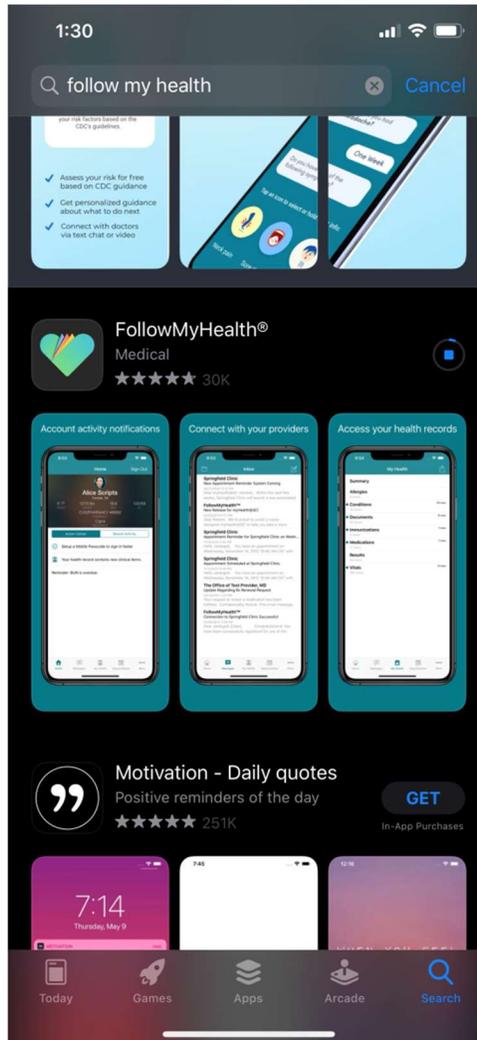
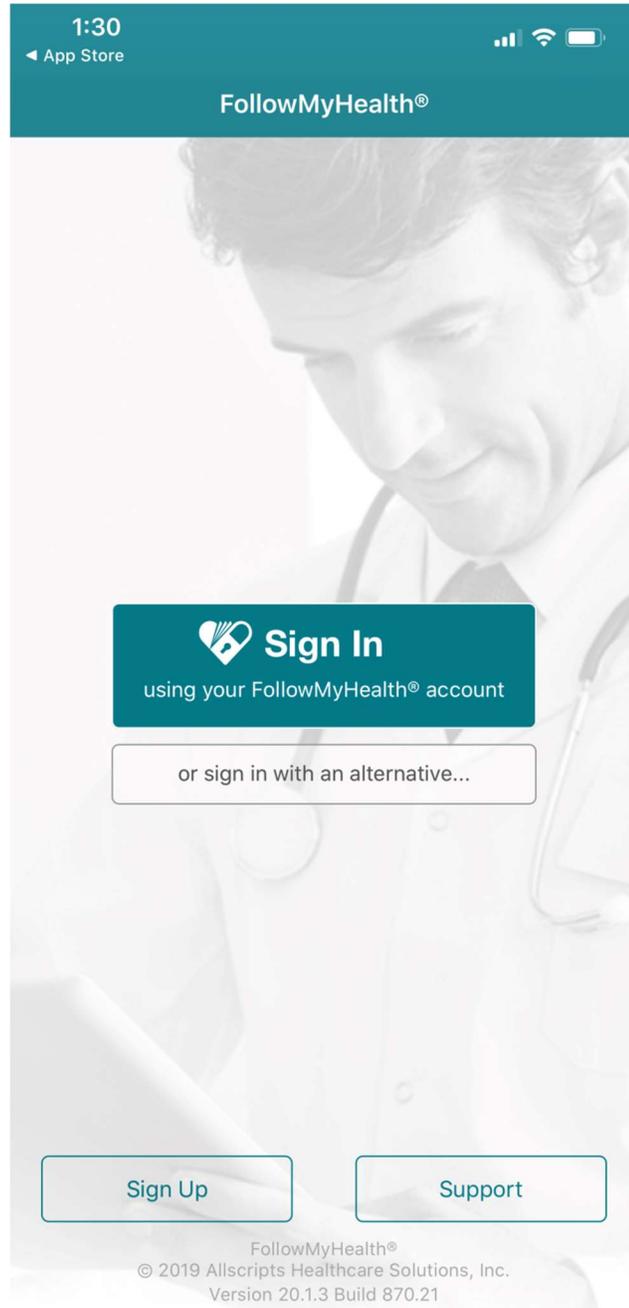


How to download and check in to Follow my Health with a Iphone/Ipad

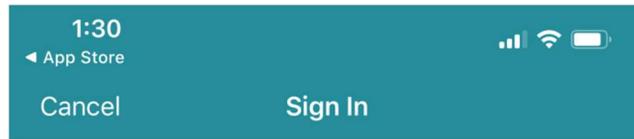
1. After patient has followed the prompts to download app through the email, this is what they will have to download. Please have patient download app



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



3. Have patient sign in using Email created through Follow my health or new username they have created.





Sign In

[Forgot your password?](#)

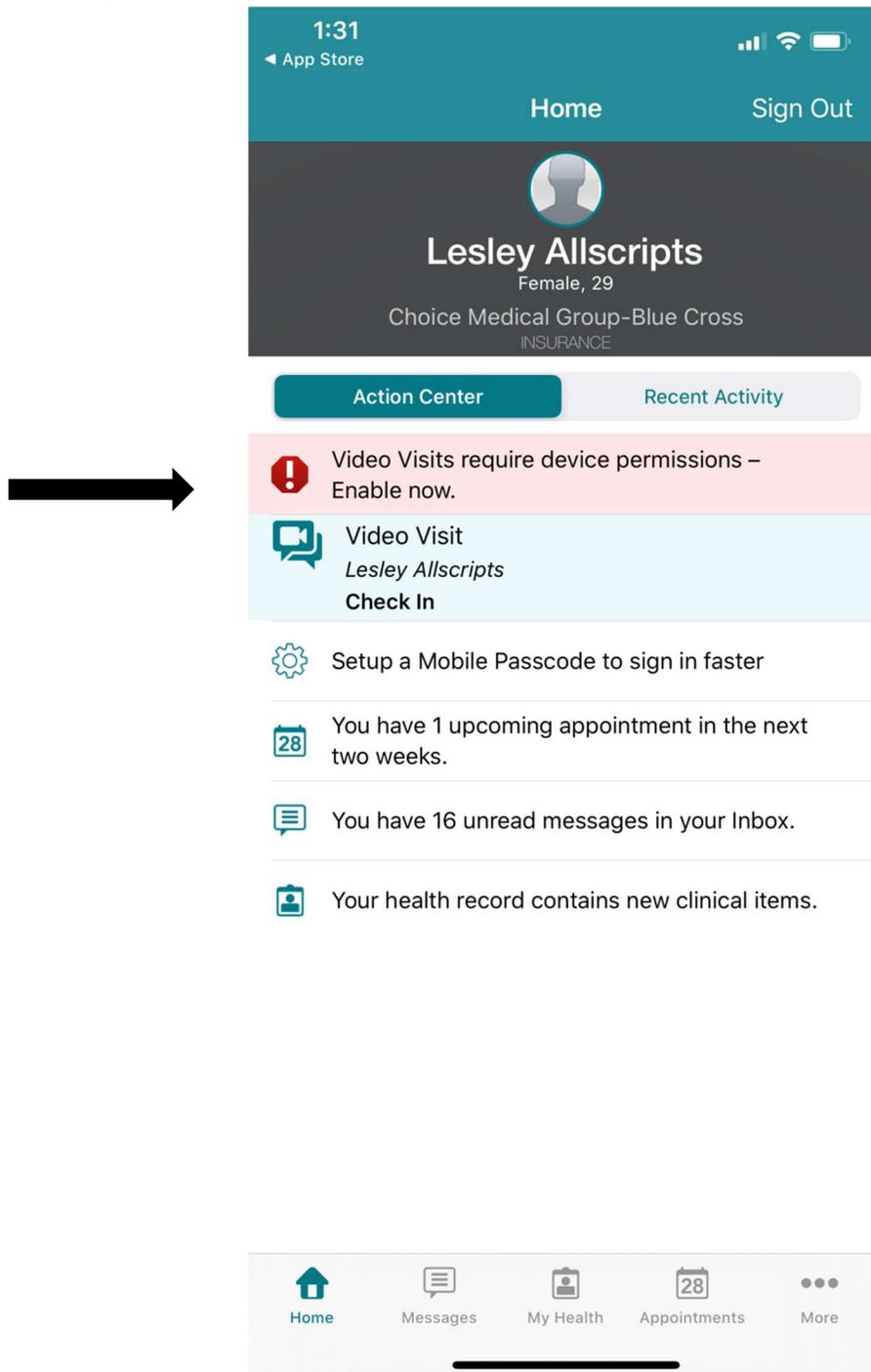
[Forgot your username?](#)

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

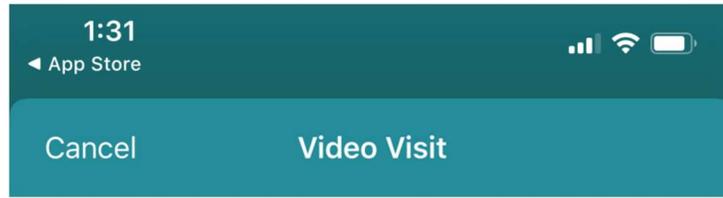
Powered by FollowMyHealth®
[New: Privacy Policy \(updated November 13, 2019\)](#)
[© 2016 Allscripts Healthcare, LLC.](#)
[All rights reserved](#)
[New: Terms of Use \(updated November 13, 2019\)](#)



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



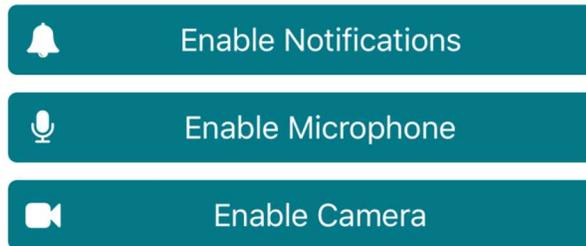
5. Once that tab is clicked patient will not have to click on each of the tabs below to enable.



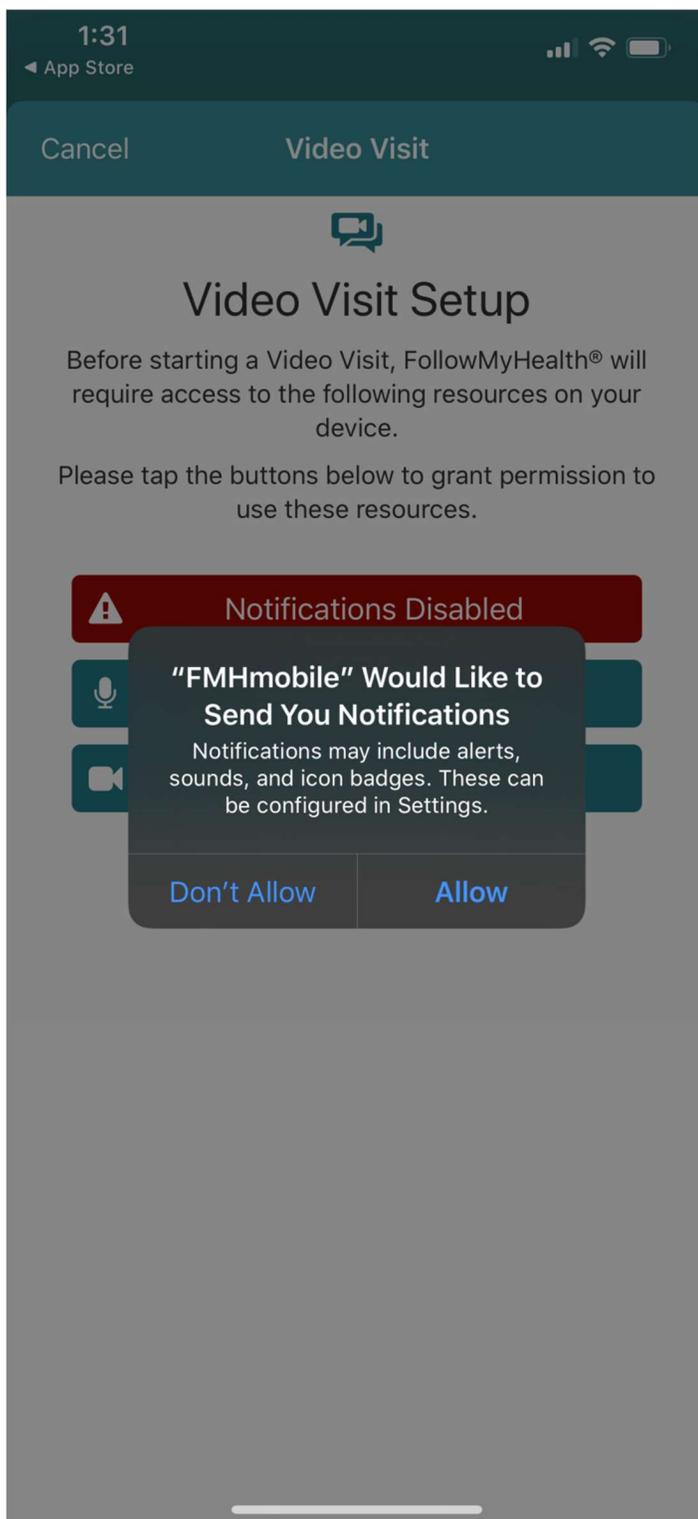
Video Visit Setup

Before starting a Video Visit, FollowMyHealth® will require access to the following resources on your device.

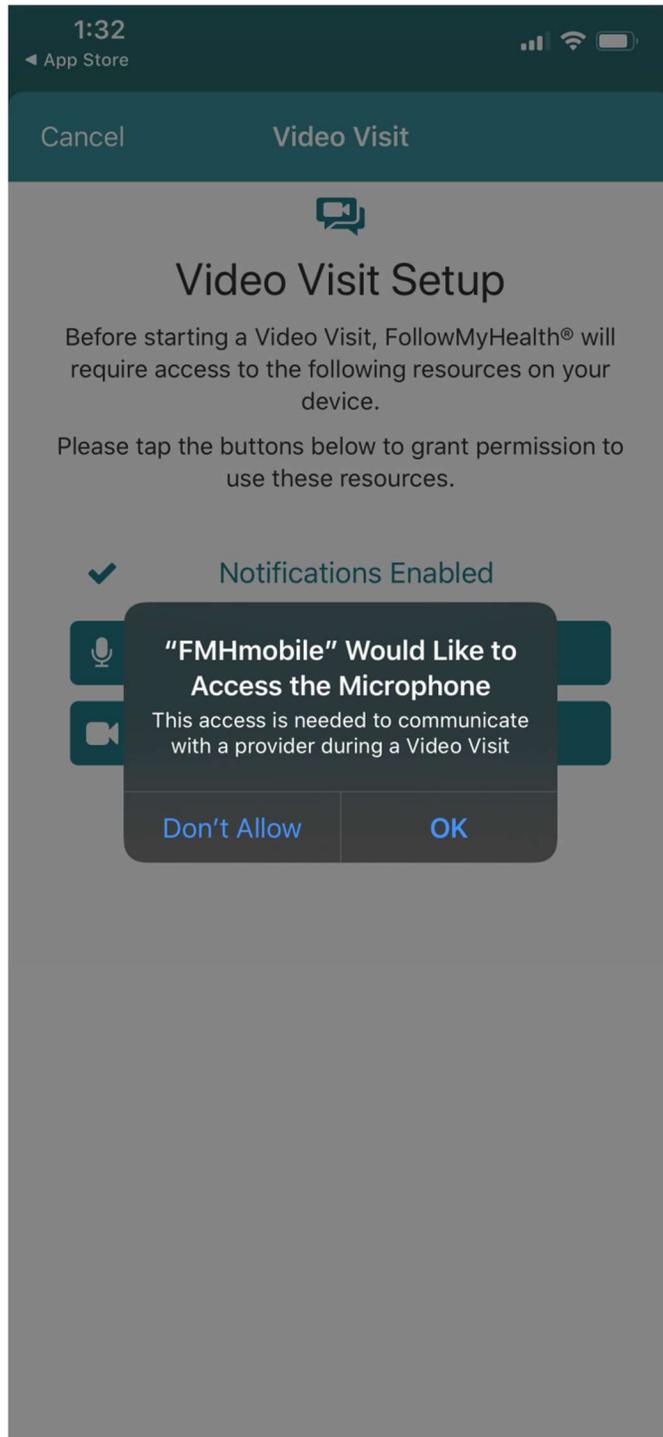
Please tap the buttons below to grant permission to use these resources.



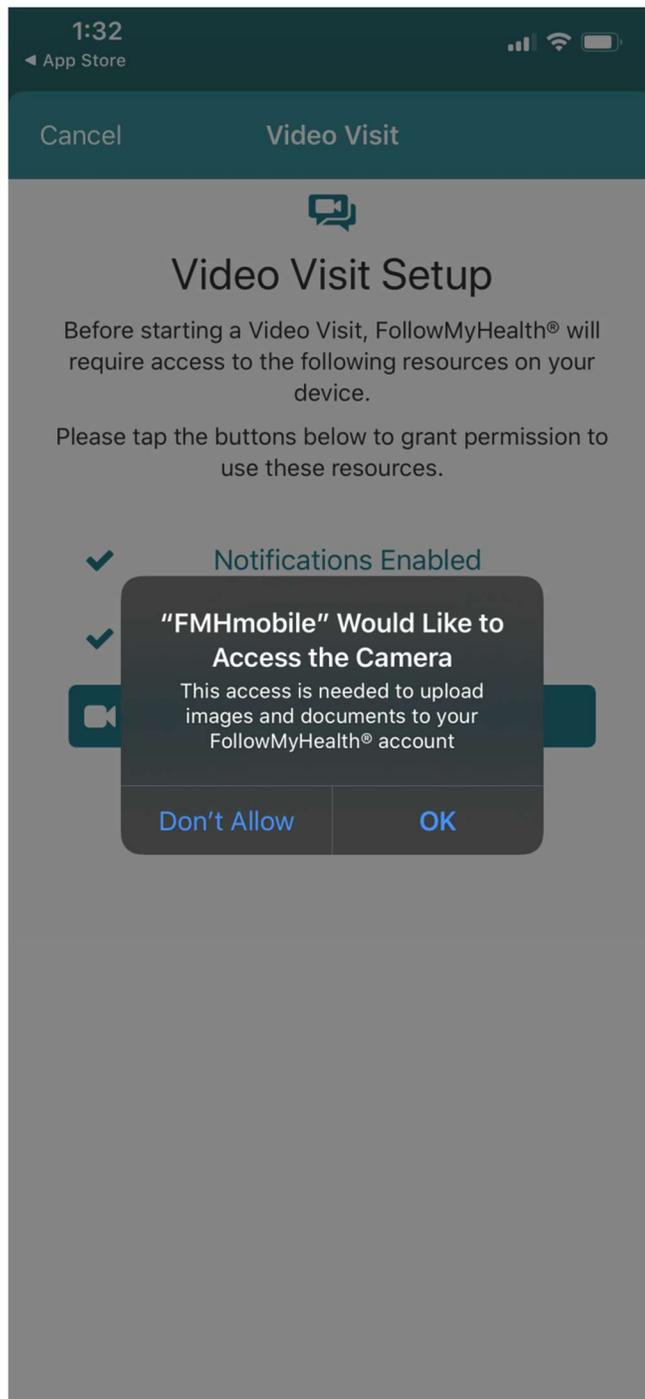
6. Have patient click on "Enable Notifications" that way it can send a notification to their phone with appointment reminders, notify when it's time to check in and ect.. As seen below this should pop up. Have patient click on "Allow".



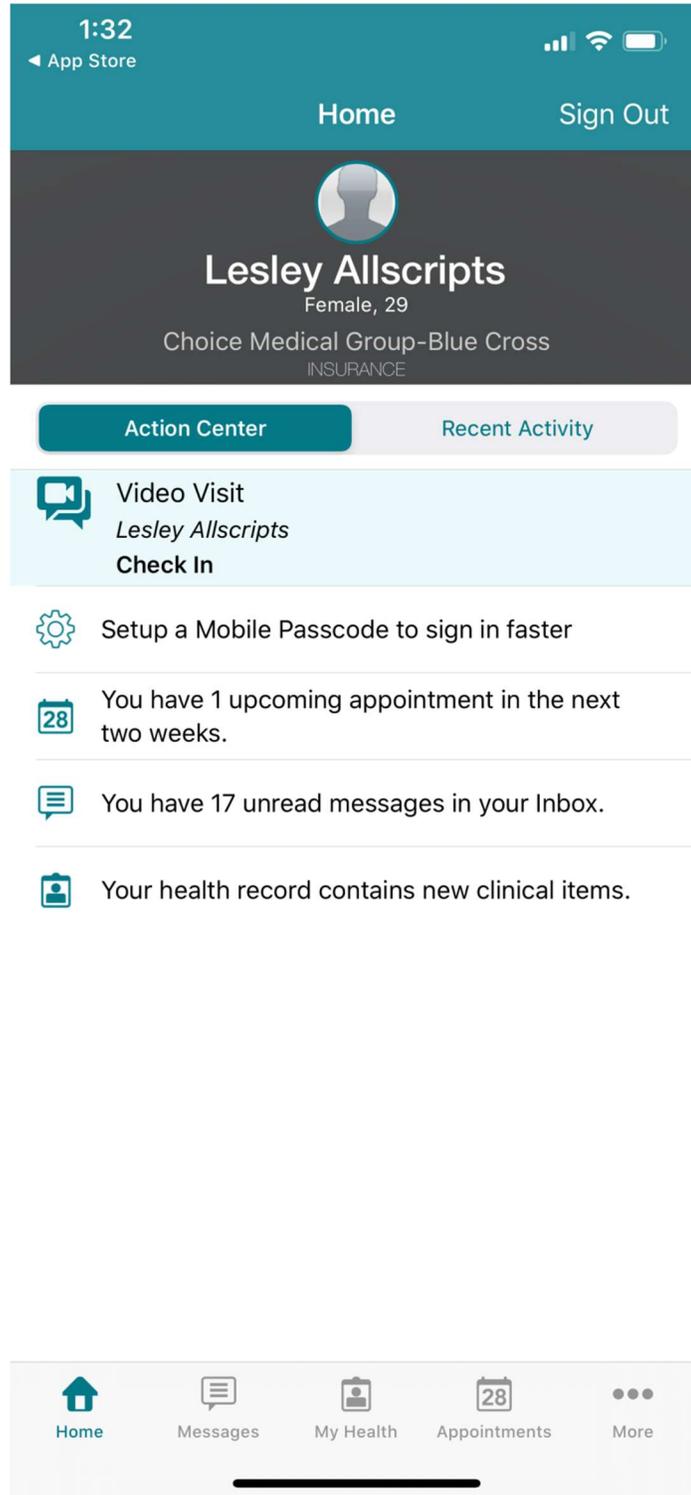
7. After it should take you back to same screen now patient is to click on “Enable Microphone”. This is so audio can be connected. Once this screen pops up as below, patient should then click on “OK”.



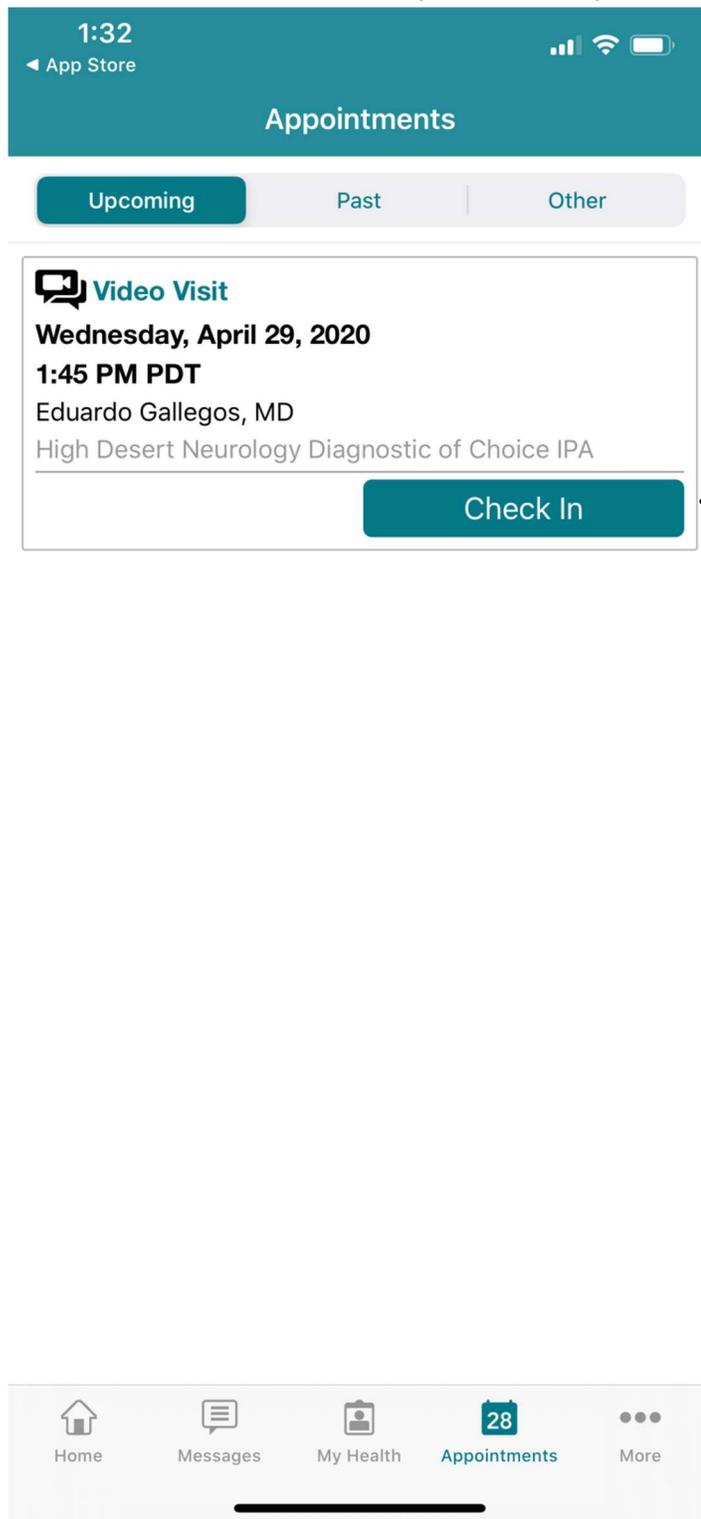
8. After it should take you back to same screen now patient is to click on "Enable Camera". This is so video can be connected. Once this screen pops up as below, patient should then click on "OK".



9. 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”



10. Once Check in is clicked, screen below should come up. Please have patient click on “Check in”



11. 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.

1:32
◀ App Store

Check In to Video Visit Cancel

PREFERRED CONTACT NUMBER

Country Code +1 (United States) >

Phone Number

Best number to reach you for questions about this video visit.

PREFERRED PHARMACY

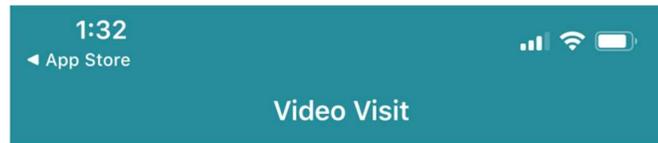
Tap to select a preferred pharmacy

What Pharmacy do you wish to use for this video visit? Tap for more options.

Submit



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



You are all checked in.

Your visit will start at approximately

1:45 PM PDT

We will notify you as soon as the video visit is ready to join.

Appointment Type

Virtula Medicare

Preferred Contact Number

+1 760-812-4723

Preferred Pharmacy

CVS 16358 IN TARGET

19201 BEAR VALLEY RDY

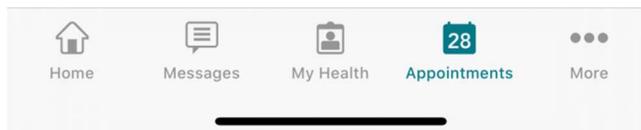
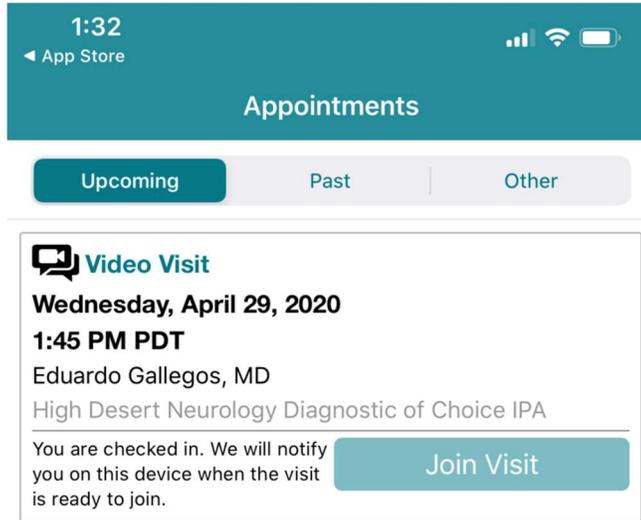
APPLE VALLEY, California 92308

+1 760-961-6943

OK



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



14. 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

