FollowMyHealth Patient/Client Telehealth Video Dashboard Instructions

Step #1

- Make sure to use “Chrome browser”.
- Log into www.lalgbtcenter.org/myportal/login. (you can copy this link) and Save this as a “Bookmark Bar” in your toolbar.
- Enter your “Username” and “Password” and click “Sign In”.

Step #2

- On the “HOME” page, under the “Appointments” tab, find the “Upcoming” “Video Visit” and click on “Join Visit”. This will let the Provider know that you’re ready to join “Telehealth Video Visit”.
Step #3

- After you click on “Join Visit”, “Telehealth will confirm your “Video Connection”, “Microphone” and “Speaker” connection. If everything looks good, click “Next”. Then it will ask you if you want to “Attach” any documentation for your Provider to view during your appointment. If not, click “Next” again.

Step #5

- After you click “Next”, you will then need to “Verify” your number and your “Preferred Pharmacy” is displayed correctly and then click on “Go to Virtual Waiting Room”. (This will notify your Provider that you’re READY for your Telehealth Video Visit.)
- Once your Provider “Joins Visit”, it will automatically connect you to the “Telehealth Video Visit”.
- (DO NOT “Cancel Visit” unless you intend to “Cancel Visit”. This ends the visit and another appointment will have to be schedule.)
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Step #6

- If you see this screen, your Provider is joining the visit and your “Telehealth Video Visit” will be connecting momentarily.
- **Please, DO NOT** click on “End Visit” unless you intend to end the “Telehealth Video Visit” permanently.

Step #7

- Once your Provider “Joins Visit”, you will be able to see your Provider and the “Telehealth Video Visit” will begin.
- **REMEMBER**, please don’t click on “End Visit” unless you intend to “End Visit” permanently. You will have to reschedule your appointment.
- If you have any further questions, you can reach out to Allscripts FMH Customer Support at 1-888-670-9775