

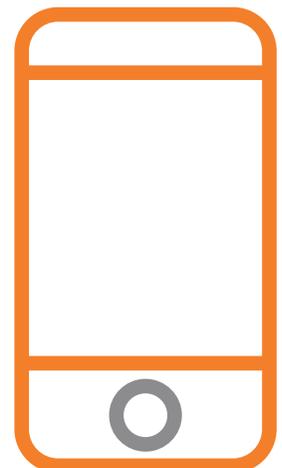
Telehealth |



FollowMyHealth[®] Telehealth Guide: How to join a video visit

Android and tablet

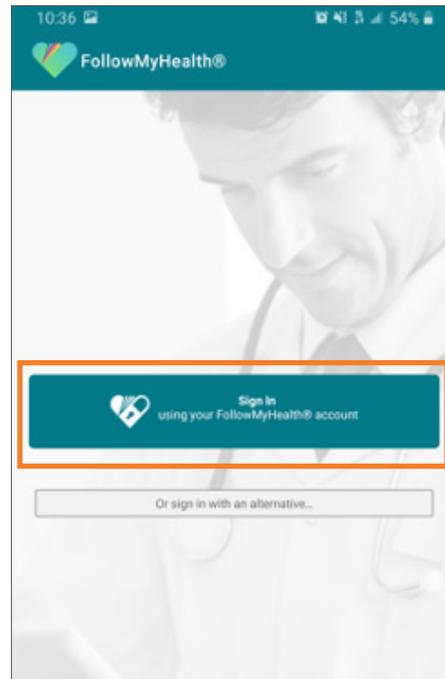
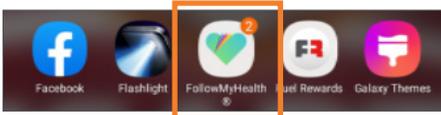
We want you to feel your best and receive the excellent care you deserve. In some cases, an in-clinic appointment may not be the preferred option for you. A video visit conveniently allows you to see your doctor from the comfort and privacy of your home.



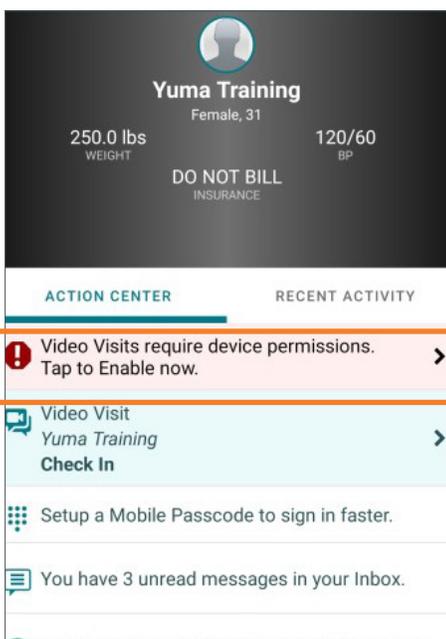
Telehealth video visit: To schedule a video visit, simply call your provider's clinic and request a telehealth visit with your provider. Once you have your visit scheduled, follow the below guide on how to join your video appointment.

Step 1: Prior to your appointment, you will receive alerts from the FollowMyHealth® app reminding you about your scheduled appointment. 15 minutes before your scheduled appointment, open the FollowMyHealth® app on your phone.

Step 2: Tap **Sign In** and enter your username and password

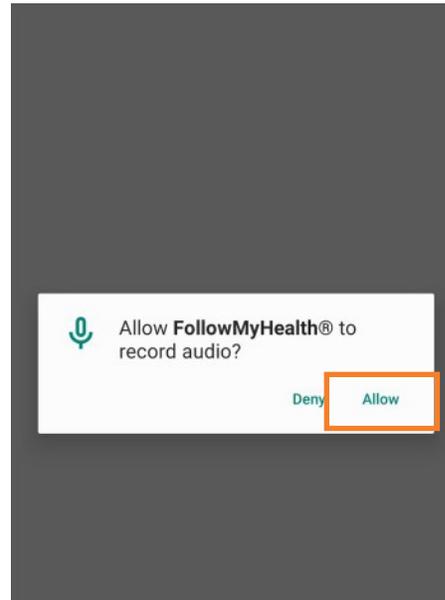
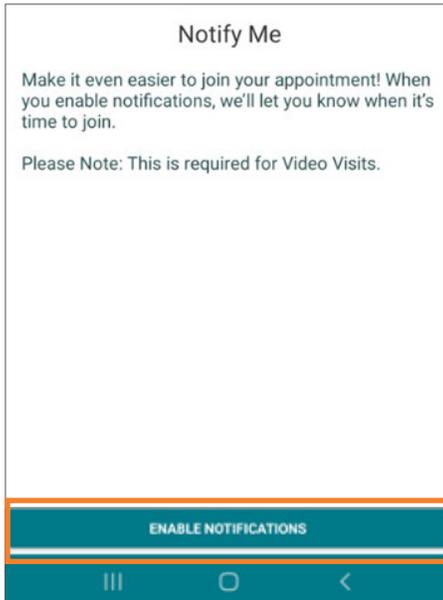


Step 3: If this is the first time you have used the FollowMyHealth® app, you may be required to allow the app to use your camera microphone and to send you notifications. Tap the red alert saying **Video Visits require device permissions – Enable now.**



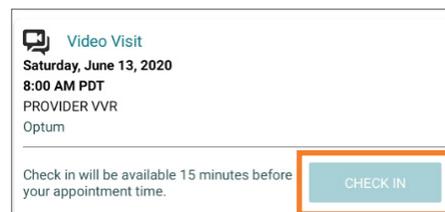
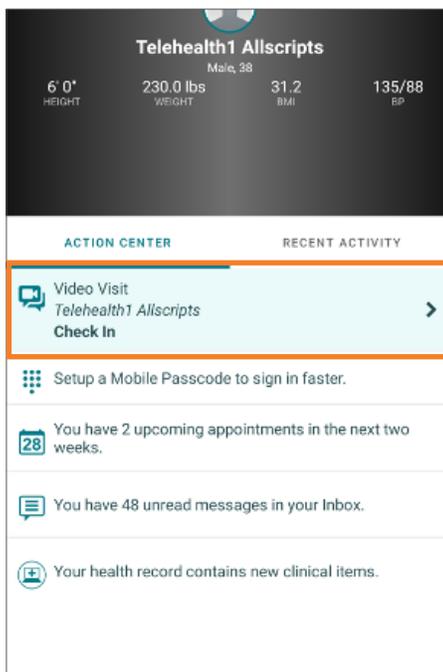
Telehealth video visit (continued)

Step 4: Tap **Enable Notifications**. Make sure to tap **Allow** on all notifications. Once complete, you will be taken back to the home screen.



Step 5: 15 minutes prior to your appointment you will be able to check in. It is highly recommended that you check in as early as possible. Tap on the **Video Visit Check In** option on the home page.

Step 6: Tap **Check In** next to your appointment.



Telehealth video visit (continued)

Step 7: To add any pictures you may want the doctor to see, tap on **Attach Files**. You can take a picture or select a picture already taken. If you do not want to add any pictures, tap **Next**.

Attachments

Would you like to attach any files? (.jpg, .jpeg, .png)

Attach File(s)

You can add up to 5 files, each up to 8MB in size.

NEXT

Step 8: Confirm your phone number is correct. If this needs to be changed, tap the phone number and enter in a new one.

< Back Check In to Video Visit Cancel

PREFERRED CONTACT NUMBER

Country Code +1 (United States) >

Phone Number
(777) 222-5555

Best number to reach you for questions about this video visit.

PREFERRED PHARMACY

Tap to select a preferred pharmacy

What Pharmacy do you wish to use for this video visit?
Tap for more options.

Submit

Step 9: Tap to select a preferred pharmacy. Enter the zip code that your pharmacy is in and select it from the list. Once completed, tap **Submit**.

Phone Number
(777) 222-5555

Best number to reach you for questions about this video visit.

PREFERRED PHARMACY

Tap to select a preferred pharmacy

What Pharmacy do you wish to use for this video visit?
Tap for more options.

Submit

Distance: 10 miles

Zip Code or Pharmacy Name

90505 SEARCH

WALGREENS
2690 PACIFIC COAST HWY
TORRANCE, CA 90505
310-517-0351

RITE AID -2240 W SEPULVEDA
2240 WEST SEPULVEDA BLVD.
TORRANCE, CA 90501
310-325-0868

SAM'S CLUB PHARMACY
2601 SKYPARK DRIVE
TORRANCE, CA 90505
310-325-0868

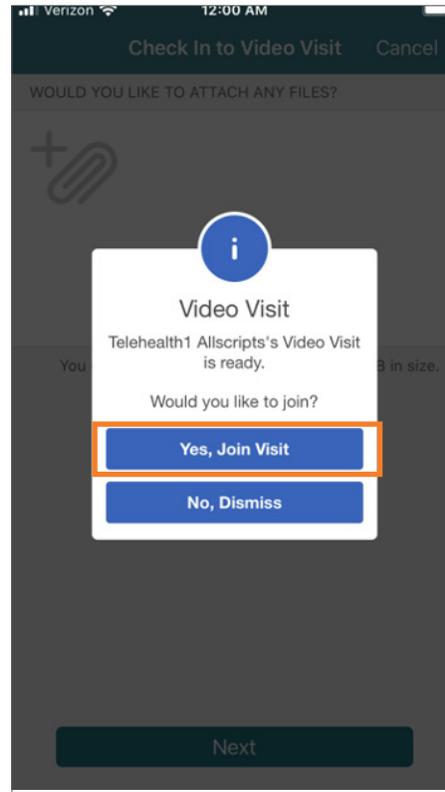
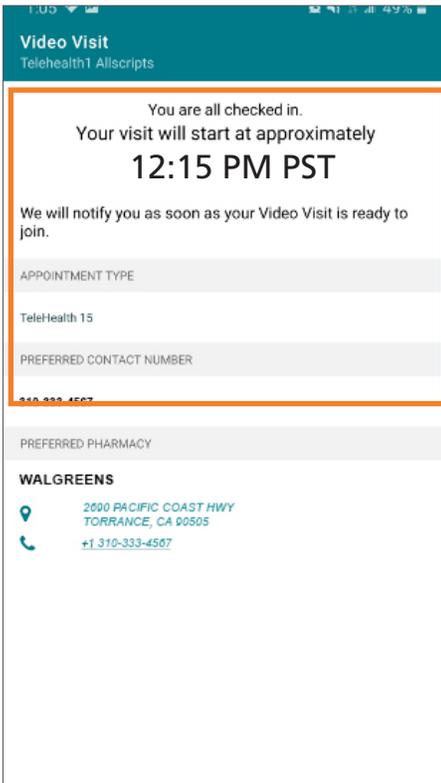
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SAM'S CLUB PHARMACY

Telehealth video visit (continued)

Step 10: You are now checked in. The provider will be notified that you are ready and will join you as soon as possible. Once the provider has joined the visit, you will be asked to join them. Tap **Yes, Join Visit**.



Step 11: You are now connected to the doctor. On your screen, you have audio and picture options if you require them.

	The Microphone icon will turn your microphone on and off (mute).
	The Speaker icon will turn your speakers on and off.
	The Camera icon will turn your camera on and off.
	The Rotation Camera will change your camera (front or back camera).
	The Leave icon will allow you to leave the visit but come back.
	The End icon will end the visit.

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