Welcome to Levine Cancer Institute Virtual Care!
Please follow this guide for your Virtual Visit.

Before your Virtual Visit

Be sure to download the app or visit the website before your appointment.

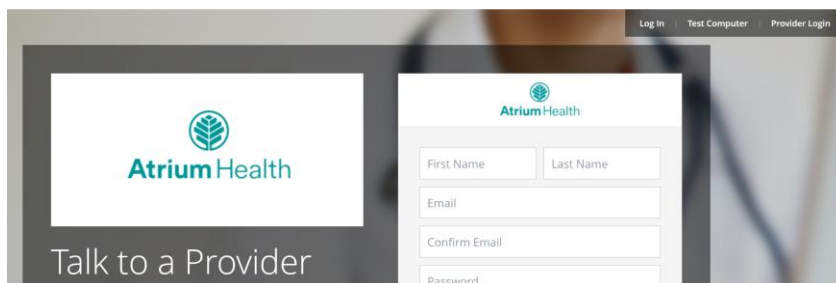## How to Download the Mobile App

1. In the Google Play Store or Apple App Store, search for **Atrium Health Virtual Visit** and download the app.

2. If this is your first time using Virtual Visit, you will need to sign-up for an account. Follow the instructions on the app to sign-up.

How to Use Your Laptop or Desktop Computer for Virtual Visit

1. Open your browser using Chrome. You can download Chrome for free at https://www.google.com/chrome/

2. Go to the the Atrium Health Virtual Visit website: https://atriumhealthvirtualvisit.org/landing.htm to log in or sign up for a new account.

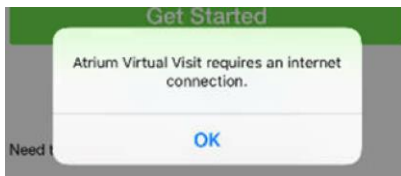3. Click on **Test Computer** (in the menu bar at the top right) to make sure your computer will work for the visit.

For technical help, please call Customer Support: **855-438-0010**

On the Day of Your Virtual Visit

1. If you can, check your weight and blood pressure before your visit. Write these down.
2. Find a quiet spot where you can focus on your visit.
3. Gather your medicine bottles and keep them with you during your visit.
4. If you are using a laptop or desktop computer, click on **Test Computer** (as pictured above) before your visit starts.
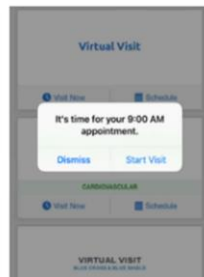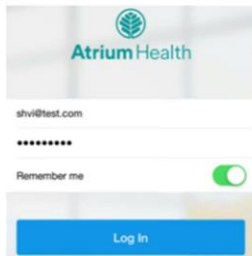

Use Wi-Fi so you have the best experience with the visit.

If you get this warning, you are not connected to Wi-Fi. Connect to Wi-Fi and try again.

10 Minutes Before Your Visit

1. Log in no more than **10 minutes** before your appointment time
2. Note - If you log in too early, you may get "kicked out".
3. *Log in to the website or mobile app and click **Start Visit** to begin your visit.*

* IMPORTANT *
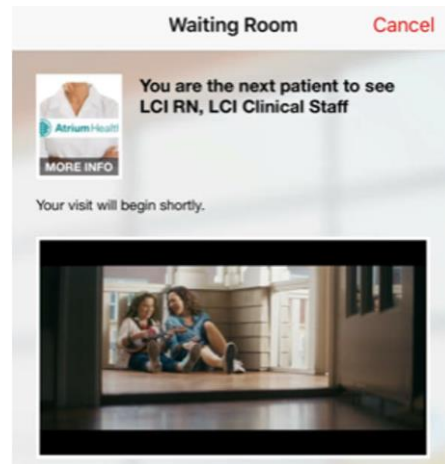**You have 10 minutes from Start Visit to complete the questions below.**

4. In the **Get Started** screen, enter your phone number. Click **Continue**
5. In the **Your Visit** screen, type in the reason for your visit. Click **Acknowledge receipt of Notice of Privacy Practices**. Click **Continue.**
6. In the Insurance Screen, click **My plan isn't listed/Skip this step**. Click **Continue.**

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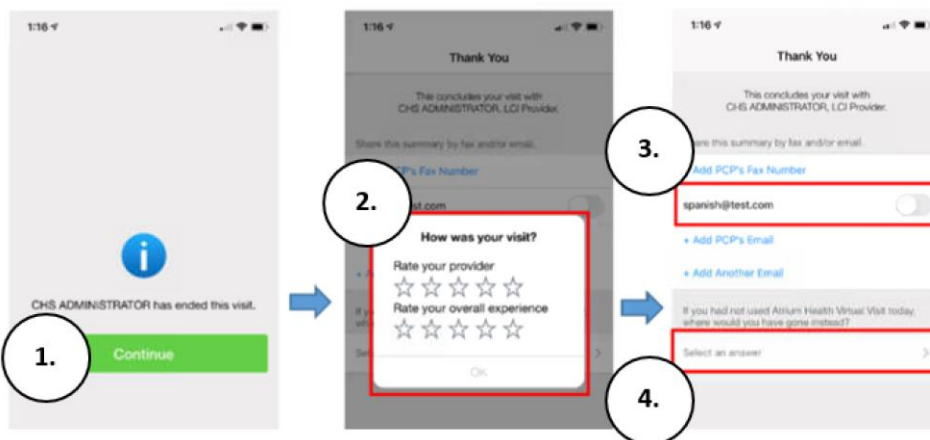
7. **You're all set!**
   You will stay in the Virtual Waiting Room until your doctor is ready to connect with you.

8. If you have trouble getting in, call your doctor's nurse or care coordinator. They are all working together to make sure your visit goes well.

After your Visit

1. Click **Continue**
2. Rate your visit
3. Tell us who you would like to receive the visit summary
4. Fill out the final survey question

Next Steps

Your LCI care team will work with you and your doctor to follow-up on any orders or next steps after your virtual visit.

If you have questions about your care, please contact your nurse or doctor through My Atrium Health. This is a patient portal. It keeps your health info and messages private and secure. https://my.atriumhealth.org

My Atrium Health is a great way to connect with your healthcare teams across Atrium Health.

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