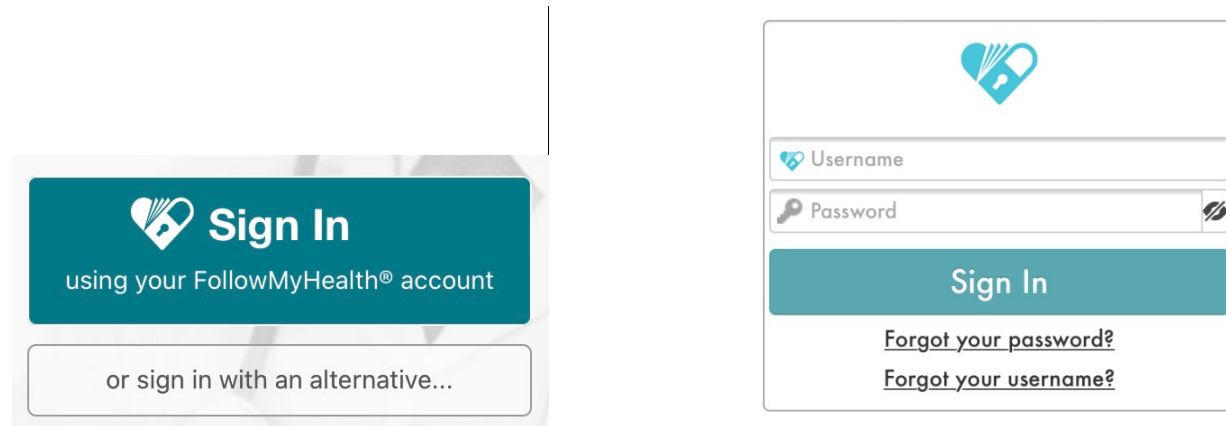


# Mobile Device - FollowMyHealth Video Visit Instructions

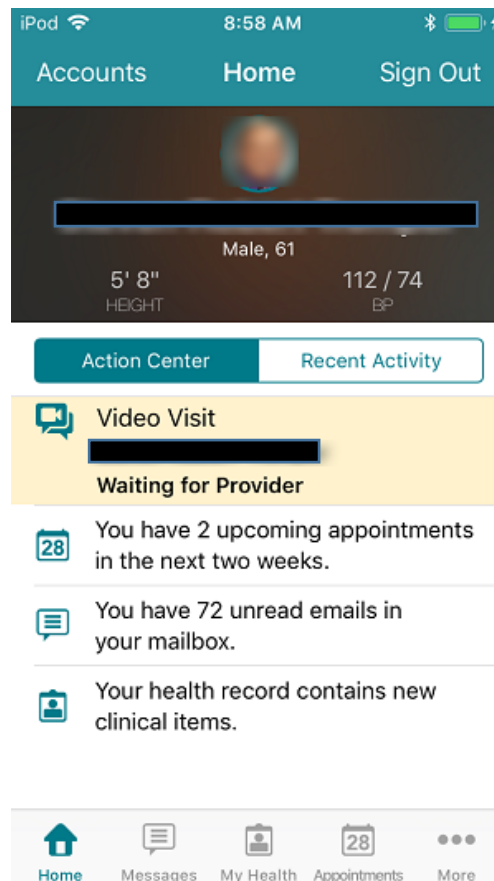
## Step #1

Open the **FollowMyHealth App** on your phone. Enter your Username and Password and tap Sign In.



## Step #2

Tap on Video Visit – and it will walk you through the steps to connect with your provider.

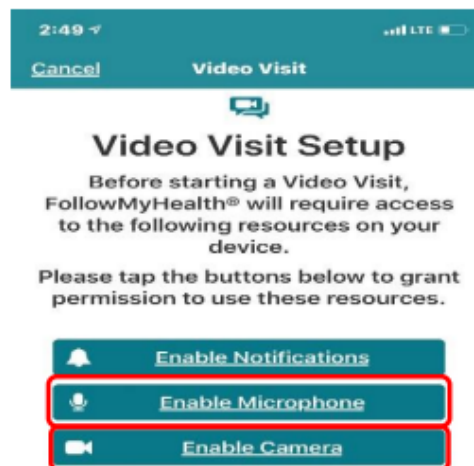
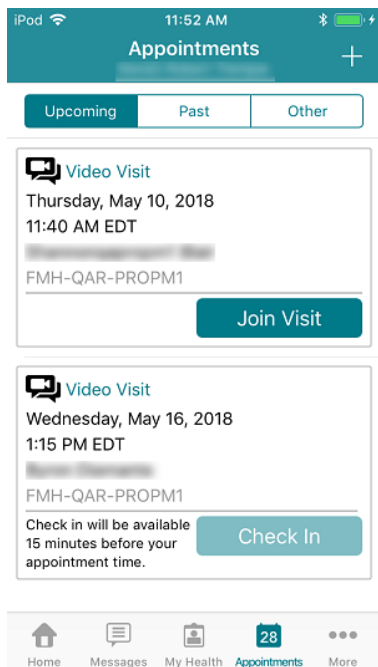


# Mobile Device - FollowMyHealth Video Visit Instructions

## Step #3

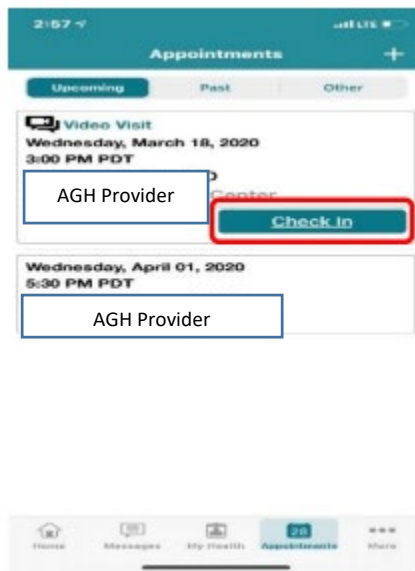
At the **“Appointments”** page, tap on **“Join Visit”** to the correct **“Telehealth Video Visit”** (if you may have more than one Telehealth Video Visit).

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



## Step #4

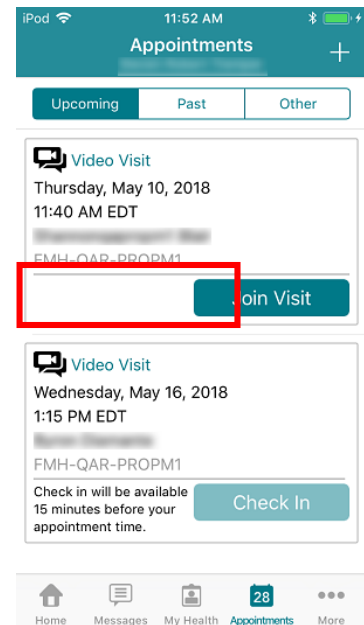
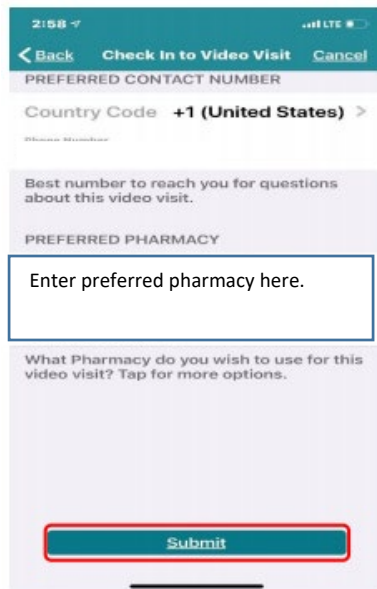
Next, you tap **“Check In”**.



# Mobile Device - FollowMyHealth Video Visit Instructions

## Step #5

Next, you need to **“Verify”** your information and then tap **“Submit.”** Then, you will be **“Checked In”** and you will be notified when your provider **“Joins”** the Telehealth Video Visit.



## Step #6

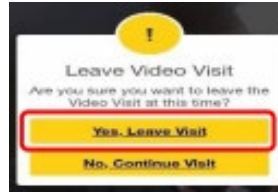
When your provider will **“Joins”** the visit, you will be notified to **“Join Visit.”** Tap on **“Yes, Join Visit.”** This will automatically connect you with your provider.



## Step #7

IF you need to **“Leave”** the telehealth Video Visit for any reason, make sure to let your provider know that you’re leaving the visit. Tap on **“Leave.”** This will not **“End”** your visit. When you want to re-join the visit, tap on **“Join Visit”** and you will be automatically connected to your Telehealth Video Visit. **(Make sure not to tap “Red End Visit” on the upper right-hand side of your screen. This will terminate your Telehealth Video Visit and you will have to reschedule.)**

## Mobile Device - FollowMyHealth Video Visit Instructions

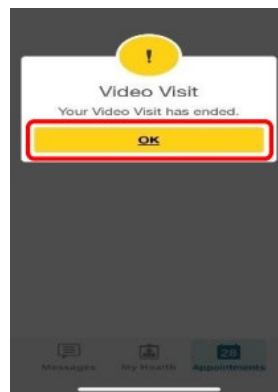


### Step #8

When your Telehealth Video Visit has ended, Tap on **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.



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If you experience any technical issues, Atlantic General Hospital FollowMyHealth technical support is available Mon-Fri from 8am to 4pm. You can contact support by:

Emailing technical support at [patientportal@atlanticgeneral.org](mailto:patientportal@atlanticgeneral.org).

Calling technical support at **410.629.6424**