us why you're coming in". Under the first option, there are two provider cards: "Ghassan Hamadeh, MD, Primary Care Provider, Family Medicine" and "Jumana Antoun, MD, Family Medicine". Under the second option, there are three buttons: "New Problem Visit" (with a subtext "A general visit to address a new medical concern."), "Follow Up", and "Online Visits". The background of the page features a scenic image of a lake with a wooden dock and a boat.

3

Select Online Visits and then read the Terms and Conditions

MyAUBHealth
Your Online Health

Marwan Health Visits Messaging Resources Profile Marwan Tarek... Log Out

Reason for visit Locations Providers Time Verify and schedule

What kind of appointment are you scheduling?

New Problem Visit
A general visit to address a new medical concern.

Follow Up

Online Visits

A couple of questions

- * Indicates a required field.
- * **Telemedicine Informed Consent**
I hereby consent to engage in a telemedicine consultation with the American University of Beirut Medical Center ("AUBMC") and its physicians. I understand that telemedicine involves the use of interactive audio, video or data communications to deliver health care services to patients. I understand that, as I will not be physically in the same room as my health care provider, the consultation will not be the same as a direct/health care provider visit, and that telemedicine based services and care may not yield the same results as face to face services. I understand that there are potential risks to using this technology, including device interruptions, interception, and technical difficulties, and thus, if the videoconferencing equipment and/or connection is not adequate, I understand that my healthcare provider or I may discontinue the telemedicine visit and make other arrangements to continue the visit. I understand that electronic transmission of data, video images, and audio is a developing technology, and that confidentiality may be compromised by failure of security safeguards or illegal and improper interfering. I understand that AUBMC and its physicians have no liability or responsibility for the accuracy or completeness of the medical information I have submitted to them or for any errors in its electronic transmission.

Yes No

- * **Disclaimer Continued**
I understand that I can revoke my right to participate in telemedicine visit and/or can stop participating in such visit. I understand that if AUBMC and/or my health care provider determines that telemedicine services do not adequately address my medical needs, they may require an in-person medical evaluation. I hereby completely and irrevocably release the American University of Beirut, AUBMC, and its medical staff members, physicians, officers, employees, directors, and agents of any and all errors and omissions, known or unknown, foreseen or unforeseen, knowingly or unknowingly, as well as all claims, actions, damages, arising from or in connection with the telemedicine services. I certify that I have read this form or have had it read to me, that it has been fully explained to me, and that I understand and approve its contents.

Yes No

CONTINUE

4

Select your preferred way of payment

MyAUBHealth
Your Online Health

Marwan Health Visits Messaging Resources Profile Marwan Tarek... Log Out

Schedule an Appointment **START OVER**

Reason for visit Locations Providers Time Verify and schedule

What kind of appointment are you scheduling?

New Problem Visit
A general visit to address a new medical concern.

Follow Up

Online Visits

A couple of questions

- * **What is your method of payment?**
Physically pay at AUBMC premises or Online Via a secure portal

Cash Credit/Debit Card

CONTINUE

5

Select the Specialty of the physician you want to see

The screenshot shows the 'Schedule an Appointment' page on MyAUBHealth. At the top, there is a navigation bar with the MyAUBHealth logo, a user profile for 'Marwan', and menu items for Health, Visits, Messaging, Resources, and Profile. The main content area is titled 'Schedule an Appointment' and includes a 'START OVER' button. Below the title, there are tabs for 'Reason for visit', 'Locations', 'Providers', 'Time', and 'Verify and schedule'. The 'Reason for visit' section asks 'What kind of appointment are you scheduling?' and offers three options: 'New Problem Visit' (with a description: 'A general visit to address a new medical concern.'), 'Follow Up', and 'Online Visits'. Below this, a section titled 'A couple of questions' asks 'Which Specialty?' and lists several specialties: Psychiatry, Family Medicine (highlighted), Endocrinology, Pain Clinic, Surgery, Cardiology, Nephrology, and Dermatology. A green 'CONTINUE' button is located at the bottom left of the form area. The background of the page features a scenic image of a lake with a wooden dock and a boat.

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Select the type of visit

This screenshot is identical to the one above, showing the 'Schedule an Appointment' page. However, in the 'Which Specialty?' section, the 'Family Medicine' button is no longer highlighted. Instead, the 'New Patient' button is highlighted under the 'Which Visit?' section, with 'Follow Up' as an alternative option. The 'CONTINUE' button remains at the bottom left. The rest of the page, including the navigation bar and the 'Reason for visit' section, is the same as in the previous screenshot.

7

Choose the physician from the list

MyAUBHealth Your Online HealthHub

Marwan Health Visits Messaging Resources Profile Marwan Tarek ... Log Out

Schedule an Appointment

START OVER

Reason for visit: Online Visits | Locations: WSS | Providers: | Time: | Verify and schedule

Who do you want to see?

Any provider	Ghassan Hamadeh, MD Primary Care Provider Family Medicine	Bassem Saab, MD Family Medicine	Beatrice Khater, MD Family Medicine
Diana Rahme, MD Family Medicine	Durrriyya Sinno, MD Pediatrics	Fadila Najj, MD Family Medicine	Georges Assaf, MD Family Medicine
Grace Maalouf, MD Family Medicine	Issam Shaarani, MD Family Medicine	Jibrail Razzouk, MD Family Medicine	Jihane Naous, MD Family Medicine
Jinan Usta, MD Family Medicine	Jumana Antoun, MD Family Medicine	Maha Naja, MD Family Medicine	Maya Roman, MD Family Medicine
Mona Osman, MD Family Medicine	Nabil Sharara, MD Family Medicine	Najla Lakkis, MD Family Medicine	Nisrine Makarem, MD Family Medicine
Randa Zeidan, MD Family Medicine	Salam Jalloul, MD Family Medicine	Sami Moukheiber, MD Family Medicine	Samia Badr, MD Family Medicine

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Select an available time slot

MyAUBHealth Your Online HealthHub

Marwan Health Visits Messaging Resources Profile Marwan Tarek ... Log Out

Schedule an Appointment

START OVER

Reason for visit: Online Visits | Locations: WSS | Providers: Jumana Antoun, MD | Time: | Verify and schedule

What time works for you?

Start search on:

Tuesday 31 March 2020

01:00 PM	01:30 PM	02:00 PM	02:30 PM	03:00 PM
03:30 PM	04:00 PM	04:30 PM		

Times:

9

Indicate the primary reason of why you want to see this physician and then click on Schedule

MyAUBHealth
Your Online Healthcare

Marwan Health Visits Messaging Resources Profile

Marwan Tarek...
Log Out

Schedule an Appointment **START OVER**

Reason for visit Locations Providers Time Verify and schedule

Online Visits WSS Jumana Antoun, MD Tuesday 31 March 2020 01:00 PM

Is everything correct?

Online Visits with Jumana Antoun, MD

Tuesday 31 March 2020
01:00 PM (30 minutes)

Family Medicine Clinics
American University of Beirut Medical Center, Clemenceau Street, Wassef and Souad Sawwaf Bldg, Riad El Solh 1107 2020
Beirut 9999
01 350 000 x3000

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

Before scheduling...

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

Favorite this appointment to easily schedule again later

SCHEDULE

10

Test Hardware to make sure that your mobile or computer are suitable for the online visit

MyAUBHealth
Your Online Healthcare

Marwan Health Visits Messaging Resources Profile

Marwan Tarek...
Log Out

Appointment Details

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

Online Visit with Jumana Antoun, MD

Tuesday 31 March 2020
01:00 PM EET (30 minutes)
Add to Calendar

Family Medicine Clinics
American University of Beirut Medical Center, Clemenceau Street, Wassef and Souad Sawwaf Bldg, Riad El Solh 1107 2020
Beirut 9999
01 350 000 x3000

Reschedule Appointment

Cancel Appointment

Get ready for your visit!
ECHECK-IN
Save time by completing eCheck-in ahead of time.

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

Other actions you can take:
TEST HARDWARE

March 2020

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	28
29	30	31				

11

On the day of the appointment, click on 'Begin Online Visit' to start the visit with your physician

MyAUBHealth
Your Online HealthKit

Marwan

Health Visits Messaging Resources Profile

Marwan Tarek ...
Log Out

Appointment Details

Online Visit with Jumana Antoun, MD

Tuesday 31 March 2020
01:00 PM EET (30 minutes)
[Add to Calendar](#)

Family Medicine Clinics
American University of Beirut Medical Center, Clemenceau Street, Wazir and Souad Sawwaf Bldg, Riad El Solh 1107 2020 Beirut 9999 01 350 000 x3000

[Reschedule Appointment](#)
[Cancel Appointment](#)

Get ready for your visit!

[ECHECK-IN](#)
Save time by completing eCheck-in ahead of time.

Want an earlier time? [Get on the Wait List](#)
Other actions you can take:
[BEGIN ONLINE VISIT](#)

[BACK TO VISITS LIST PAGE](#)

March 2020
M T W T F S S
1
2 3 4 5 6 7 8
9 10 11 12 13 14 15
16 17 18 19 20 21 22
23 24 25 26 27 28 28
29 30 31

12

You will receive a message through MyChart providing a link to the payment portal

MyAUBHealth
Your Online HealthKit

Marwan

Health Visits **Messaging** Resources Profile

Marwan Tarek ...
Log Out

Message Center

[ASK A QUESTION](#)

Inbox Sent Messages

Search message list Sort by: **Received Date**

[RESTORE DELETED MESSAGES \(0\)](#)

Front C
02/04/2020 09:52 AM [Print](#) [Delete](#)

Payment for online visit dated April 2 with Dr. Antoun

[Click here to pay](#)

Please note if payment is not settled by credit card you are requested to pass by AUBMC cashier and settle your account as soon as you can safely do so or all future tests, procedures, online and physical clinic visits and admissions will require your account settlement before being allowed to proceed.

REPLY The sender indicated replies are not allowed.

There are no more messages available.

[BACK TO THE HOME PAGE](#)

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Check the invoice and provide the needed information and proceed with the payment

AUBMC Here is your invoice from AUBMC # 0

Invoice amount XXX,XXX LBP Due Apr 2, 2020

Pay Invoice

AUBMC Invoice # 0
 Invoice Date Apr 2, 2020
 Reference AUBMC-001
 supplied date Apr 2, 2020

Here is your invoice from **AUBMC**

Invoice from AUBMC Invoice to XXXXXXXXX

Description	Quantity	Tax	Price	Amount
E-Visit Dr.	1	-	XXX,XXX	XXX,XXX

Dear XXXXXXXX, kindly find herewith your E-invoice for the listed services, to be paid within 24 hours of receiving this message. Regards

Subtotal **LBP XXX,XXX**
Total LBP XXX,XXX

AUBMC

Order Summary
 Invoice #4 XXXXXXX LBP

Billing details

Name

Email Address

Lebanon

Address

City

State Postal

Customer Information

For more information, please contact:
01 - 350000 or 1545 ext. 7463
or visit: www.myaubhealth.org