

# FMH On-Demand Virtual Visits

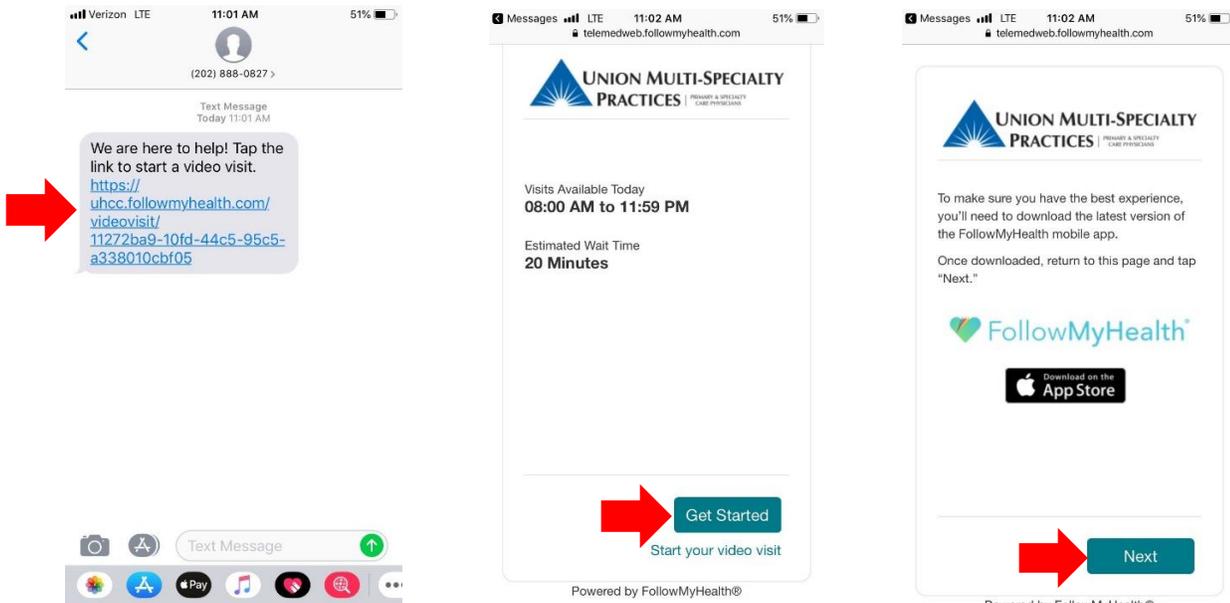
## Patients Receiving On-Demand Virtual Visit Text on Apple Device

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

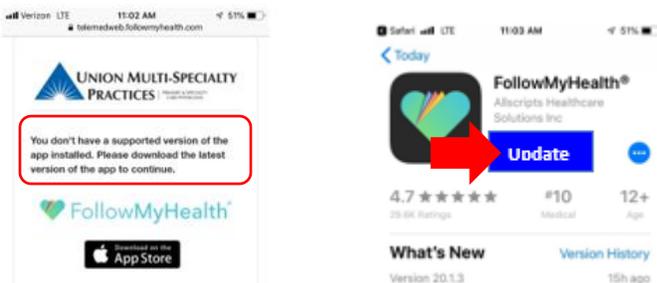
*If you do not have the FMH app installed, click on the Apple App Store to download*



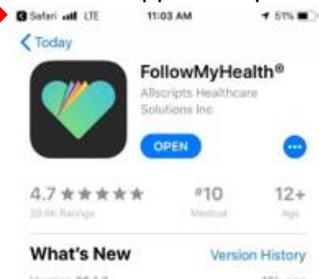
*If you do not have the most up to date version of the app you may see this message*

Click on the Apple App Store

Click Update

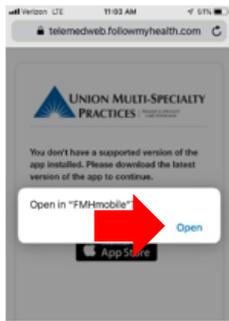


Once the App is completed updating, click back to Safari



# FMH On-Demand Virtual Visits

Click Open

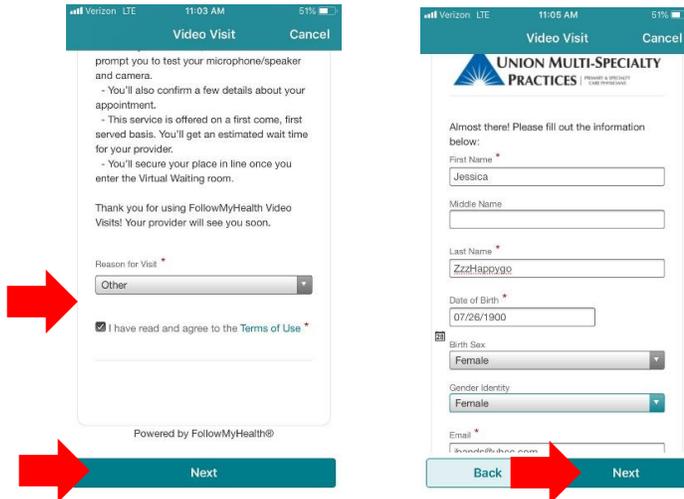


Select Reason for Visit (if doing test run Virtual Visit Test run; otherwise select Scheduled Visit for practice name). Click on the telehealth terms of service link to review them and check "I have read and agree to the Terms of Use"

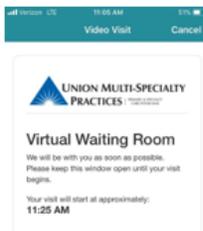
Click Next

Enter your demographic information

Click Next

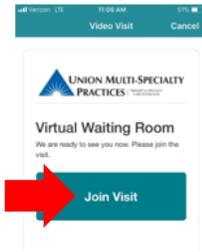


**You will now enter the Virtual Waiting Room, do not leave this screen**



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

# FMH On-Demand Virtual Visits



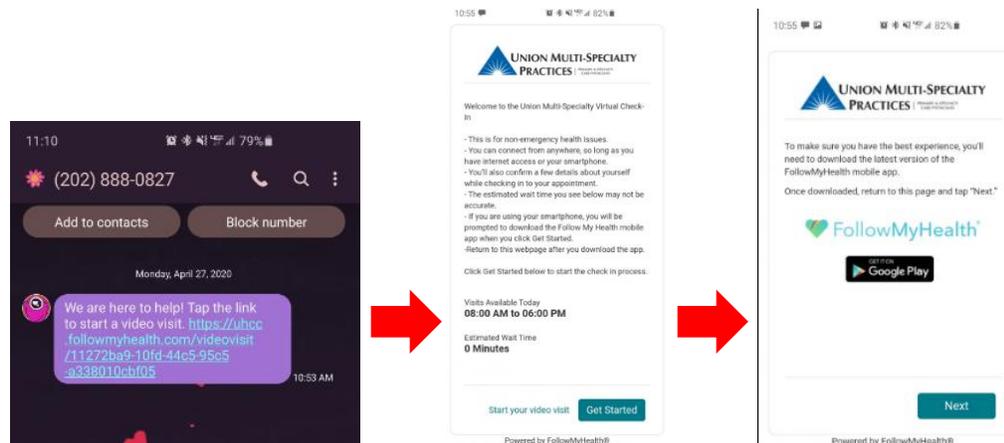
## Patients Receiving On-Demand Virtual Visit Text on Android Device

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

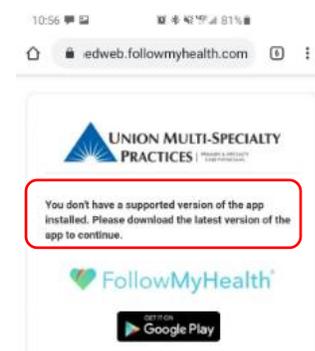
*If you do not have the FMH app installed, click on the Google Play Store to download*



*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

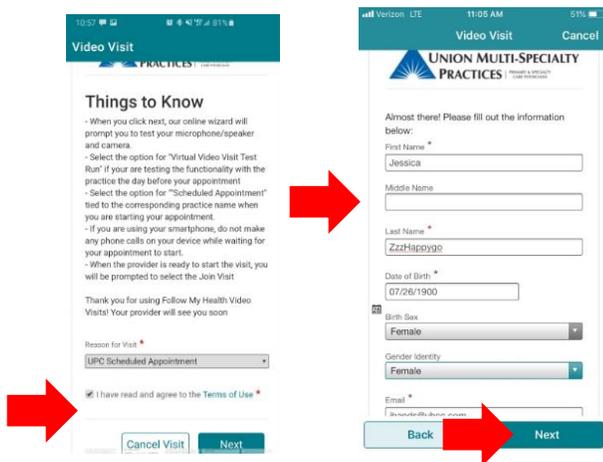


Select Reason for Visit (if doing test run Virtual Visit Test run; otherwise select Scheduled Visit for practice name). Click on the telehealth terms of service link to review them and check “I have read and agree to the Terms of Use”

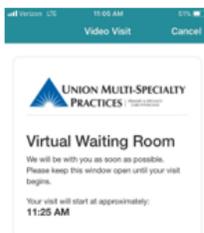
Click Next

Enter your demographic information

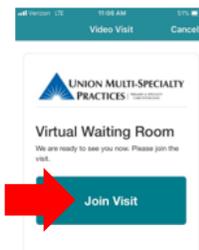
Click Next



**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



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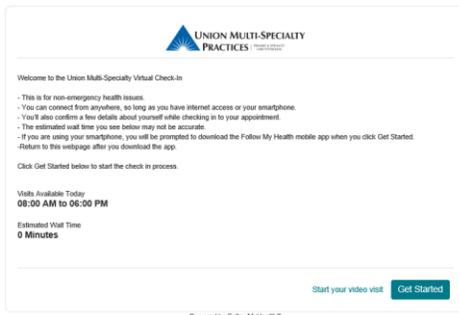
## Patients Receiving On-Demand Virtual Visit Email on computer –USING GOOGLE CHROME

Patient will receive an email

Click the link in the email to start a video visit now

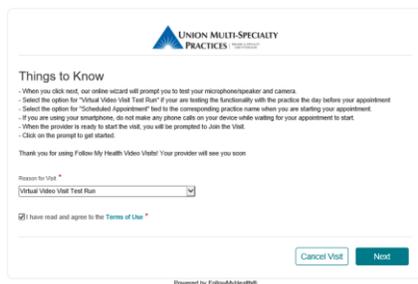


Click Get Started



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

**Video Connection**  
Select Video Camera Source  
USB Video Device (5866 2113)



**Audio Connection**  
Select Microphone Source  
Default - Microphone Array (Realtek® Audio)

Select Speaker Source  
Default - Speakers (Realtek® Audio)

Back Cancel Visit Next

Powered by FollowMyHealth®

Enter demographic information

Click Next



Almost there! Please fill out the information below:

First Name \*  
Jessica

Middle Name

Last Name \*  
Bands

Date of Birth \*  
07/26/1990

Birth Sex  
Female

Gender Identity  
Female

Email \*  
jbands@uhcc.com

Preferred Phone Number \*  
 Mobile

Back Cancel Visit Next

Wait in virtual waiting room until provider joins; the will automatically be connected to the visit