

Telehealth Appointments – Patient Login Instructions

If using an App (Recommended)

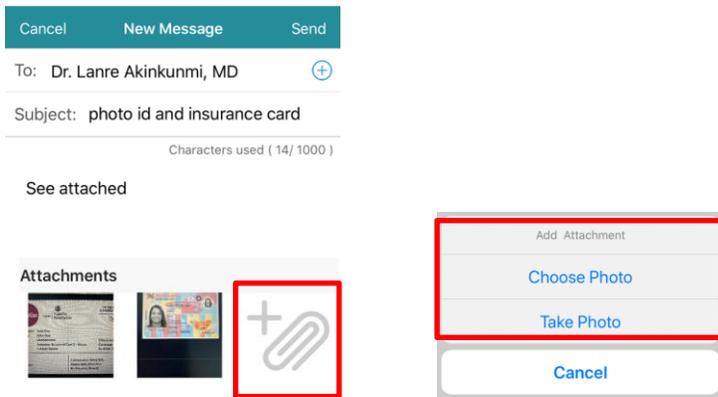
Patients will need to log into FMH using the app on a mobile device or on a computer using uhcc.followmyhealth.com.

You will need to download the FMHmobile APP from the App Store if using an iPhone or iPad or download the FollowMyHealth APP from the Play Store if using an Android smartphone or tablet.

Prior to your appointment send us a copy of your photo ID and insurance card via web message attachment or an attachment during the check in process of the virtual visit.

To send attachments from your web message:

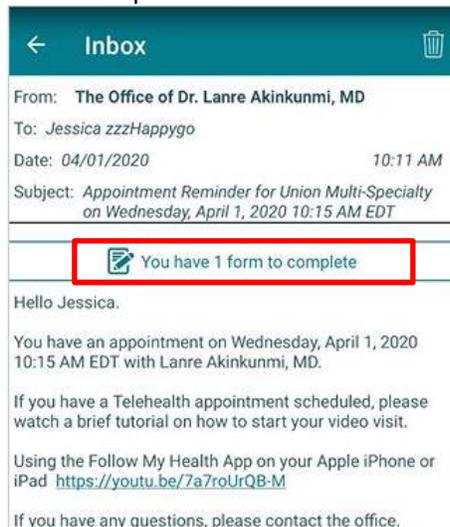
1. Click attachments icon
2. Choose either Choose Photo or Take Photo- repeat as necessary
3. Click Send



Answer the COVID-19 Questions from Appointment reminder message

Once the appointment time happens you will not be able to answer the questions from the email.

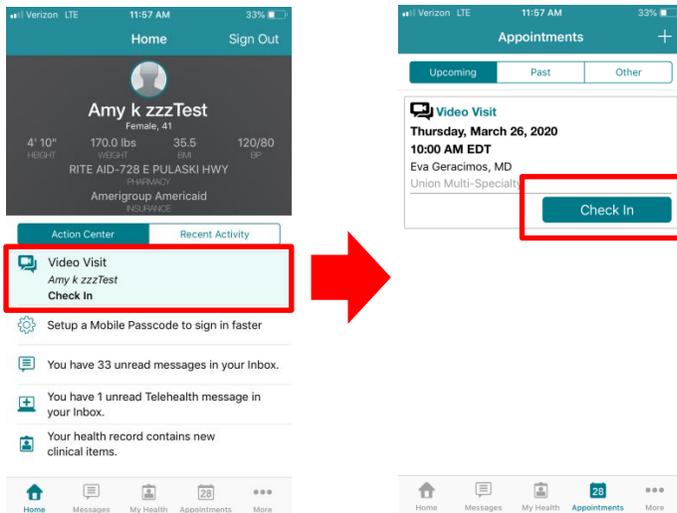
1. Open appointment reminder message from your Follow My Health inbox
2. Click on the screening for Respiratory Infection attachment; answer all questions and click send to provider



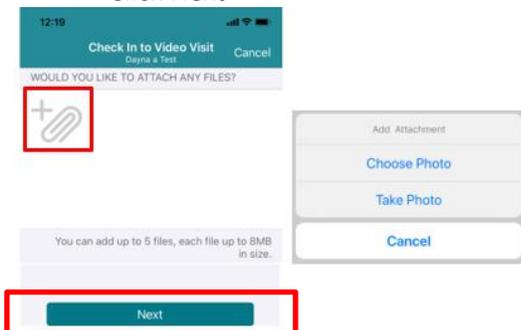
Patients are required to check in for their appointment from their FMH app or from a computer. You will not be able to check in any earlier than 15 minutes prior to the appointment.

To check in for the virtual appointment using the FMH app

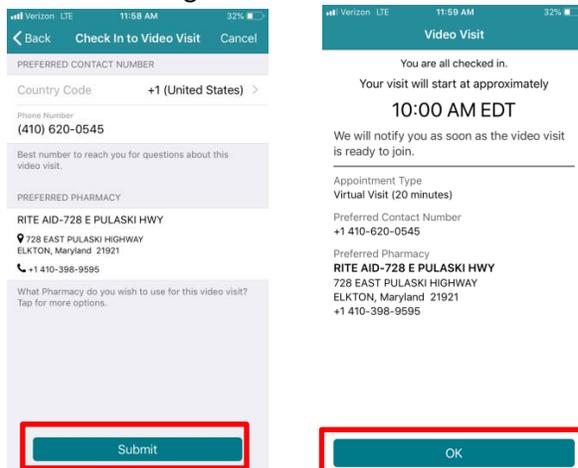
1. From the Home screen, select Check In which will launch them to the appointment screen to Check In for their visit



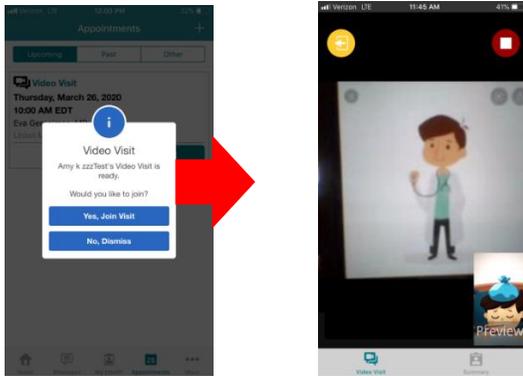
2. You will have the option to attach insurance cards and Photo Id if needed
To add attachments click the icon and select Choose Photo or Take Photo, repeat as necessary;
Click Next



3. Confirm your contact number and pharmacy; Click Submit
4. Click OK to get notified when the visit is ready to join



5. Once the provider has joined, the you will get a notification and select Yes, Join Visit

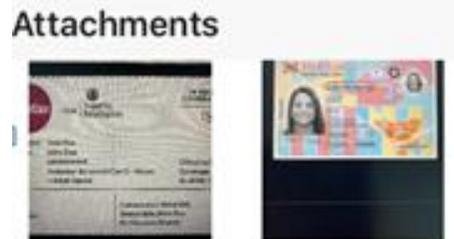
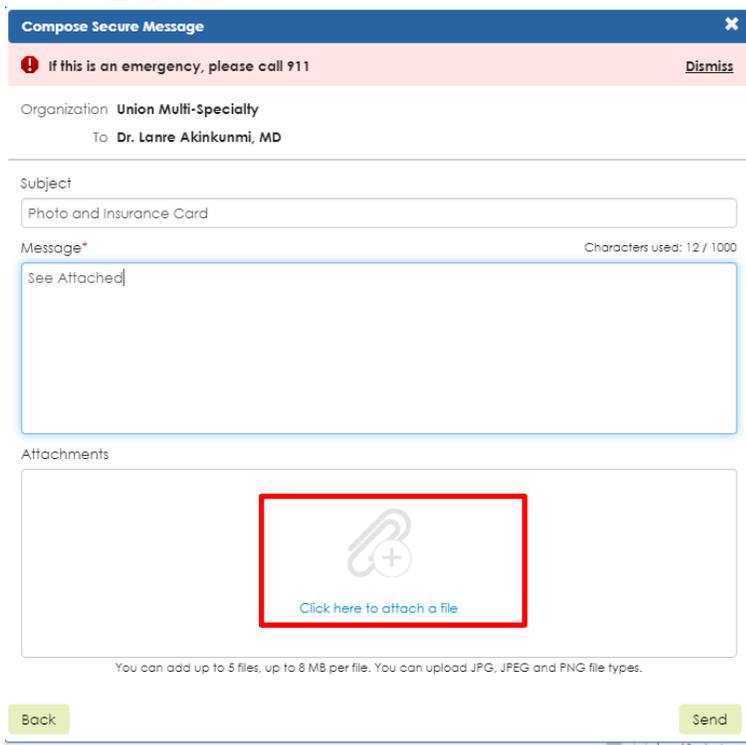


If using a Computer

Prior to your appointment try to send us a copy of your photo ID and insurance card via web message attachment or an attachment during the check in process of the virtual visit.

To send attachments from your web message:

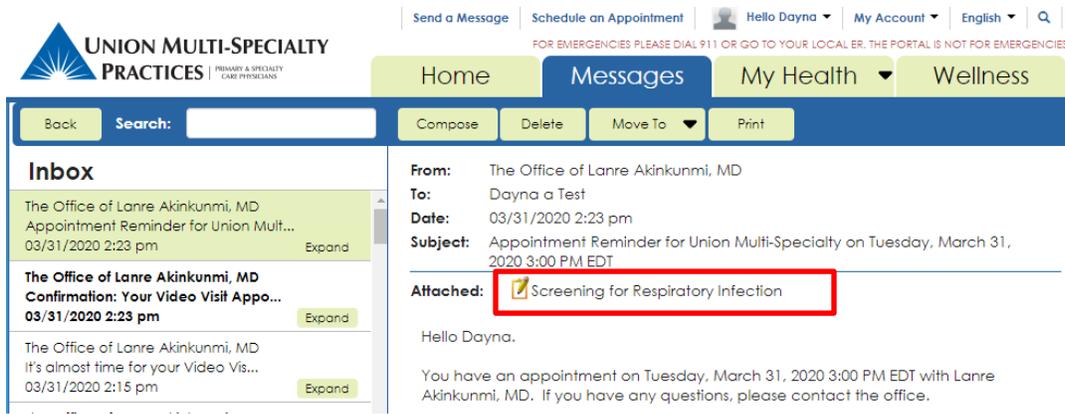
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Answer the COVID-19 Questions from Appointment reminder message

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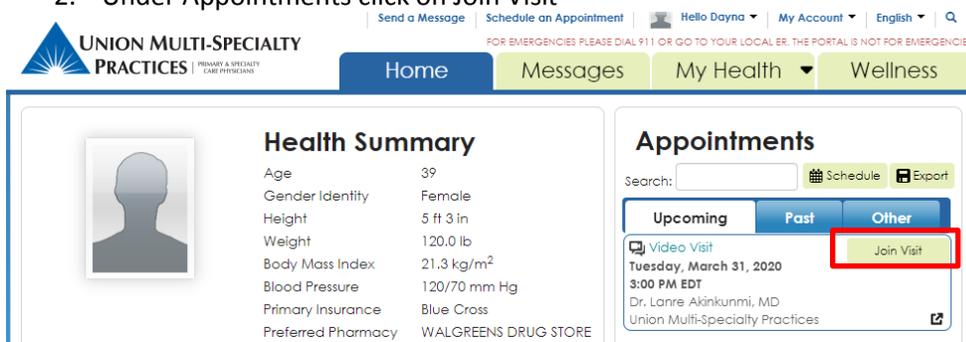
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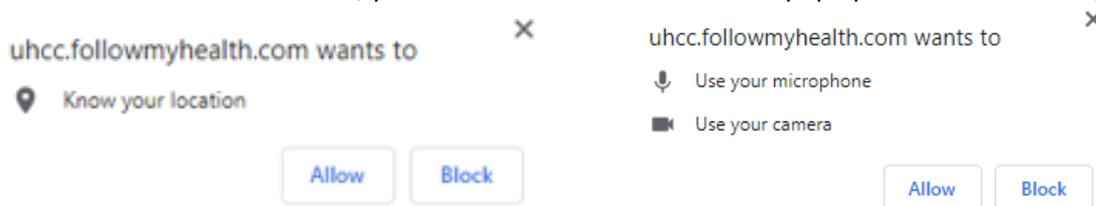
Patients are required to check in for their appointment from their FMH app or from a computer. You will not be able to check in any earlier than 15 minutes prior to the appointment.

To check in for the virtual appointment using a computer

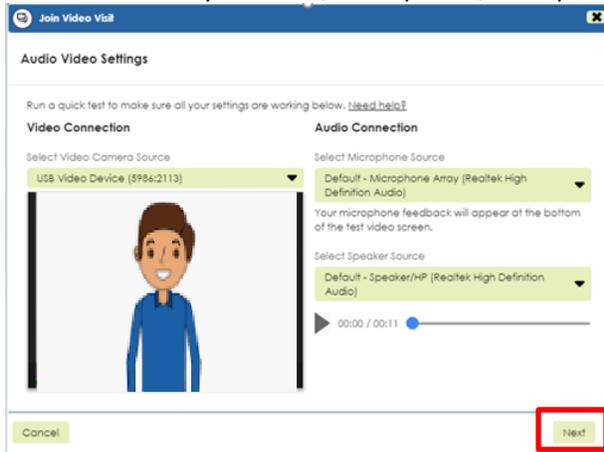
1. Using one of the recommended internet browsers (listed on page 6), go to uhcc.followmyhealth.com and log into your follow my health account
2. Under Appointments click on Join Visit



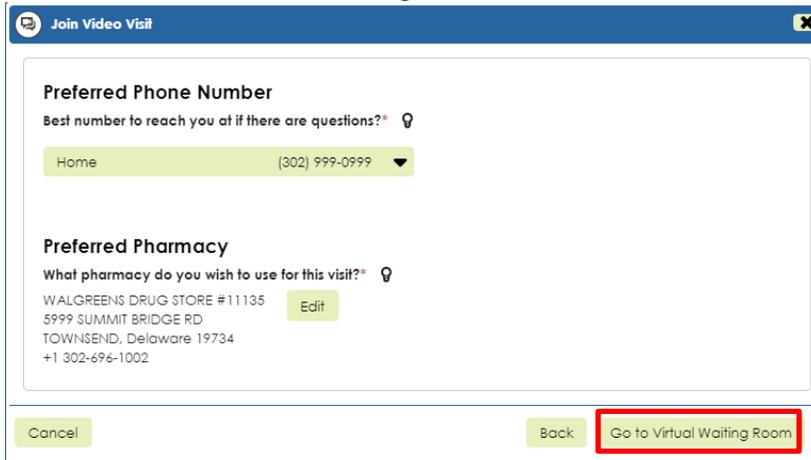
3. To launch the video visit, you need to Click Allow to the two pop up boxes that come up



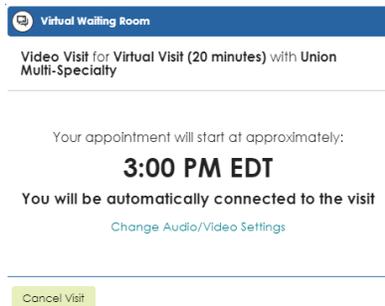
4. Confirm your Video, microphone, and speaker connection setting and click Next



5. Click Go to Virtual Waiting Room



This message lets you know you are in the Virtual Waiting Room and you will be automatically connected to the visit



Technical Requirements when using a computer:

- **Supported Browsers for Telehealth Functionality:**
 - Google Chrome (Recommended)
 - Microsoft Internet Explorer 10.0 or later. Refer to the information under “Video client plug-in” for information about the requirement to download a one-time executable file.
 - Apple Safari. Refer to the information under “Video client plug-in” for information about the requirement to download a one-time executable file.
- **Operating system requirements**
 - Microsoft Windows 7.0 or later
 - Apple Mac OS X 10.0 or later