

Steps for a Successful Telehealth Visit Using FollowMyHealth®

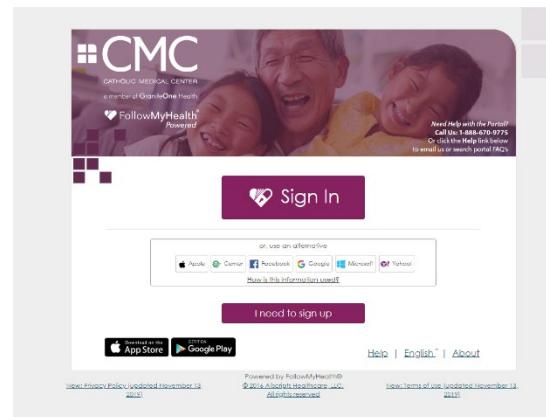


In an effort to continue to meet our patients' needs during the COVID-19 pandemic, we are now able to conduct visits from the safety of your own home through a virtual visit known as Telehealth. This will allow us to see you via a video chat to discuss health issues, visualize physical concerns and check in on the general wellness of yourself and/or your children.

In order for us to connect through Telehealth, you first you need to sign up for our patient portal called FollowMyHealth. We will do our best to guide you through this process with the steps listed below.

Connecting to Your Medical Record through FollowMyHealth:

1. Call your CMC practice and say you would like to be signed up for the patient portal. You will be asked to provide your personal email address.
2. Through your personal email, you will receive an invite sent from your provider to set up a **FollowMyHealth** account. You can click on the link and it will bring you to the FollowMyHealth website.
3. Click lower button that states "I need to sign up".
4. Register for an account following the prompts on the page. Create a **username and password**, ensuring that they meet the criteria on the right hand side of the page. (If those criteria are not followed, a red X and a message indicating which guideline was not followed is displayed in red bold font.) It will ask you to reenter your password to ensure they match. If the passwords do not match or if someone already is using the user name you chose, then you will see an error message: **Someone already has that user name. Please try a different one.** You must enter a new user name to proceed. *Please be sure to **write this down** and place in a secure location as this will be the information you will need to logon to your visits through Telehealth.
5. After you have created your username and password, click the "confirm and continue" button on the bottom of the screen.
6. You will be directed to a four step process that is detailed below.



Connect to Your Account:

- 1) Welcome. Click **next**
- 2) Accept Terms of Services. Read through the terms, then click **accept**.
- 3) Enter **Invite Code**. Enter **1234** in text box and click **next**.


- 4) Request of Access. Click **accept** after reading forms. *see below if you are registering your child* If you are setting this up for yourself, the “patient” box at the bottom should be checked. If you are setting this up for your child, the “parent/guardian” box should be checked.

Your health records will then download and open to your health records profile.

Congratulations! You have created a new account and connected to your FollowMyHealth chart.

Once you have a Telehealth visit scheduled with your provider, there are a few steps you need to take prior to your appointment to ensure a successful visit.

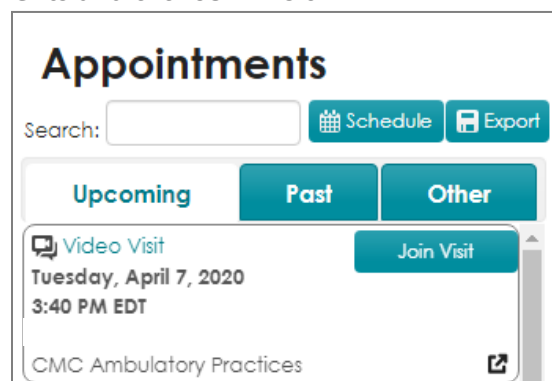
What technology do I need for my Telehealth visit?

1. Many laptops and tablets are already equipped with everything you’ll need for your Telehealth visit. To ensure a successful visit, follow these steps:
 - a. **Laptop or Desktop Computer users:** If you are using with a laptop or desktop computer, you will need a secure internet connection using Google Chrome as your web browser. 
 - b. **SmartPhone or Tablet users:** If you plan to conduct your appointment using a Smartphone or tablet (iPad, etc), you will need to download the **FollowMyHealth®** app from the Apple App store or the Google Play store.
2. Log into your **FollowMyHealth®** patient portal account 10-15 minutes prior to your scheduled appointment time. This will give you time to complete the check-in process and ensure you have full audio and video functionality.

I’ve successfully signed into the patient portal-what’s next?

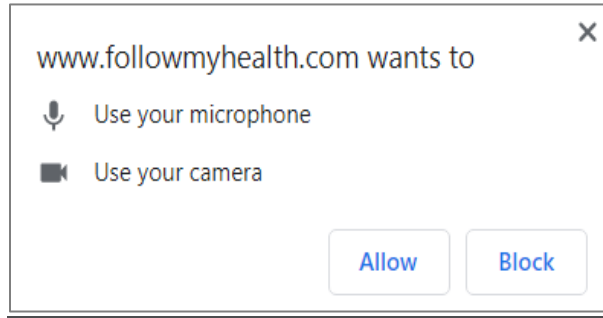
Step 1: Join Visit

Once you have signed into the portal, an **Appointments** screen will display (similar to the one shown below). Select **Video Visit** under appointments and click **Join Visit**.



Step 2: Allow Microphone & Camera

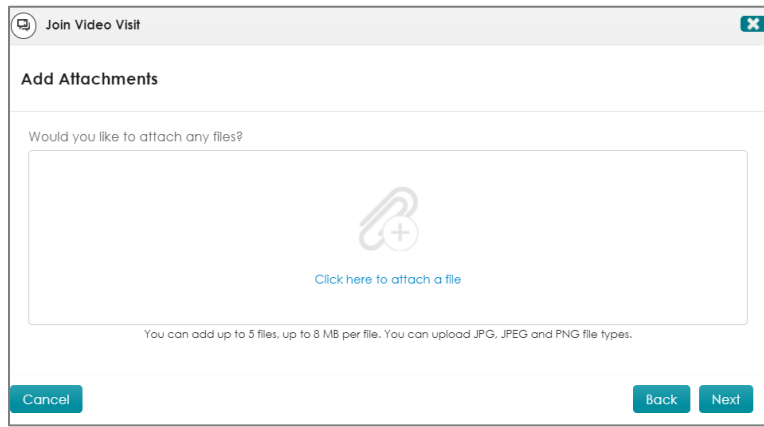
After you join the visit; a pop-up box will appear asking for your permission to enable/allow microphone and camera use. **It's important to click 'Allow' for both the microphone and camera.**



Step 3: Check-in Process

Next you'll be asked if you want to attach any files for your provider to view.

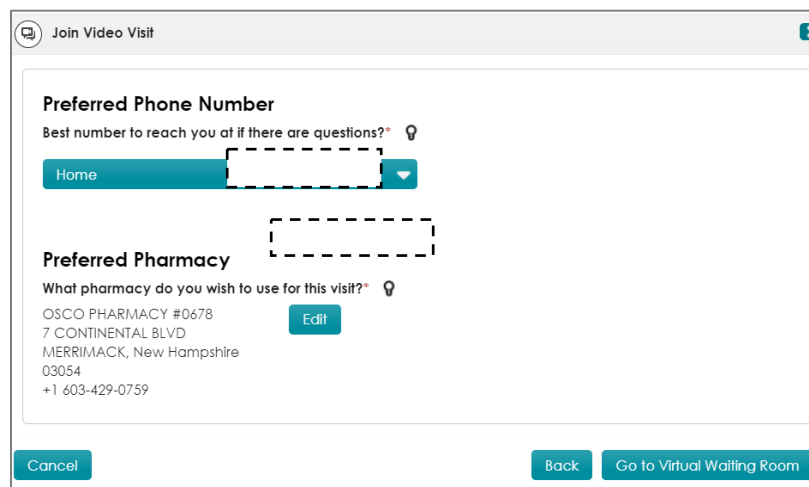
- If you have a file you would like to attach, select, **Click here to attach a file**, select the file and click **next**.
- If you do not have a file to attach, click **next**.



Step 4: Information Verification

A box will display asking you to verify your phone number and pharmacy information.

- If you need to update this information, please do so here.
- When the information is correct, click **Go to Virtual Waiting Room**.



Step5: Final Step

You will see a **Virtual Waiting Room** notification (similar to the one shown at right). **It's important that you do not exit out of this screen**; this screen notifies your provider that you have completed check-in and you are ready for your Telehealth visit. Your provider will join the visit shortly.

A Few Extras

When in the visit, there are a few buttons that allow you to mute your sound (the microphone picture), hide your video (the camera picture) or leave the visit if you choose to do so (picture of left facing arrow).

*For Parents

This is a similar process as above. However, when registering your child, see section above on Connecting to Your Account #4—Request of Access. Further down on the form, you will see two boxes. One is for the patient, the other is parent/guardian. Parent/guardian should be checked. If not, you will not be able to connect them to your account. Note, you are not able to change this in the system yourself, so you will have to contact the office of the provider in which your child is set up to have a telehealth visit to help correct this error.

If you are still having difficulty connecting to us through FollowMyHealth, please reach out to the office you are attempting to have a Telehealth visit with to be further directed.

Be well and stay safe.

Thank you,

Your Providers at Catholic Medical Center

