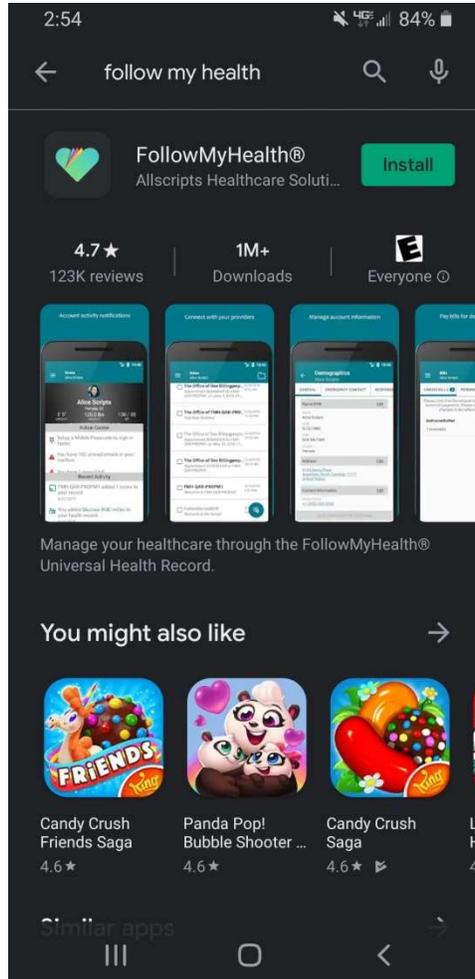
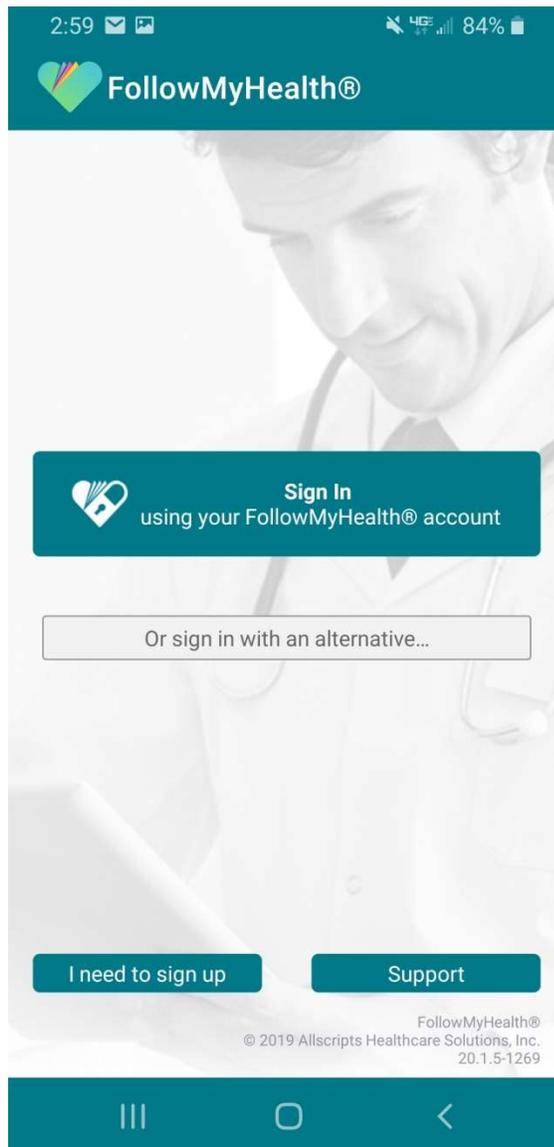


## How to download and check in to Follow my Health with a Android device

1. After patient has followed the prompts to download app through the email, this is what they will have to download. Please have patient download app in Google Play Store.



2. Once patient downloads app have patient open the app and click on sign in, using your Follow my health account.



This is the log in screen for the patients

3:44 4G 92%

← FollowMyHealth®

FollowMyHealth®

Username

Password

Sign In

[Forgot your password?](#)

[Forgot your username?](#)

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[Help](#) | [English](#) | [About](#)

Powered by FollowMyHealth®  
[New: Privacy Policy \(updated November 13, 2019\)](#)  
© 2016 Allscripts Healthcare, LLC.  
[All rights reserved](#)  
[New: Terms of Use \(updated November 13, 2019\)](#)

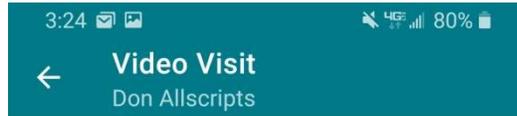


3. To Enable camera and Mic have patient click under the Action Center where it states "Video Visits require device permissions- Enable now"



The screenshot displays a mobile application interface for a patient named Don Allscripts. At the top, the status bar shows the time as 3:24, signal strength, and 80% battery. The app header is teal with a hamburger menu icon and the text "Home Don Allscripts". Below the header is a dark grey profile card with a silhouette icon, the name "Don Allscripts", and demographic information: "Male, 39". Physical stats are listed as "5' 8" HEIGHT", "150.0 lbs WEIGHT", "22.8 BMI", and "120/60 BP". The pharmacy name "A FAMILY PHARMACY" is at the bottom of the card. Below the profile card are two tabs: "ACTION CENTER" (selected) and "RECENT ACTIVITY". The action center contains several notifications: a red warning icon with the text "Video Visits require device permissions. Tap to Enable now." and a right-pointing chevron; a video call icon with "Video Visit Don Allscripts Check In" and a right-pointing chevron; a calendar icon with "You have 1 upcoming appointment in the next two weeks."; a messages icon with "You have 11 unread messages in your Inbox."; and a medical icon with "Your health record contains new clinical items.". The bottom of the screen shows a teal navigation bar with three icons: a list icon, a home icon, and a back icon.

4. Patient must click on "Enable Notifications" that way it can send a notification to their phone with appointment reminders, notify when it's time to check in and etc... As seen below this should pop up. Have patient click on "Allow".



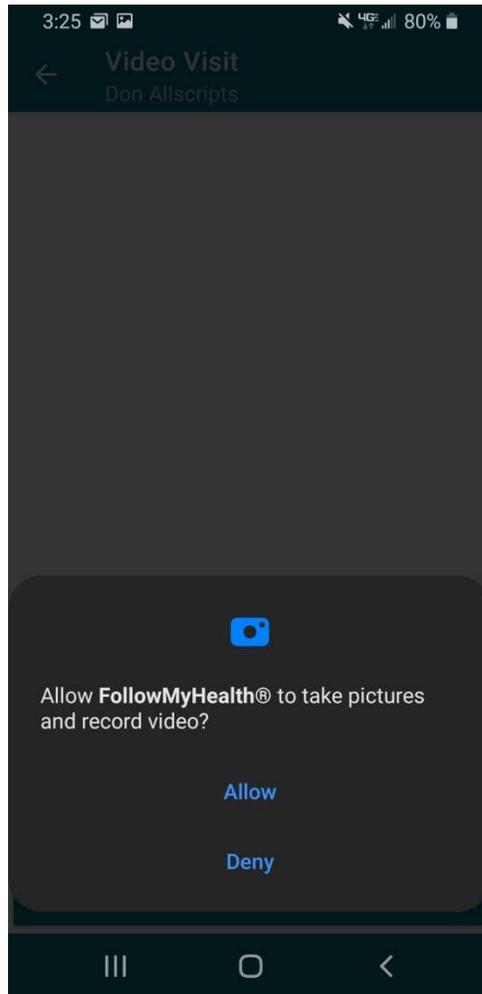
### Notify Me

Make it even easier to join your appointment! When you enable notifications, we'll let you know when it's time to join.

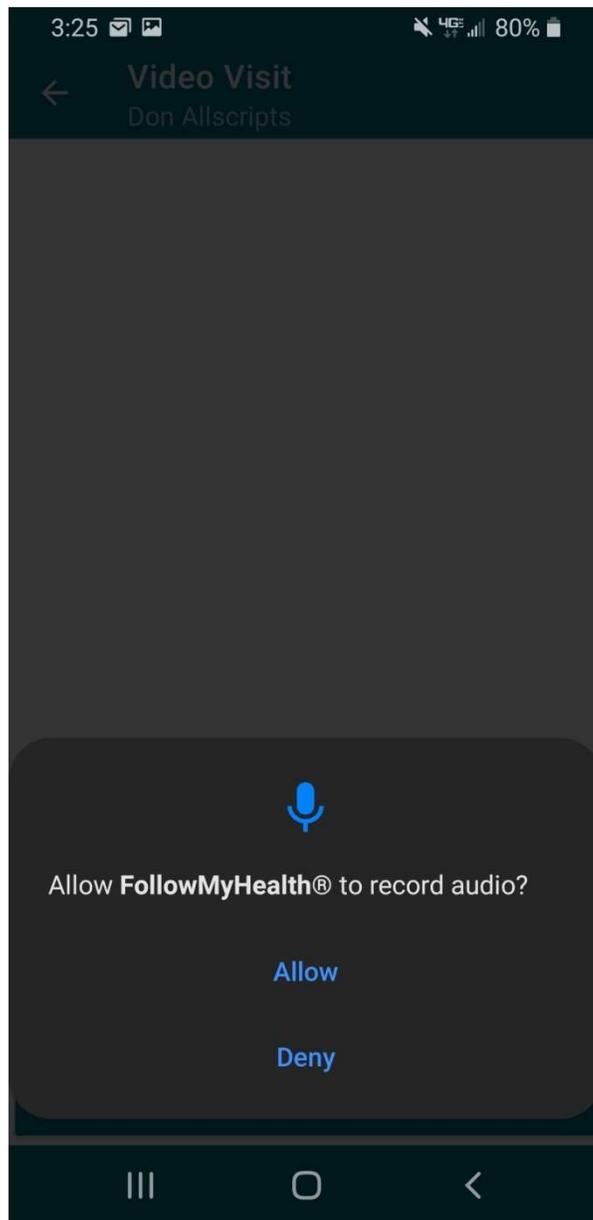
Please Note: This is required for Video Visits.



5. Patient is needing to click on “Enable Camera”. This is so video can be connected. Once this screen pops up as below, patient should then click on “Allow”.



6. After it should take you back to same screen now patient is needing to click on "Allow". This is so audio can be connected. Once this screen pops up as below, patient should then click on "Allow".



7. It should now take patient back to home screen, if not patient can click on the HOME tab at the bottom of the screen. Under Action center patient needs to click on " Video Visit (Patient Name) Check in"



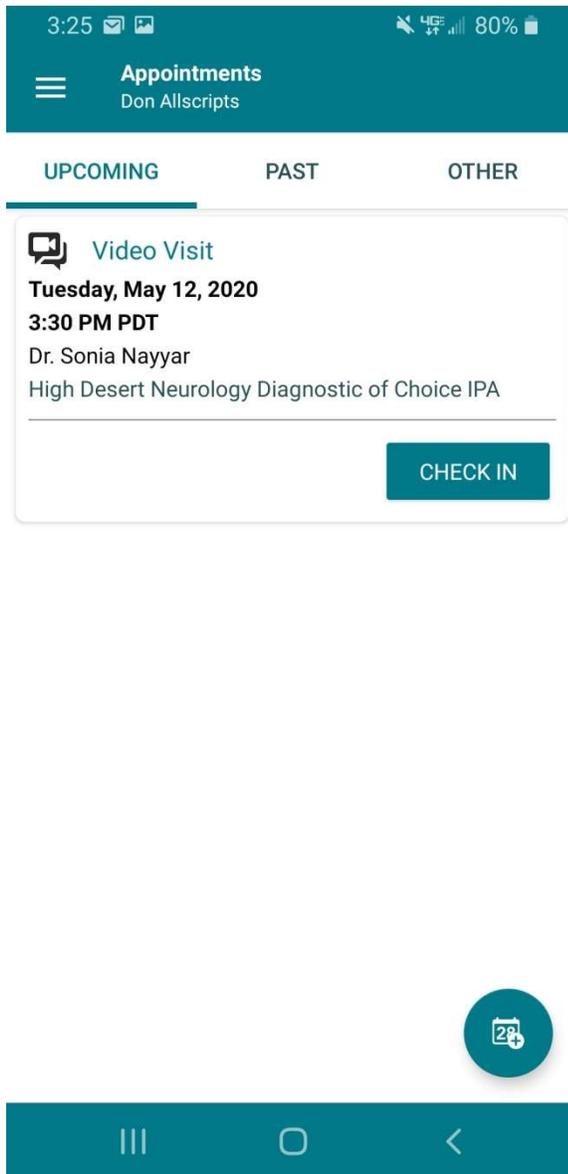
The screenshot shows a mobile application interface for a patient named Don Allscripts. At the top, the status bar displays the time 3:25, signal strength, and 80% battery. Below the status bar is a teal header with a hamburger menu icon, the word "Home", and the patient's name "Don Allscripts". The main content area has a dark background and features a circular profile picture placeholder, the name "Don Allscripts", and demographic information: "Male, 39". Below this, four statistics are listed: "5' 8" HEIGHT", "150.0 lbs WEIGHT", "22.8 BMI", and "120/60 BP". At the bottom of this section, it says "A FAMILY PHARMACY PHARMACY".

Below the main content area are two tabs: "ACTION CENTER" (which is selected and highlighted with a teal bar) and "RECENT ACTIVITY". Under the "ACTION CENTER" tab, there are four items:

- A "Video Visit" card for "Don Allscripts" with a "Check In" button and a right-pointing chevron.
- A notification: "You have 1 upcoming appointment in the next two weeks." with a calendar icon showing the number 28.
- A notification: "You have 11 unread messages in your Inbox." with a speech bubble icon.
- A notification: "Your health record contains new clinical items." with a medical cross icon.
- A notification: "You haven't set your address in your contact information." with a red exclamation mark icon.

At the bottom of the screen is a teal navigation bar with three icons: a hamburger menu, a circle, and a left-pointing chevron.

8. Once Check in is clicked, screen below should come up. Please have patient click on "Check in"



9. Check in to Video Visit screen should now show up. Have patient enter their phone number and preferred pharmacy. Once completed have patient click on submit.

3:25 [mail icon] [photo icon] 4G [signal icon] 80% [battery icon]

## Check In to Video Visit

Don Allscripts

Preferred Phone Number

What is the best number to reach you at if there are questions?

Country Code

+1 919-998-5454

Preferred Pharmacy

What Pharmacy do you wish to use for this video visit?

**A FAMILY PHARMACY**

 [11919 HESPERIA RD STE C  
HESPERIA, California 92345](#)

 [+1 760-244-3777](#)

Change Pharmacy

SUBMIT

III O <



10. Once information is submitted, patient should now be in Video visit screen. Have patient click on 'Ok' at the bottom of the screen.

3:25 [mail icon] [photo icon] 4G LTE [signal icon] 80% [battery icon]

## Video Visit

Don Allscripts

You are all checked in.  
Your visit will start at  
approximately  
**3:30 PM PDT**

We will notify you as soon as your Video Visit is ready to join.

APPOINTMENT TYPE

Virtual Molina

PREFERRED CONTACT NUMBER

919-998-5454

PREFERRED PHARMACY

**A FAMILY PHARMACY**

 [11919 HESPERIA RD STE C](#)  
[HESPERIA, California 92345](#)

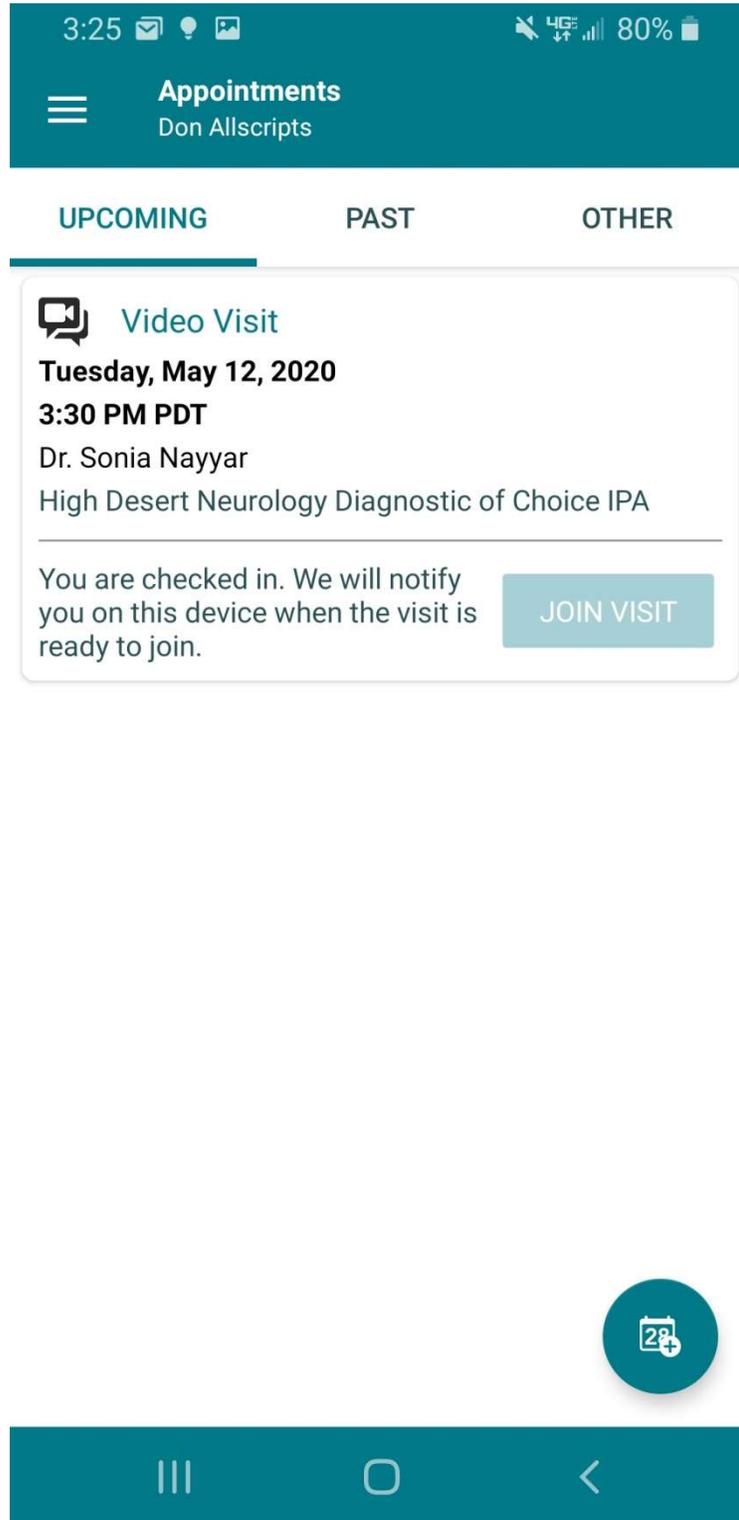
 [+1 760-244-3777](#)

OK

||| ○ <



11. Patient should now be checked in. Per screen below. Please have patient click on home tab at bottom of screen



12. Patient now is checked in and is waiting for Provider to connect. If happens that provider is already in visit and patient is not showing up give it a couple minutes if still patient has not yet connected, you can instruct patient to log out of app and log back in. Patient should now be connected after this step

