

Telehealth |



FollowMyHealth[®] Telehealth Guide: How to Join a Video Visit

Web browsers

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.

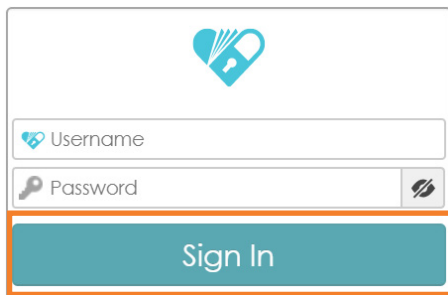


Telehealth video visit

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

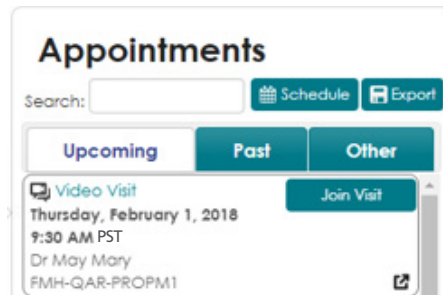
Step 1: Prior to your appointment you will receive emails from FollowMyHealth® reminding you about your scheduled appointment. 15 minutes before your scheduled appointment, go to **optum.com/myportal**

Step 2: Enter in your username and password and click **Sign In**.



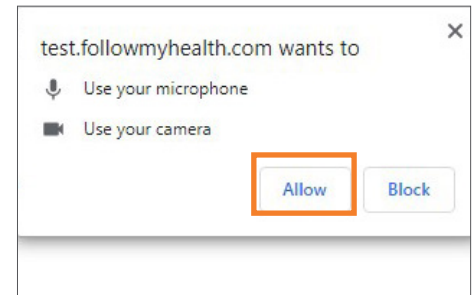
A screenshot of the login page. It features a logo at the top, followed by input fields for 'Username' and 'Password'. Below these fields is a large teal button labeled 'Sign In', which is highlighted with an orange border.

Step 3: 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. Click **Join Visit** on your appointment section.



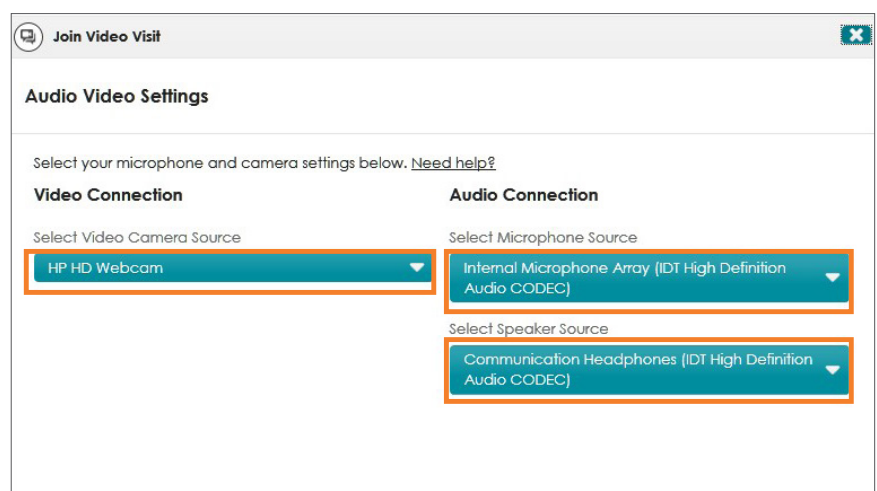
A screenshot of the 'Appointments' section. It includes a search bar, 'Schedule' and 'Export' buttons, and tabs for 'Upcoming', 'Past', and 'Other'. Under the 'Upcoming' tab, there is a card for a 'Video Visit' on Thursday, February 1, 2018, at 9:30 AM PST, with a 'Join Visit' button highlighted in orange.

Step 4: You may be asked to allow FollowMyHealth® to access your location, microphone and camera. Click **Allow**. (Please note: Internet Explorer users may receive instructions to install plug ins. Please see the back for instructions.)



A screenshot of a browser permission dialog box. It asks for permission to 'Use your microphone' and 'Use your camera'. The 'Allow' button is highlighted with an orange border.

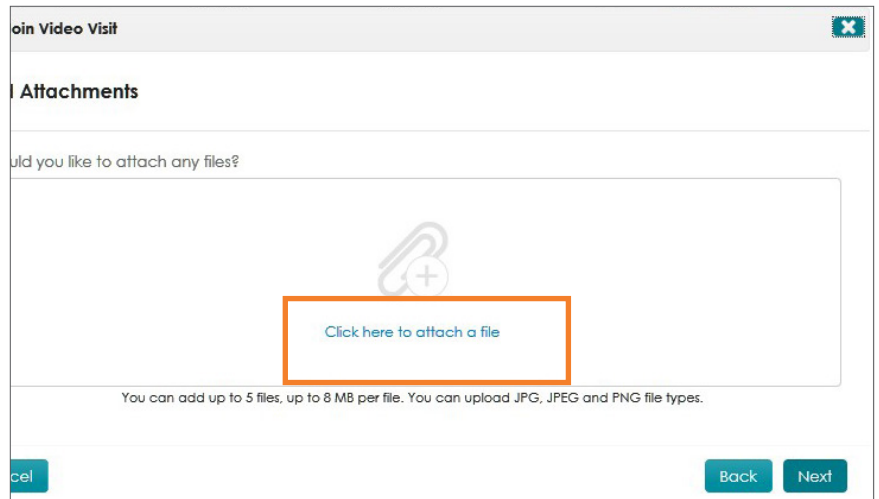
Step 5: You can test your webcam, speakers and microphone prior to joining the visit.



A screenshot of the 'Join Video Visit' settings window. It shows 'Audio Video Settings' with instructions to select microphone and camera settings. There are three dropdown menus: 'Video Connection' (set to 'HP HD Webcam'), 'Audio Connection' (set to 'Internal Microphone Array (IDT High Definition Audio CODEC)'), and 'Speaker Source' (set to 'Communication Headphones (IDT High Definition Audio CODEC)'). Each dropdown menu is highlighted with an orange border.

Telehealth video visit (continued)

Step 6: To add any pictures you may want the doctor to see, click on **Click here to attach a file**. The picture must be on your computer. If you do not want to add any pictures or you have added all the pictures you require, click **Next**.



Join Video Visit

Attachments

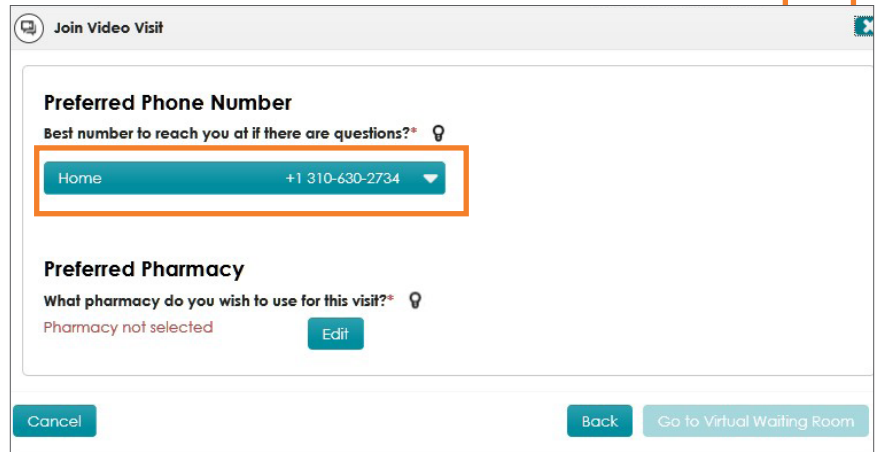
Would you like to attach any files?

[Click here to attach a file](#)

You can add up to 5 files, up to 8 MB per file. You can upload JPG, JPEG and PNG file types.

Cancel Back Next

Step 7: Select the best phone number to contact you on. If you have other numbers on file, they can be selected or a new number can be added.



Join Video Visit

Preferred Phone Number

Best number to reach you at if there are questions?*

Home +1 310-630-2734

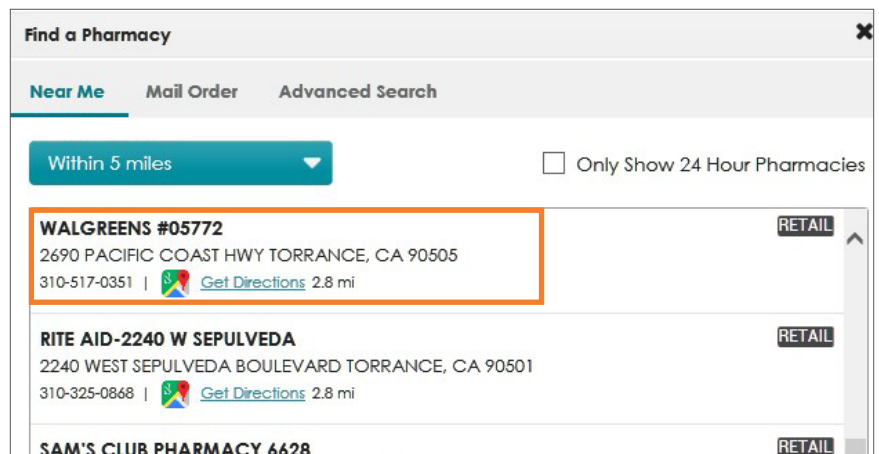
Preferred Pharmacy

What pharmacy do you wish to use for this visit?*

Pharmacy not selected Edit

Cancel Back Go to Virtual Waiting Room

Step 8: Click **Edit** to select your preferred pharmacy (refer to image above). Next, pharmacies near your zip code will be displayed. If your pharmacy isn't showing, change the range in the dropdown menu. Select your pharmacy from the list and click **Select Pharmacy**.



Find a Pharmacy

Near Me Mail Order Advanced Search

Within 5 miles Only Show 24 Hour Pharmacies

WALGREENS #05772 RETAIL
2690 PACIFIC COAST HWY TORRANCE, CA 90505
310-517-0351 | [Get Directions](#) 2.8 mi

RITE AID-2240 W SEPULVEDA RETAIL
2240 WEST SEPULVEDA BOULEVARD TORRANCE, CA 90501
310-325-0868 | [Get Directions](#) 2.8 mi

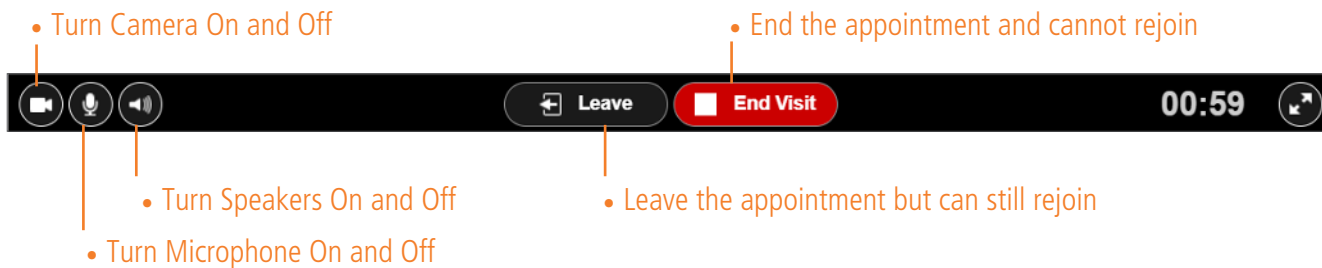
SAM'S CLUB PHARMACY 6628 RETAIL

Telehealth video visit (continued)

Step 9: Click **Go to Virtual Waiting Room**.

Step 10: You are now checked in. The provider will be notified that you have joined and will join you as soon as possible.

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



Internet Explorer Plug-Ins

The first time you join a visit using Internet Explorer, you may be asked to download and install a video plug-in.

Step 1: Click **Download Video Plug-in**.

Step 2: Click **Run**.

Step 3: Accept the terms of the License Agreement and click **Install**.

Step 4: You will be required to log back in after the install has completed.