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.

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

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

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Cancel	New Message	Send	
To: Dr. La	nre Akinkunmi, MD	\oplus	
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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

	CIICK NEX	L	
12:19			
	Check In to Video Visit	Cancel	
ULD Y	OU LIKE TO ATTACH ANY FILI	ES?	
0			Add Attachment
	-		Choose Photo
			Take Photo
You o	an add up to 5 files, each file	up to 8MB	Cancel

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

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Back	Check In to Video Visit	Cancel		Video Visit	
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video visit. PREFERRED	PHARMACY		Appointment Ty Virtual Visit (20	rpe minutes)	
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	Submit			ОК	



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



If using a Computer

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

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

Compose Secure Message	×
If this is an emergency, please call 911	Dismiss
Organization Union Multi-Specialty	
Subject	
Photo and insurance Card	
Message*	Characters used: 12 / 1000
See Attached	
Attachments	
Click here to attach a file	
You can add up to 5 files, up to 8 MB per file. You can upload JPG, JPEG an	nd PNG file types.
Back	Sond
	12 minutes n



Answer the COVID-19 Questions from Appointment reminder message

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- 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

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	Home	N	lessages	My Health 🔻	Wellness
Back Search:	Compose	Delete	Move To 🔻	Print]
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The Office of Lanre Akinkunmi, MD It's almost time for your Video Vis 03/31/2020 2:15 pm Expand	Hello Dayna You have ar Akinkunmi, N	ı. n appointn MD. If you	nent on Tuesday, have any questic	March 31, 2020 3:00 PM E ons, please contact the o	EDT with Lanre ffice.

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

- Using one of the recommended internet browsers (listed on page 6), go to <u>uhcc.followmyhealth.com</u> 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

Know your location Use your microphone Use your camera	
Allow Block Allow Bl	ock



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

io Video Settings		
n a quick test to make sure all your setti	ngs are working below. <u>Need help?</u>	
deo Connection	Audio Connection	
lect Video Camera Source	Select Microphone Source	
USB Video Device (5986:2113)	 Default - Microphone Array (Realtek High Definition Audio) 	
	Your microphone feedback will appear at the bottom of the test video screen.	
4.7.4	Select Speaker Source	
	Default - Speaker/HP (Realtek High Definition Audio)	
	00:00 / 00:11	
ncel	Next	
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This message lets you know you are in the Virtual Waiting Room and you will be automatically connected to the visit

Video Visit Multi-Spec	for Virtual Visit (20 minutes) with Union ialty
Your d	appointment will start at approximately:
	3:00 PM EDT
You will b	e automatically connected to the visit
	Change Audio/Video Settings



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

