

### **HOW WILL YOU JOIN YOUR VIDEO VISIT**

[Mobile Device](#)

[Computer](#)

[Having Technical Issues](#)

[Have more Questions](#)

### **BEFORE YOUR SCHEDULED VIDEO VISIT**

You are scheduled for a Video Visit. What's next?

- Prepare yourself and your surroundings for a great video visit.
  - Choose a location where you will have privacy.
  - Minimize distractions and interruptions from visitors, children, pets, etc.
  - Turn off or mute anything that might cause background noise so you and your provider can hear one another.
  - Dress as if you were going into the clinic.
  - A good WiFi connection is recommended. If you choose to use a cellular connection, data usage rates may apply.
  - Free up bandwidth on your network by avoiding the use of online services such a video streaming, gaming, and other online resources. This will allow for a better-quality video visit.
  - Make sure your equipment is fully charged.

### **SET UP YOUR EQUIPMENT IN ADVANCE**

#### **Mobile Device**

1. Verify your camera is working.

# Connecting to Your Video Visit

## Patient Information

### Computer

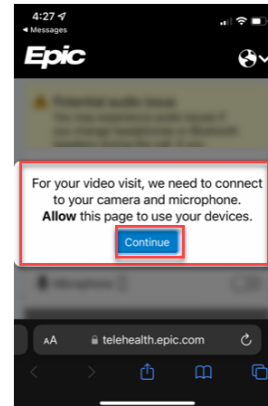
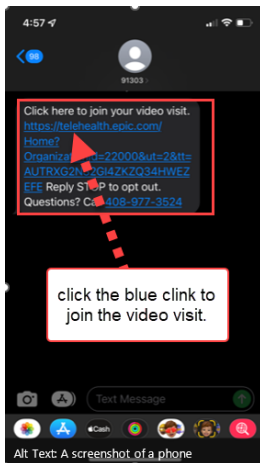
1. Verify you have audio and video equipment such as headset and webcam.

### Join a Video Visit From a Mobile Device:

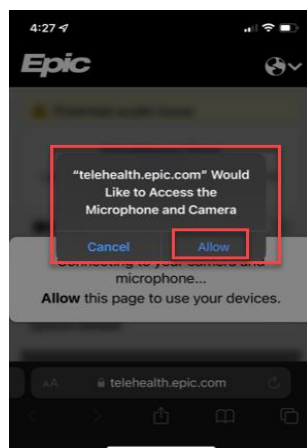
On the day of your schedule Video Visit appointment, you will receive a phone call from a nurse 15 minutes prior to your scheduled appointment as a Rooming call.

The nurse will ask the reason for this visit, and they will verify your allergies, current medicines, and your preferred pharmacy. They will ask if you need the link for the Video Visit. The nurse will send you a text message to your mobile phone.

1. From the text message, click the blue link to open and join the video visit.
2. A Pop up will appear letting you know Video Visit will need to connect to your camera and microphone. Click **Continue**



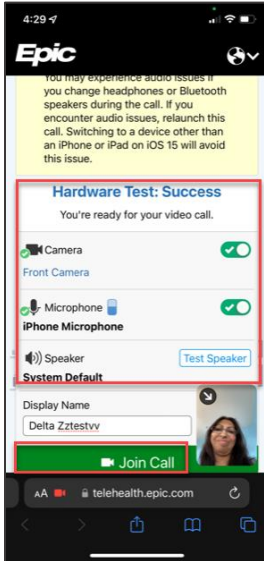
3. Tap **Allow** to give access to your camera and microphone.



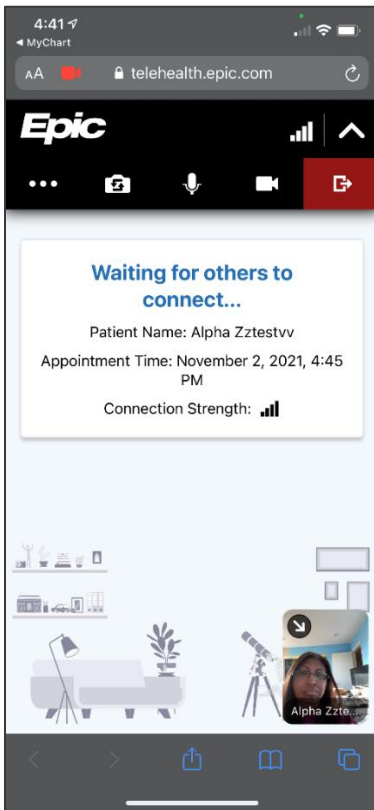
# Connecting to Your Video Visit

## Patient Information

4. Tap Join Call. This will Test your Hardware



5. You are ready for your visit! You will see **Waiting for others to Connect.**



# Connecting to Your Video Visit

## Patient Information

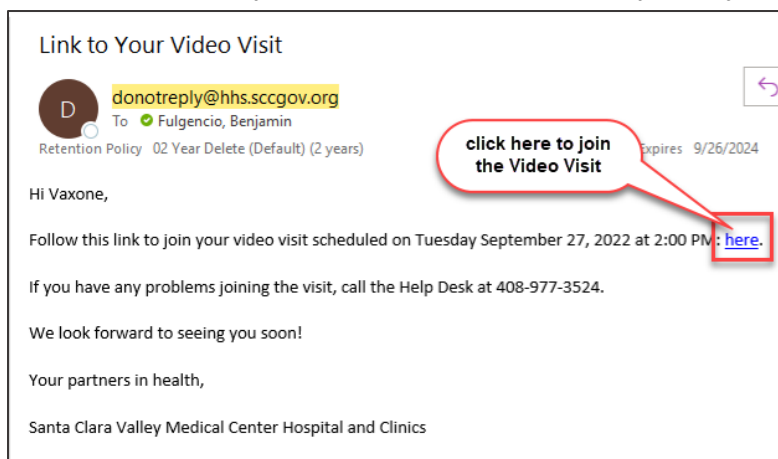
### Join a Video Visit Using a Computer:

Note: Join from your desktop using *Chrome* or *Firefox* browsers.

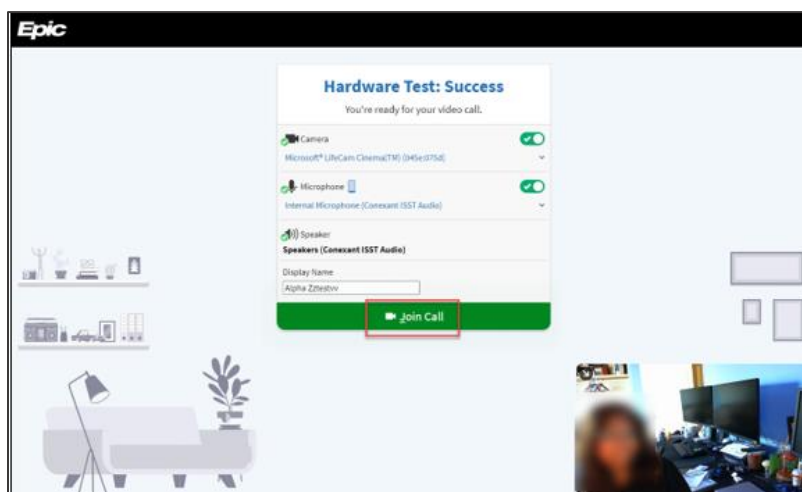
On the day of the scheduled video visit, you will receive a phone call from Nurse 15 minutes prior to the schedule appointment time.

The nurse will ask the reason for this visit, and they will verify your allergies, current medicines, and your preferred pharmacy.

The nurse will send you an email with the link for you to join from your computer/laptop.



Make sure the Hardware Test is successful. Tap **Join Call**.



You are ready for your visit! You will see a **Waiting for others to Connect**.

# Connecting to Your Video Visit

## Patient Information

### **Are you having any issues?**

Can't see or hear your doctor?

- Make sure your volume is turned up.
- Check to see if the mute button is turned on.
- Make sure your camera is turned on and is facing towards you.
- Try leaving and restarting your video visit.
- If using your computer, check your camera is plugged in

### **Have questions?**

If you need help with setting up or joining your visit, we are here to help.  
Call the patient support line (1-408-977-3524)