FollowMyHealth Mobile Patient/Client Telehealth Video Instructions

**Step #1**

Open the “**FollowMyHealth App**” on Phone. Enter your “**Username**” and “**Password**” and tap “**Sign In**”.

**Step #2**

Click on “**Video Visit – In Progress**” and it will walk you through the steps to connect with your Provider.
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**Step #3**

- At the “**Appointments**” page, click on “**Join Visit**” to the correct “**Telehealth Video Visit**”. (If you may have more than one Telehealth Video Visit.)
- Make sure that your “**Camera**” and “**Microphone**” is “**Enabled**”.

**Step #4**

Next, you click “**Check In**”. It will ask you if you want to “**Upload**” any document that you want your Provider to see. If not, click “**Next**”.

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**Step #5**

Next, you need to “**Verify**” that your information and then click “**Submit**”
Then, you will be “**Checked In**” and you will be notified when your Provider
“**Joins**” the Telehealth Video Visit.

**Step #6**

When your Provider “**Joins Visit**”, you will be notified to “**Join Visit**”. Click
on “**Yes, Join Visit**”. This will automatically connect you with your Provider.
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**Step #7**

If you need to “Leave” the Telehealth Video Visit for any reason, make sure to let your Provider know that you’re leaving the visit. Click on “Leave”. This will not “End” your visit. When you want to re-join the visit, click on “Join Visit” and you will be automatically connected to your Telehealth Video Visit. (Make sure not to click the “Red END visit” on the upper right-hand side of your screen. This will terminate your Telehealth Video Visit and you will have to reschedule.)

**Step #8**

When your Telehealth Video Visit has ended, click on the “RED END visit” button on the upper right-hand side of the screen. It will ask you “Are you sure you want to end visit?”, click “Yes, End Visit”.

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Step #9

- Lastly, the app will notify you that your “Video Visit has ended” and take you back to your “Appointments” screen.
- If you need any more assistance with the FMH Mobile App, please call: 1-888-670-9775