



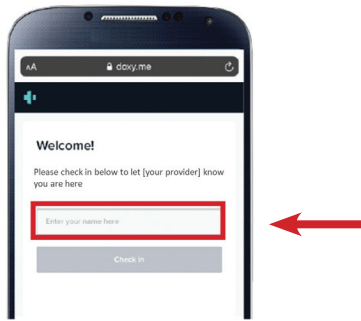
Video visit instructions for using a mobile device

- For new appointments, please call your practice to schedule an appointment.
- For existing appointments, the practice will call you to change your appointment to a virtual care option.

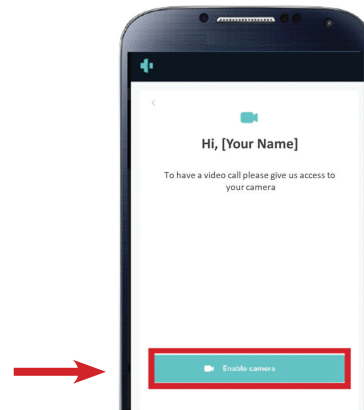
For a successful visit:

- Before your video visit, the practice will call you to prepare you for the visit. They'll also make sure you have the link you need to access your video visit.
- Please have medicine bottles with you at time of visit.
- If you have a BP Cuff/Scale, please check blood pressure and weight prior to visit.
- Make sure your volume is turned up.
- Be prepared to reduce distractions and background noise.

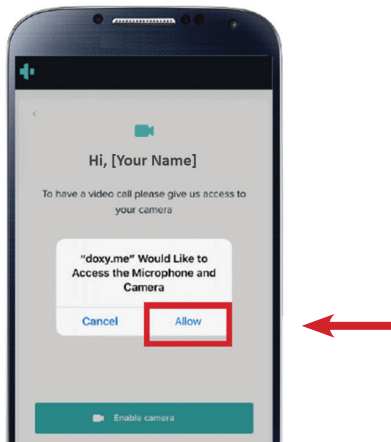
1. Once you have received the link to your provider's waiting room via text message or email, click on the link to access your video visit.
2. Click on the link to access your video that you receive by email or text message. Enter your first name and last name. Click **Check-in.**



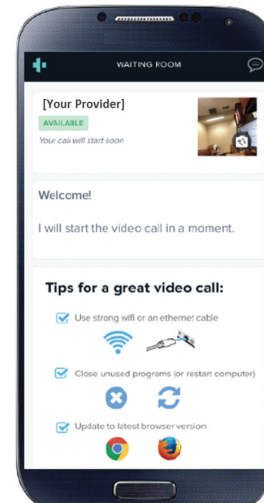
3. Select **Enable camera.**



4. A pop up screen will request access to your microphone and camera. Click **Allow.**



5. You will be placed in your provider's waiting room.



*Your provider may show as "available," "on a call" or "offline."
Your provider will join your visit as soon as possible. Once the provider joins, you will be connected to your provider.*

Please call your practice if you have any questions.