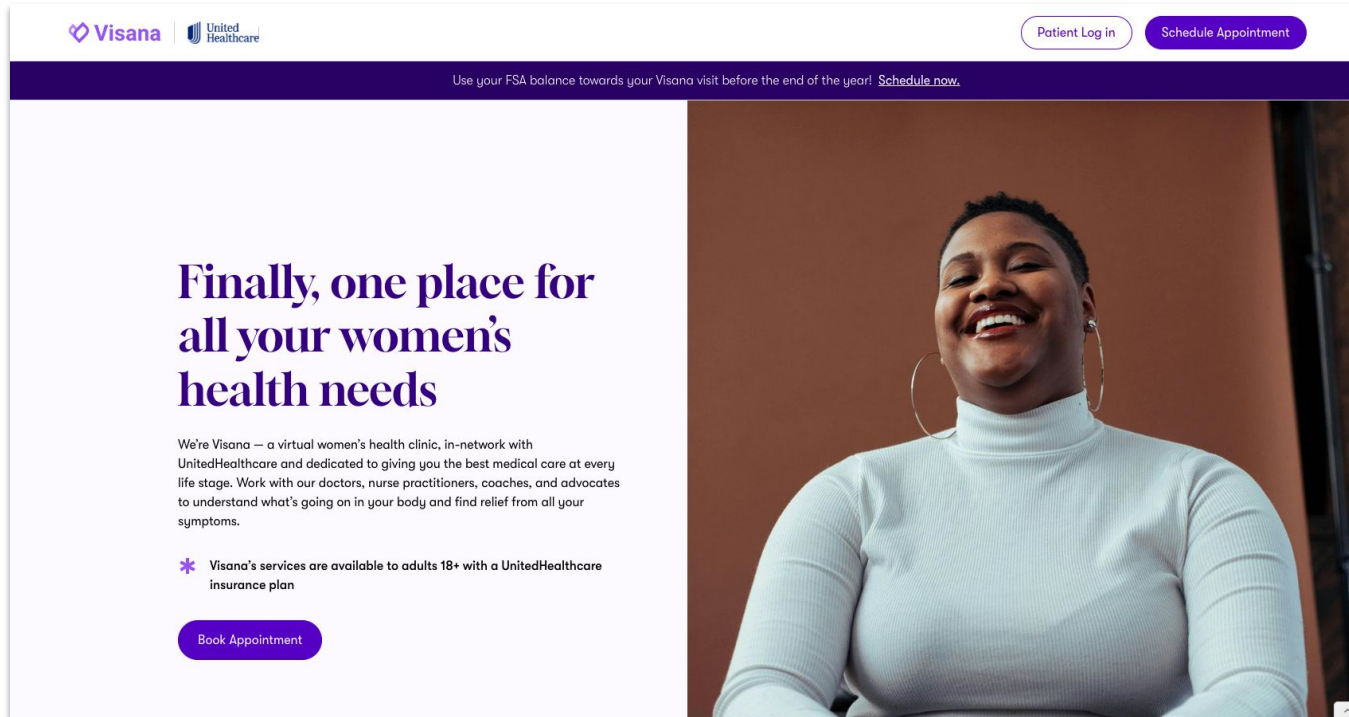


# Visana/UHC Landing page



The image shows a screenshot of the Visana/UHC landing page. At the top left, there are logos for Visana (a heart icon) and UnitedHealthcare. To the right of these logos are two buttons: "Patient Log in" and "Schedule Appointment". Below the logos is a purple banner with the text "Use your FSA balance towards your Visana visit before the end of the year! [Schedule now.](#)". The main content area is split into two columns. The left column has a white background with the headline "Finally, one place for all your women's health needs" in a large, bold, purple font. Below the headline is a paragraph of text: "We're Visana — a virtual women's health clinic, in-network with UnitedHealthcare and dedicated to giving you the best medical care at every life stage. Work with our doctors, nurse practitioners, coaches, and advocates to understand what's going on in your body and find relief from all your symptoms." Below this paragraph is a bullet point: "\* Visana's services are available to adults 18+ with a UnitedHealthcare insurance plan". At the bottom of the left column is a purple button labeled "Book Appointment". The right column features a photograph of a smiling Black woman with short hair, wearing a white turtleneck sweater and large hoop earrings. The background of the photo is a warm, brownish-orange color.

Visana | UnitedHealthcare

Patient Log in | Schedule Appointment

Use your FSA balance towards your Visana visit before the end of the year! [Schedule now.](#)


## Finally, one place for all your women's health needs




We're Visana — a virtual women's health clinic, in-network with UnitedHealthcare and dedicated to giving you the best medical care at every life stage. Work with our doctors, nurse practitioners, coaches, and advocates to understand what's going on in your body and find relief from all your symptoms.

- \* Visana's services are available to adults 18+ with a UnitedHealthcare insurance plan

Book Appointment

# UHC Patient Registration and Appointment Scheduling

 Visana

	Endometriosis
Menopause	
	Birth Control

**Schedule Your Virtual Appointment**

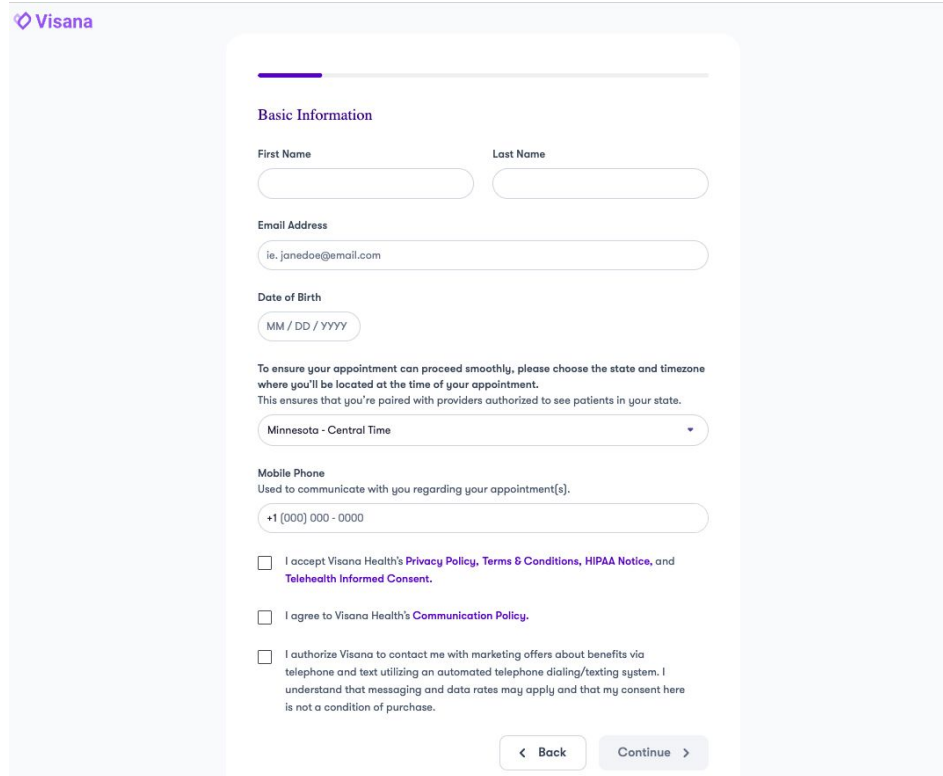
Have you scheduled a virtual appointment with Visana Health before?

First Time Patient

Returning Patient

[Cancel](#) [Continue >](#)

# UHC Patient Registration and Appointment Scheduling



Visana

**Basic Information**

First Name

Last Name

Email Address

Date of Birth

To ensure your appointment can proceed smoothly, please choose the state and timezone where you'll be located at the time of your appointment.  
This ensures that you're paired with providers authorized to see patients in your state.

Mobile Phone  
Used to communicate with you regarding your appointment[s].

I accept Visana Health's [Privacy Policy](#), [Terms & Conditions](#), [HIPAA Notice](#), and [Telehealth Informed Consent](#).

I agree to Visana Health's [Communication Policy](#).

I authorize Visana to contact me with marketing offers about benefits via telephone and text utilizing an automated telephone dialing/texting system. I understand that messaging and data rates may apply and that my consent here is not a condition of purchase.

# UHC Patient Registration and Appointment Scheduling



## Reason for your appointment

Please choose your most pressing issue. You can share other concerns during your appointment.

[Choose one of the following options]

- Birth Control / Contraception
- Chronic Pelvic Pain
- Endometriosis
- Fibroids
- Heavy Periods
- Irregular Periods
- Menopause
- Pain with Sex
- Period Pain
- Polycystic Ovary Syndrome (PCOS)
- STD/STI or Exposure
- UTI
- Thyroid Issues
- Vaginal Infections
- Well Woman Visit
- Other

< Back

Continue >

# UHC Patient Registration and Appointment Scheduling



## Previous Care Experience

Have you previously sought care from a health professional for this?

- Yes, I've sought care
- No, I've never sought care

How satisfied were you with that care?



How would you rate your symptoms after receiving that care?



Is there any other information you'd like to share with your provider prior to your appointment? (optional)

Include any other symptoms or conditions you think might be important to know.

< Back

Continue >

# UHC Patient Registration and Appointment Scheduling

Visana

## Check Insurance Coverage

Enter the information as it appears on your health insurance card.

Insurance Payer

UnitedHealthcare

Relationship to Insured

Self

Your Date of Birth

Kindly verify that the date of birth you entered earlier is accurate. This ensures that we are associating the insurance information with the correct patient.

09/19/1999

Group Number

Subscriber / Member ID

< Back

Check Coverage >

Visana



Great news, you are eligible for Visana.

Your employer or insurance company will cover some (or all) of the cost of our services, depending on your specific plan. Check with your insurance company or your employer directly for exact copay or coverage costs.

< Back

Continue >

# UHC Patient Registration and Appointment Scheduling

The screenshot displays the Visana patient registration and appointment scheduling interface. At the top left, the Visana logo is visible. The main content area features a purple header bar. Below this, a message states: "We've matched you with these providers who are skilled in addressing your specific concerns." This is followed by a sub-message: "These professionals are also experienced general practitioners and, once chosen, will become your primary provider at Visana." A date range selector shows "Dec 8–Dec 14, 2024".

Two provider profiles are listed:

- Dr. Chardonnay Vance, MD**: Family & Women's Health Physician, 26+ years experience in women's health. A "View profile & availability" link is present. The availability calendar shows slots for Wednesday, Dec 11 (3:00 PM, 6:00 PM) and Thursday, Dec 12 (9:00 AM, 11:45 AM, 12:00 PM).
- Katrina Rollins, ARNP, CNM, MPH**: Nurse Practitioner, 8+ years experience in women's health. A "View profile & availability" link is present. The availability calendar shows slots for Wednesday, Dec 11 (4:00 PM, 6:45 PM) and Thursday, Dec 12 (9:30 AM, 1:00 PM, 6:45 PM).

Navigation includes "Previous Week" and "Next Week" buttons. A footer message reads: "Not finding your previous provider or have urgent symptoms and need care sooner? Contact us at (612) 217-4967 for scheduling help." At the bottom, there are "Back" and "Continue" buttons.

# UHC Patient Registration and Appointment Scheduling

The screenshot displays the Visana patient registration and appointment scheduling interface. At the top left, the Visana logo is visible. The main content area is titled "Select an appointment time." and includes a link to "View all providers". The selected provider is Katrina Rollins, ARNP, CNM, MPH, a Nurse Practitioner. Her profile includes a photo and a bio: "Katrina is a Certified Nurse Midwife and Nurse Practitioner dedicated to decreasing disparities in Women's Health. She received a Master of Science in Nursing with a specialty in Midwifery/Women's Health from Emory." A "Read more" link is provided. Below the provider information is a date range selector showing "Dec 8–Dec 14, 2024". The interface then displays a calendar view with appointment slots for each day from Wednesday, Dec 11 to Saturday, Dec 14. The slots are as follows:

Day	Available Appointment Times
Wed, Dec 11	4:00 PM, 6:45 PM
Thu, Dec 12	9:30 AM, 1:00 PM, 6:45 PM
Fri, Dec 13	9:30 AM, 4:00 PM, 6:45 PM
Sat, Dec 14	9:30 AM, 1:00 PM, 4:00 PM, 6:45 PM



# UHC Patient Registration and Appointment Scheduling

The screenshot shows a patient scheduling interface. At the top, there is a date range selector for "Dec 8—Dec 14, 2024". Below this, the calendar displays days from Wednesday, Dec 11 to Sunday, Dec 14. Appointment slots are shown for each day: Wednesday (4:00 PM, 6:45 PM), Thursday (9:30 AM, 1:00 PM, 6:45 PM), and Friday (9:30 AM, 1:00 PM, 6:45 PM). A modal dialog is open in the center, titled "Please confirm location at time of appointment". The modal contains an information icon, a close button, and the following text: "To proceed with your appointment, we need to ensure you're connected with a provider licensed in the state where you'll be during the appointment." Below this text is a text input field containing "Minnesota - Central Time". A link "Change Location" is provided. At the bottom of the modal are two buttons: "Cancel" and "Confirm Location". Below the calendar, there are "Previous Week" and "Next Week" navigation buttons. At the very bottom, there is a footer with the text "Not finding your previous provider or have urgent symptoms and need care sooner? View all providers or contact us at (612) 217-4967 for scheduling help." and "Back" / "Continue" navigation buttons.

< Dec 8—Dec 14, 2024 >

Wed, Dec 11

4:00 PM 6:45 PM

Thu, Dec 12

9:30 AM 1:00 PM 6:45 PM

Fri, Dec 13

9:30 AM 1:00 PM 6:45 PM

Sat, Dec 14

Sun, Dec 15

9:30 AM 1:00 PM 6:45 PM

ⓘ

**Please confirm location at time of appointment**

To proceed with your appointment, we need to ensure you're connected with a provider licensed in the state where you'll be during the appointment.

Minnesota - Central Time

Location changed, or plan on traveling during this time? [Change Location](#)

Cancel Confirm Location

< Previous Week Next Week >

Not finding your previous provider or have urgent symptoms and need care sooner?  
[View all providers](#) or contact us at (612) 217-4967 for scheduling help.

< Back Continue >

# UHC Patient Registration and Appointment Scheduling

 Visana

You're almost done. Please review the details below to book your appointment.

Selected Provider

 Katrina Rollins, ARNP, CNM, MPH

Date & Time

Friday, December 13 2024

9:30—10:15 AM

Minnesota - Central Time

Reason for Visit


Endometriosis

\* Please join your virtual appointment 5 minutes early to ensure everything is set up and working smoothly.

[← Go Back](#)

[Book Appointment](#)

# UHC Patient Registration and Appointment Scheduling

 Visana

---

### Create Account

To finish scheduling your appointment, you must create an account by setting a password.

Email


Create Password


- Must have a minimum of 8 characters and contain at least 3 of the following types of characters
- An uppercase letter
- A lowercase letter
- A number
- A special character (such as !@#\$%^&\*)

Opt-in to Visana Health HIE  
The Health Information Exchange (HIE) allows for your health data to be securely shared between Visana providers and other healthcare professionals. Benefits include enabling quicker access to your records, reducing duplicate tests or procedures, and minimizing healthcare costs.

[< Back](#) [Create Account >](#)

# UHC Patient Registration and Appointment Scheduling





✕

### Appointment Booked: Action Required


To give your provider time to review the necessary information before your appointment, please complete the required forms listed below.

If these forms are not completed in advance, your appointment may need to be rescheduled or canceled.

- ✓ Medical profile
- ✓ Health history

[Get Started](#)

# UHC Patient Pre Appointment Forms

 Visana

**Demographic Information**

Patient Details  
Insurance Card  
Photo ID

We promise to keep the data you share safe and secure. Learn more in our [Privacy Policy](#).

### Demographic Information Skip for now

Please provide us with some additional information to help us get to know you better.

**Home Address**

Street Address

Apartment/Suite #

City  State  Zipcode

**Marital Status**

Select status from list

**What sex were you assigned at birth? (Also known as biological sex)**  
This information allows our providers to recommend vital health screenings and treatment plans that align with your genetic makeup.

Female  
 Male  
 Prefer not to answer


**What's your legal sex?**  
This is required for health insurance purposes. We'll ask you about your gender later.

Female  
 Male

**Preferred Language**

Select language from list

**Which of the following best describes your race? <sup>Ⓜ</sup>**  
This information helps customize therapies and recognize specific health concerns that are



# UHC Patient Pre Appointment Forms

The screenshot shows a web form titled "Health History Form" on the Visana platform. The form is part of a pre-appointment process, as indicated by the "Schedule Appointment" button in the top right. The form includes a progress bar at the top with a "Cancel" link. The main content is a "Reproductive Health" section with several questions and input fields. The questions are: "Do you still get your period?" with radio buttons for "Yes" (selected), "No", and "Not Applicable/I've never had a period"; "Your age when you started getting a period" with a text input field labeled "Age"; "First day of last menstrual period (MM/DD/YYYY)" with a "Select date" button; "Do have any concerns in regards to your period?" with radio buttons for "Yes" (selected) and "No"; "How many days is your current cycle?" with a text input field labeled "Days" and a note "Counted from the first day of your last period to the first day of your next period."; and "How many days does your period bleeding typically last?" with a text input field labeled "Days". A purple circular icon with a white question mark is located in the bottom right corner of the form area.

Visana

Schedule Appointment

Cancel

## Health History Form

Completing this form thoroughly and accurately enables us to deliver safe, effective, and personalized healthcare by identifying any potential risk factors, allergies, or pre-existing conditions that may impact your treatment.

### Reproductive Health

Do you still get your period?

Yes

No

Not Applicable/I've never had a period

Your age when you started getting a period

Age

First day of last menstrual period (MM/DD/YYYY)

Select date

Do have any concerns in regards to your period?

Yes

No

How many days is your current cycle?  
Counted from the first day of your last period to the first day of your next period.

Days

How many days does your period bleeding typically last?

Days

# MyVisana Patient Portal

The screenshot displays the MyVisana Patient Portal interface. At the top left is the Visana logo. On the top right, there is a purple button labeled "Schedule Appointment" and a user profile icon. The main content area is divided into several sections:

- Appointment Details:** A card containing:
  - Date & Time:** Fri, Dec 13, 2024, 9:30am-10:15am CST. Includes an "Add to Calendar" button.
  - Reason for Visit:** Endometriosis. Includes a "Join Appointment" button and a document icon.
  - Provider:** Katrina Rollins, ARNP, CN... Includes "Reschedule" and "Cancel" buttons.
- Checklist:** A vertical list of items under the heading "Checklist". It includes "Still needed:" followed by links for "Demographic Information", "Patient Details", "Upload Insurance Card", "Upload Photo ID", and "Health History".
- Athena Health Access:** A section with the text "Access lab results, care summaries and pay your copay or out-of-pocket invoices in Athena Health." and a note: "\* Please note, you will need to register and set a separate username and password to access the Athena portal." Below this is a "View in athenahealth" button.
- Previous Appointments:** A section titled "Previous Appointments" with a large empty box containing the text "No Previous Appointments". A purple help icon is located in the bottom right corner of this section.

# Secure Chat Messenger

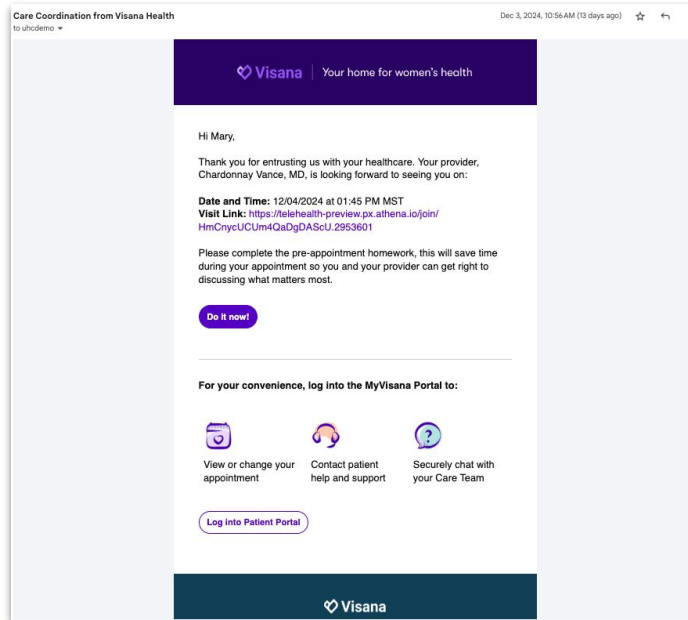
The image displays a mobile application interface with a secure chat messenger overlay. The background page is a patient appointment summary for a visit on Friday, December 13, 2024, at 9:30am-10:15am CST. The appointment is for Endometriosis, with the provider being Katrina Rollins, ARNP, CN... There is an "Add to Calendar" button and a "Join App" button. Below the appointment details, there is a section for "Access lab results, care summaries and pay your copay or out-of-pocket invoice in Athena Health." with a link to "View in athenahealth". A "Previous Appointments" section shows "No Previous Appointments".

The overlay is a purple chat window titled "Hi Amy How can we help?". It features the Visana logo and a user profile picture. The chat window contains two input fields: "Send us a message" with a right-pointing arrow, and "Search for help" with a magnifying glass icon. At the bottom of the chat window, there is a navigation bar with three icons: a house icon labeled "Home", a speech bubble icon labeled "Messages", and a question mark icon labeled "Help". A purple circular button with a white downward arrow is located at the bottom right corner of the chat window.

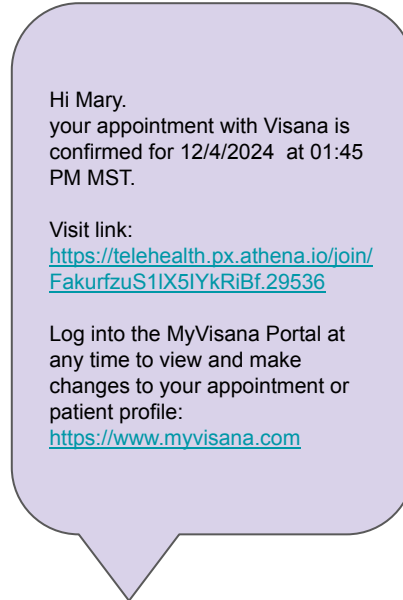


# Scheduled Appointment Confirmation Email & SMS

Confirmation Email



Confirmation SMS



# Appointment Reminder Emails & SMS

## 48 Hr Reminder SMS

Hi Mary,

Your appointment is in 48 hours at 12/4/2024 at 1:45 PM MST.

We encourage you to complete your Medical History Form in MyVisana before your appointment:  
<https://myvisana.com/portal/health-history>

Has your schedule changed? Not a concern! Simply reply to this message as follows:

C to Confirm  
R to Reschedule  
X to Cancel

## Intake Forms Reminder

Provide your medical history now and save time later

Care Coordination from Visana Health  
to: uhdemo

9:30AM (19 minutes ago)

**Visana** | Your home for women's health

Hi Mary,

Your appointment with Chardonay Vance, MD is in 24 hours at 01:45 PM MST and we noticed that your Medical History form is incomplete.

By completing your Medical History now, you will have more time to talk about your current needs or concerns, ask all of your questions, and develop your care plan.

[Complete medical history form](#)

**Visana**

## 1 Hr Reminder

Your appointment with Visana starts in 1 Hour

Care Coordination from Visana Health  
to: uhdemo

Nov 16, 2024, 9:45AM

**Visana** | Your home for women's health

Hi Amy,

Your appointment with Chardonay Vance, MD today starts in 1 hour at 09:45 AM MST.

To begin your appointment, click the following link:  
**Visit Link:** <https://telehealth-preview.px.athena.io/join/HimCnycUCUm4QaDgDAScU.2953601>

Your care team is here for you, every step of the way

- [Chat in MyVisana](#)
- [care@visanahealth.com](mailto:care@visanahealth.com)
- [\(866\) 860-6267](tel:(866)860-6267)
- [\(612\) 217-4967](tel:(612)217-4967)

**Visana**

# Initiate Telehealth Visit via Links

MyVisana Patient Portal

The screenshot shows the MyVisana Patient Portal interface. On the left is a navigation menu with 'Appointments' selected. The main content area is titled 'Upcoming Appointments' and features a purple 'Schedule Appointment' button at the top right. Below this, an appointment card displays the following information:

<b>Date &amp; Time</b> Thu, Dec 12, 2024 4:00pm-4:15pm MST <a href="#">Add to Calendar</a>	<b>Reason for Visit</b> Birth Control / Contraception	<b>Join Appointment</b> <a href="#">Print</a>
	<b>Provider</b> Katrina Rollins, ARNP, CNM, MPH	<a href="#">Reschedule</a> <a href="#">Cancel</a>

Below the appointment card, there is a section for 'Access lab results, care summaries and pay your copay or out-of-pocket invoices in Athena Health.' with a 'View in Athenahealth' button. At the bottom, the 'Previous Appointments' section shows 'No Previous Appointments'.

## Reminder Emails

The screenshot shows a reminder email titled 'Your appointment with Visana starts in 1 Hour'. The email header includes 'Care Coordination from Visana Health' and the date 'Nov 16, 2024, 9:45 AM'. The main body of the email contains the following text:

Hi Amy,

Your appointment with Chardonnay Vance, MD today starts in 1 hour at 09:45 AM MST.

To begin your appointment, click the following link:  
**Visit Link:** <https://telehealth-preview.px.athena.io/join/HimCnycUCUm4QaDgDAScU.2953601>

Below the link, there is a section titled 'Your care team is here for you, every step of the way' with contact information for MyVisana:

- [Chat in MyVisana](#)
- [care@visanahealth.com](mailto:care@visanahealth.com)
- (866) 860-6267
- (612) 217-4967

The Visana logo is at the bottom of the email.

# Telehealth Visit

## Patient Identification confirmation

Visana Health ¿Preferes español?

Get ready for your visit with  
**Chaddonay Vance, MD**  
Wednesday, 1:45 pm

What is your full name? \*

Are you the patient?

Yes, I am the patient

No, joining the visitHealth resources: agree to the [Terms of Use and Personal Health Consent](#)

**Click Allow** when your browser asks for access to your camera and microphone.

Next

powered by  
gethealthcode

## Device Check

Visana Health ¿Preferes español?

Getting you ready

**Setting up your device(s)...**

Stay on this page, and your call will start when your care team is ready.

**Pro tip** - Is your internet connection as strong as it could be? If not, move closer to your WiFi router.

Navigation icons: back, forward, search, refresh, close.

## Patient view of Provider in Visit



# Post Appointment

## Thank You/Care Summary Email

Care Coordination from Visana Health  
to uhcdemo

Dec 4, 2024, 11:08AM (12 days ago)

**Visana** | Your home for women's health

Hi Mary,


Thank you for trusting Visana with your healthcare needs.

Your Care Summary is now ready for you to access in the [Athena Portal](#).

**Your Care Summary includes:**

- An assessment from your provider
- Your personalized Care Plan
- A review of your discussion, including your medical goals
- A central list of reminders for follow-up appointments, labs, imaging, medications and referrals

[View Your Care Summary](#)



**To find your Care Summary in the Athena Portal:**

The [Athena portal](#) is separate from MyVisana. It's important for managing your health records and treatment plan in one place. You can even message your provider directly from Athena.

1. Log in to the [Athena Portal](#) or create an account (this will require you to enter or create a password)
2. Once you're logged in, select 'My Health' from the left side menu
3. Select 'Care Summaries' from the top navigation
4. View, download, or print your Care Summary by appointment

[Login or Register for the Athena Portal](#)

## Care Summary on Athena Portal

**Visana** Mary

Home Health Summary Care Summaries Medications Health Records Health Reminders

My Health

Your health information is shown below.

**Warning:** Do not download this file if you are using a public computer.

Adobe Acrobat is required to view downloaded documents. [Download Adobe Reader for free](#)

Questions for your provider?  
Don't see a recent patient care summary? [Send a Message](#)

Select 12/04/2024 | Chardonnay Vance, Main Office

Download Print

VH MEDICAL GROUP • 5123 W 98TH ST # 1345, MINNEAPOLIS MN 55437-2040  
JONES, Mary (id #1234, dob: 06/10/1971)

VH MEDICAL GROUP (DE) PA  
5123 W 98TH ST # 1345  
MINNEAPOLIS, MN 55437-2040  
Phone: (612) 217-4967, Fax: (612) 993-3475

Date: 12/04/2024

Dear Mary Jones,

The following is a summary of your visit today. If you have any questions, please contact our office.

Sincerely,

Electronically Signed by: CHARDONNAY VANCE, MD