

ARC pre-op COVID-19 testing instructions

For new and established patients scheduled for a procedure by a non-ARC doctor



Follow these instructions if you have a surgery scheduled.

Established ARC Patients

1. Schedule your appointment **within 3-5 days** of your surgery. Call the **ARC COVID-19 Hotline** at **866-453-4525** or visit MyChart to book a telemedicine visit.
 - For **MyChart**, log in to the app or **MyChartARC.com** and go to **[schedule appointment]**, choose illness & injury, and follow the online instructions to book a same-day telemedicine visit.
 - If your account is not yet activated, please call **512-272-4636**.
2. Download the MyChart app to your device.
3. Complete e-checkin in MyChart before your visit.
4. Attend telemedicine visit—*See back of flyer for instructions.*
5. After your visit, go to one of the drive-up testing locations listed on the right, to get tested.
6. You should receive your results within 72 hours.
7. Send the results to your surgeon.

New ARC Patients

1. Check [AustinRegionalClinic.com/insurance](https://www.austinregionalclinic.com/insurance) to make sure your health plan is accepted at ARC.
2. Schedule your appointment **within 3-5 days** of your surgery. Call the **ARC COVID-19 Hotline** at **866-453-4525** to book a telemedicine visit.
3. After booking, we will transfer you to ARC Registration or you can call 512-407-8686 to register as a new patient and activate your MyChart account.
4. Download the MyChart app.
5. Complete e-checkin in MyChart before your visit.
6. Attend telemedicine visit—*See back of flyer for instructions.*
7. After your visit, go to one of the drive-up testing locations on the right, to get tested.
8. You should receive your results within 72 hours.
9. Send the results to your surgeon.

Payment—Please confirm coverage with your health plan. We will bill your insurance. You may be responsible for all or a portion of the cost. (*Estimated cost: office visit approximate \$79 + lab test \$70*).

Visit billing (in this order)—Z01.812 - Encounter for preprocedural laboratory examination; Z11.59 - Screening for other viral diseases for asymptomatic patients; Dx code for the reason for surgery; additional findings.

Drive-up testing locations

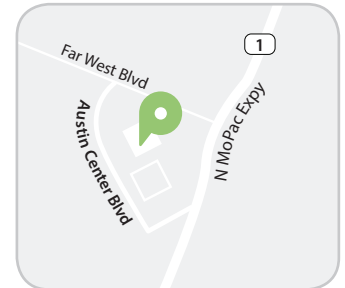


ARC Cedar Park

801 E Whitestone Blvd
Bldg C, Cedar Park, TX 78613

512-259-3467

M-F: 8am-5pm



ARC Far West

6835 Austin Center Blvd
Austin, TX 78731

512-346-6611

M-F: 8am-7pm | S-S: 8am-5pm

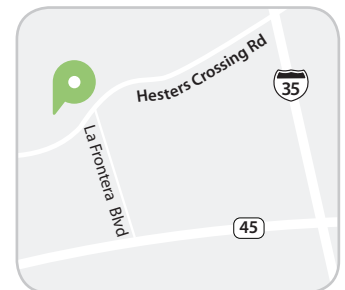


ARC Kyle Plum Creek

4100 Everett Street
Ste 400, Kyle, TX 78640

512-295-1333

M-F: 8am-5pm

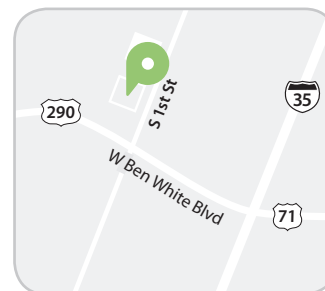


ARC Round Rock

940 Hesters Crossing Rd
Round Rock, TX 78681

512-244-9024

M-F: 8am-7pm | S-S: 8am-5pm



ARC South 1st

3828 & 3816 South 1st Street
Austin, TX 78704

512-443-1311

M-F: 8am-5pm



ARC Southwest

1807 W Slaughter Lane
Ste 490, Austin, TX 78748

512-282-8967

M-F: 5-7pm | S-S: 8am-5pm

Video Visit User Guide

Please read these instructions if you have a video visit scheduled.



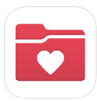
Austin Regional Clinic

VIDEO VISIT APPOINTMENT DATE/TIME: _____

Preparing for your video visit

You can start preparing for your visit within 3 hrs prior to your appointment time, or 1.5 hrs after your appt. time in case the provider is running behind.

1. Use cellular/mobile data for your video visit instead of Wi-Fi to minimize technical issues. You can **turn off Wi-Fi** in your smartphone settings.
2. Use the MyChart app on your phone or tablet for a better experience.



MyChart

3. Tap on the Appointments icon.



Appointments

4. Select your scheduled video visit and review details of your visit.
5. The app is preferred for best experience, but if using a desktop/laptop, test your connection with **[Test Video]**.

Complete eCheck-In

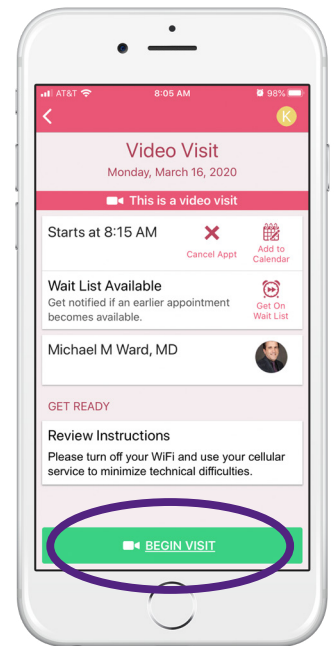
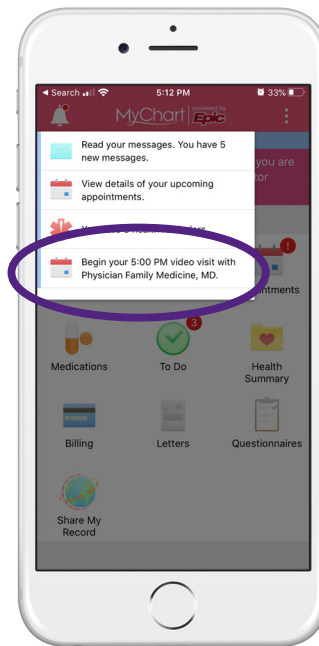
You can also verify your demographics, review and sign any outstanding forms, update meds and allergies, and answer any history questionnaires that may be assigned.

1. Go to your upcoming appointments in ARC MyChart and click eCheck-in.

Starting your video visit

Next, a nurse/medical assistant will call you to collect some information and instruct you on how to start the video portion. **Please WAIT to do the following steps after you have spoken to the nurse/MA.**

1. Tap on the notification icon and select "Begin your video visit with ..."
2. Tap **[Begin Visit]**



3. Place the phone in a stationary position to prevent movement.
4. Verify that you can see yourself in the lower portion of your screen.
5. Please wait for your physician to join. He/She may be finishing up a visit. Please remain waiting until your physician joins.

TIP – Check out our YouTube channel [MyARCchannel](https://www.youtube.com/MyARCchannel) for a video tutorial.
[youtube.com/MyARCchannel](https://www.youtube.com/MyARCchannel)

For help please call MyChart Support at 512-ARC-HELP (512-272-4357)