Patients Receiving On-Demand Virtual Visit Text on Apple Device

Click on the link in the text at least 5 minutes before your appointment

Click Get Started

If you have the app installed, click Next

If you do not have the FMH app installed, click on the Apple App Store to download



If you do not have the most up to date version of the app you may see this message Click on the Apple App Store

Click Update



Once the App is completed updating, click back to Safari



Click Open



Select Reason for Visit (if doing test run Virtual Visit Test run; otherwise select Scheduled Visit for practice name). Click on the telehealth terms of service link to review them and check "I have read and agree to the Terms of Use"

Click Next

Enter your demographic information

Click Next

Verizon LTE	11:03 AM	51% 💷)	all Verizon LTE	11:05 AM	51
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You will now enter the Virtual Waiting Room, do not leave this screen



Once the provider joins the visit, Click Join Visit to connect with the provider

FMH On-Demand Virtual Visits



Patients Receiving On-Demand Virtual Visit Text on Android Device

Click on the link in the text at least 5 minutes before your appointment

Click Get Started

If you have the app installed, click Next

If you do not have the FMH app installed, click on the Google Play Store to download

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🇯 (202) 888-0827 🛛 📞 Q 🚦	- You'll also confirm a few details about yourself	FollowMyHealth mobile app.
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Add to contacts Block number	eccurate. - If you are using your smartphone, you will be prompted to download the Follow My Health mobile app when you click des Startad. -Return to this webpage after you download the app.	FollowMyHealth*
Monday, April 27, 2020	Click Get Started below to start the check in process.	
We are here to help! Tap the link to start a video visit. https://uhcc	Visits Available Today 08:00 AM to 06:00 PM	
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	Start your video visit Get Started	Next
an a	Powered by FollowMyHealth®	Powered by FollowMyHealth®

If you do not have the most up to date version of the app you may see this message Click on the Google Play Store

Click Update



Once installed/ updated Click the back button on your cell phone buttons (at the bottom of screen) to go back to the check in process OR go back to the text and click on the link again

Click Next

FMH On-Demand Virtual Visits



Select Reason for Visit (if doing test run Virtual Visit Test run; otherwise select Scheduled Visit for practice name). Click on the telehealth terms of service link to review them and check "I have read and agree to the Terms of Use"

Click Next

Enter your demographic information

Click Next

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You will now enter the Virtual Waiting Room, do not leave this screen



Once the provider joins the visit, Click Join Visit to connect with the provider



Patients Receiving On-Demand Virtual Visit Email on computer –USING GOOGLE CHROME

Patient will receive an email Click the link in the email to start a video visit now



Click Get Started



Select Reason for Visit (if doing test run Virtual Visit Test run; otherwise select Scheduled Visit for practice name). Click on the telehealth terms of service link to review them and check "I have read and agree to the Terms of Use"

Click Next



Allow Notifications, Video and Audio Check Video and Audio connection

FMH On-Demand Virtual Visits

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Enter demographic information Click Next

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jbands@uhcc.com				
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Wait in virtual waiting room until provider joins; the will automatically be connected to the visit