

# FollowMyHealth Patient/Client Telehealth Video Dashboard Instructions

### <u>Step #1</u>

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



### Step #2

 On the "<u>HOME</u>" page, under the "<u>Appointments</u>" tab, find the "<u>Upcoming</u>" "<u>Video Visit</u>" and click on "<u>Join Visit</u>". This will let the Provider know that you're ready to join "<u>Telehealth Video Visit</u>".

	Health Summary	Appointments
	Age 39 Gender Identity Male	Search:
	Height 5 ft 6 in Weight 150.0 lb	Upcoming Past Other
	Body Mass Index 24.2 kg/m <sup>2</sup>	10esday, March 17, 2020 2:30 PM PDT
	Primary Insurance Ryan White	Meissa M Burroughs, LCSW Los Angeles LGBT Center
	Preferred Pharmacy JG SPECIAL CARE CLINK	C Video Visit Tuesday, March 17, 2020 4:15 PM PDT
Action Cer	ter 📢	Recent Activity
Video Visit w	ith Robert K Bolan, MD - Check In	Previous Page 1 of 181 Next
You have 1	upcoming appointment in the next two weeks.	Los Angeles LG87 Center added 1 appointments to your record.
Nou have 28	18 unread messages in your Inbox.	Los Angeles LGBT Center added 1 ×
You have 28	8 unread messages in your Inbox. record contains new clinical items.	Los Angeles LGBT Center added 1 x appointments to your record. 2 hours ago
You have 28	8 unread messages in your Inbox. record contains new clinical Items. ur communication preferences *	Los Angeles LGBT Center added 1 appointments to your record. Tours app Los Angeles LGBT Center canceled 1 x appointments. Brow app
You have 28 You have 28 You have 28 Your health	8 unread messages in your inbox. record contains new clinical items. ur communication preferences <b>x</b> oble phone number	Lot Angeles LGBT Center added 1 apportment to your record. Two region to any approximation the second secon
You have 28	8 unread messages in your inbox. record contains new clinical items. ur communication preferences * abile phone number	Lot Angeles LOST Center added 1 apportiment to your record. Three sing Lost Angeles LOST Center conceled 1 X three sing Lost Angeles LOST Center added 1 X three sing Lost Angeles LOST Center added 1 X three sing Lost Angeles LOST Center added 1 X three sing Lost Angeles LOST Center added 1 X X



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#### <u>Step #3</u>

 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.

Age Join Video Visit	39 Appointments		Age 39	Appointments
Audio Video Settings			Height 5 ft 6 in Weight 150.0 lb	Upcoming Past Other Tuesday, March 17, 2020
Run a quick test to make sure all your setting	s are working below. <u>Need help?</u>	년 (영) Join Vide	eo Visit	×
Select Video Comero Source	Audio Connection Select Microphone Source Default - Handket Microphone Liptra MOTION	+ Add Attac	chments	- Val
OFFICE[ (EccertIols] Your microphone feedback will appear at the battom of the text video screen.		Would you	like to attach any files?	
	Select Specker Source	Next > Actio		
1 the	OFFICE) (0506:1042)	👘 Vic		Next
143/200		* 😥 Yo	Click here to attach a fi	•
review of		* 🕥 Yo	You can add up to 5 flies, up to 8 M8 per flie. You can upload JPG, JPEG and PNG flie types.	
Cancel	Next	× Yo Cancel		Back
	& houve app			appointments.

#### <u>Step #5</u>

- After you click "<u>Next</u>", you will then need to "Verify" your number and your "Preferred Pharmacy" is displayed correctly and then click on "<u>Go to Virtual Waiting Room</u>". (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 "<u>Cancel Visit</u>" unless you intend to "<u>Cancel Visit</u>". This ends the visit and another appointment will have to be schedule.)





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### <u>Step #6</u>

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



#### <u>Step #7</u>

- Once your Provider "Joins Visit", you will be able to see your Provider and the "<u>Telehealth Video Visit</u>" will begin.
- <u>REMEMBER</u>, please don't click on "<u>End Visit</u>" unless you intend to "<u>End Visit</u>" 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

