

Mobile Device - FollowMyHealth Video Visit Instructions



-- JOINING A VIDEO VISIT VIA TEXT MESSAGE – NO PATIENT PORTAL ACCOUNT REQUIRED --

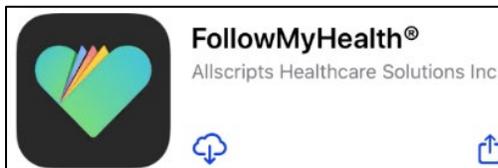
Step #1



You will receive an appointment reminder of the video visit via text message.

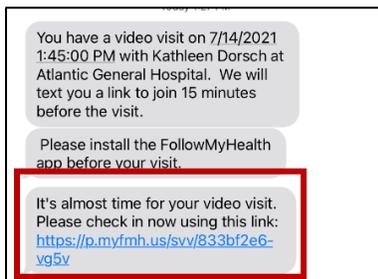


If you have not already, please download the FollowMyHealth at this time.



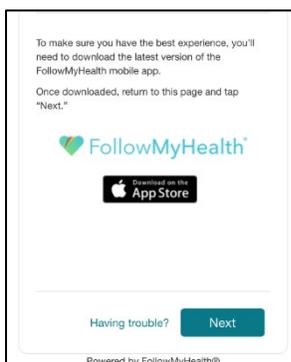
[Click here](#) to download the app

Step #2

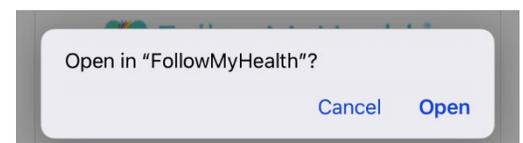
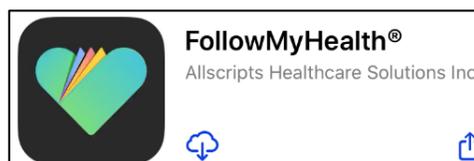


You will receive the check-in message 15 minutes before the appointment. Click the link.

Step #3

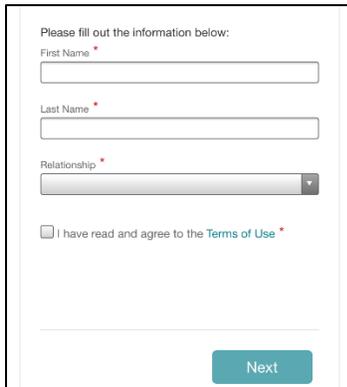


IF you have not downloaded the **FollowMyHealth App**, tap the App Store icon that appears. You will be taken to a page to download the **FollowMyHealth Application**. Once the app has been downloaded, go back to web browser and click **Next**. Then click **Open**.



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Step #4



Please fill out the information below:

First Name *

Last Name *

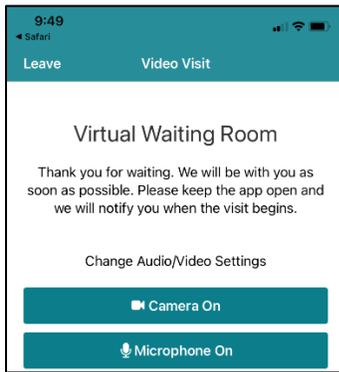
Relationship *

I have read and agree to the [Terms of Use](#) *

Next

Fill out the **patient's information** and **relationship**. Then click **next**.

Step #5



9:49
Safari
Leave Video Visit

Virtual Waiting Room

Thank you for waiting. We will be with you as soon as possible. Please keep the app open and we will notify you when the visit begins.

Change Audio/Video Settings

Camera On

Microphone On

You will be taken to the **Virtual Waiting Room**. **Enable Microphone** and **Enable Camera** by clicking the blue boxes. Video Visit will begin when the provider joins.

-- JOINING SCHEDULED VISIT BY SIGNING INTO FollowMyHealth App --

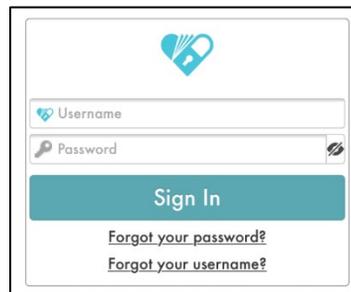
Step #1



 **Sign In**
using your FollowMyHealth® account

or sign in with an alternative...

Open the **FollowMyHealth App** on your phone or tablet. Enter your Username and Password and tap Sign in.





Username

Password

Sign In

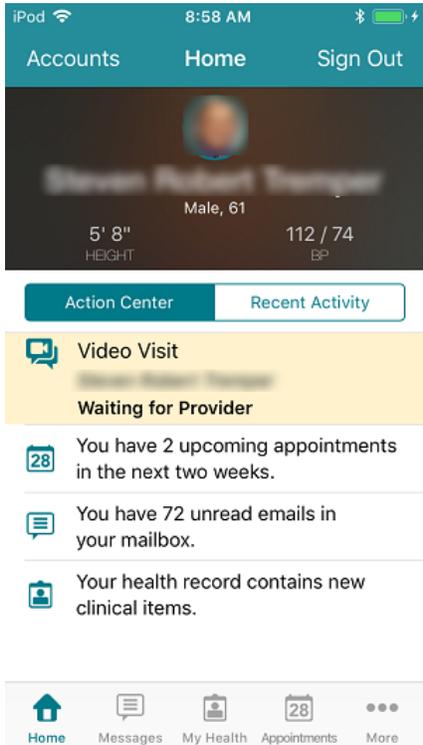
[Forgot your password?](#)

[Forgot your username?](#)

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Step #2

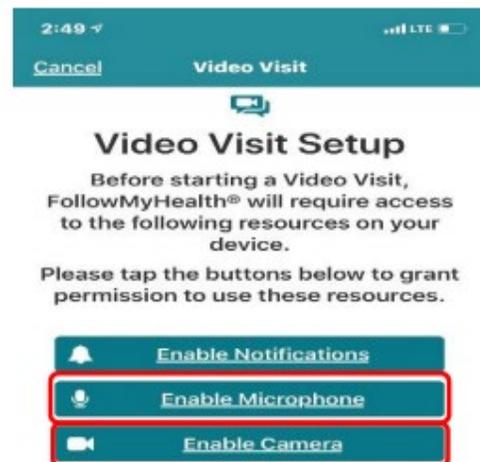
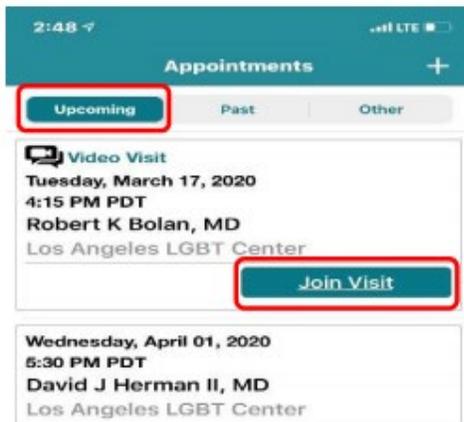


Click on **Video Visit** – and it will walk you through the steps to connect with your Provider.

Step #3

At the **Appointments** page, tap **Join Visit** next to the correct **Video Visit**. (If you may have more than one video visit scheduled.)

Make sure that your **“Camera”** and **“Microphone”** is **“Enabled”**.



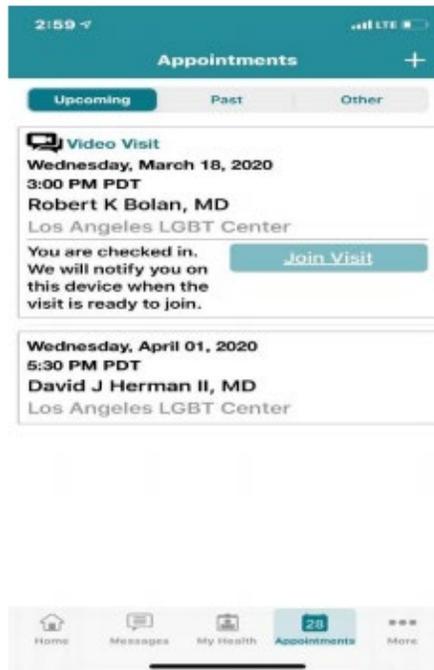
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Step #4



Next, tap **Check In**.

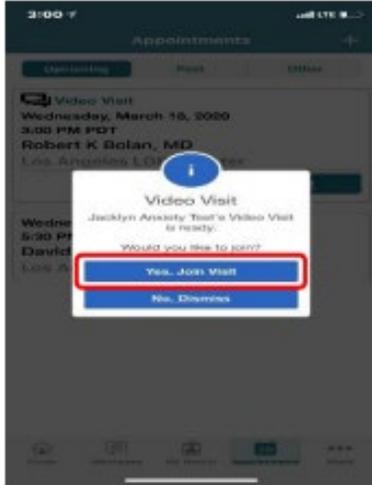
Step #5



Next, you need to verify your information and then tap **Submit**. You will then be notified when your provider joins the video visit.

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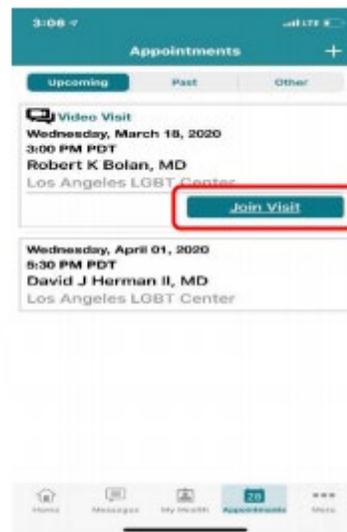
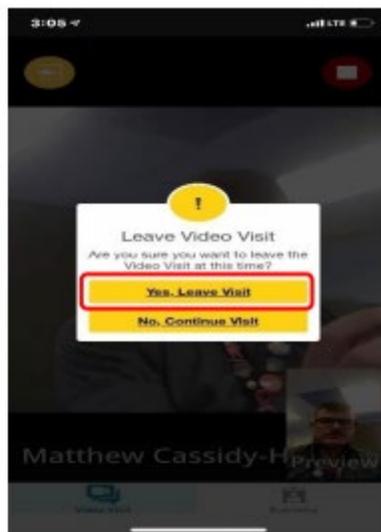
Step #6



When your provider joins the visit, you will be prompted to **Join Visit**. Then tap **Yes, Join Visit**. This will automatically connect you with your provider.

Step #7

If you need to leave the video visit for any reason, make sure to let your provider know by tapping **Leave**. This will not end your visit. When you want to re-join the visit tap **Join Visit** and you will be automatically re-connected to your video visit. **Make sure not to tap the red End Visit button on the upper right-hand side of your screen. This will terminate your video visit and you will have to reschedule.**

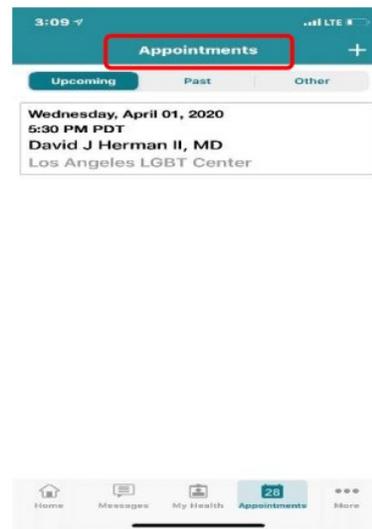
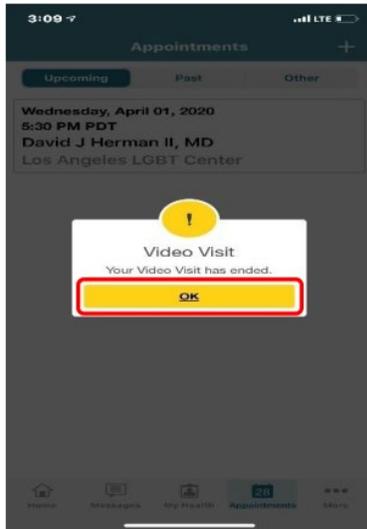


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Step #8

When your video visit has ended, tap the red **End Visit** button on the upper right-hand side of the screen. It will ask you **“Are you sure you want to end visit?”** Tap **Yes, End Visit**.

Step #9



Lastly, the app will notify you that your **“Video Visits had ended”** and take you back to your **Appointments** screen.

If you experience any technical issues, please contact your provider’s office. [Click here](#) for our list of participating providers and their contact information.