

Telehealth



5 steps to your video visit

Meet with your doctor through your smartphone or computer — and get great care without traveling to a clinic.



1. **Set up an appointment.** Call us like you normally do when you schedule a visit with your doctor. We'll help determine if a video visit is right for you, get you scheduled, and give you pointers on preparing for your video visit.



2. **Prepare for your visit.** On your smartphone or tablet, download the FollowMyHealth® app from the Apple App StoreSM or the Google PlayTM store. Once it is installed on your phone, click the icon to open the app. You can have video visits on your computer too. Make sure your computer has a camera and microphone. Then, click on the customized link we email you when you call to schedule the visit.



3. **Wait for your visit to begin.** Prior to your scheduled appointment time, have your smartphone, tablet or computer ready and check-in for your appointment. We will start the the video visit, which should take about 20 minutes. Have prescriptions handy.



4. **Join your visit.** Similar to an in-clinic visit, during your visit your doctor may ask you questions, visually examine you for symptoms, and give you important instructions. If needed your doctor will send prescriptions directly to your chosen pharmacy.



5. **After your visit.** Follow the directions your doctor gave you. Pick up any prescriptions you may have. You may want to ask a caregiver or friend to go to the pharmacy for you, or ask the pharmacy to deliver the prescriptions to your home.

Questions? Call anytime **1-800-403-4160**, TTY, **711**.



The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities. We provide free services to help you communicate with us such as letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call 1-800-403-4160 TTY 711. ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-800-403-4160 TTY 711. 請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：1-800-403-4160 TTY 711.

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