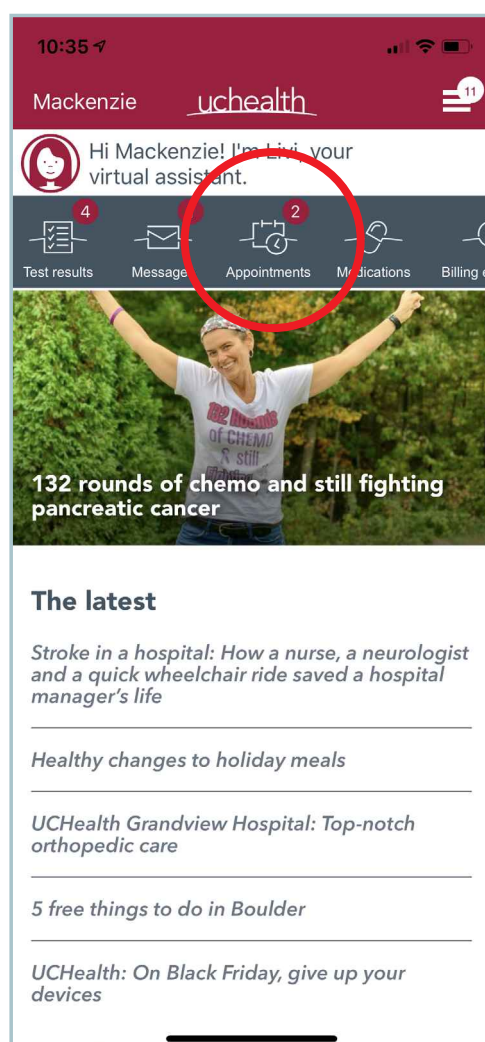


How to access your virtual primary care or specialist visit.

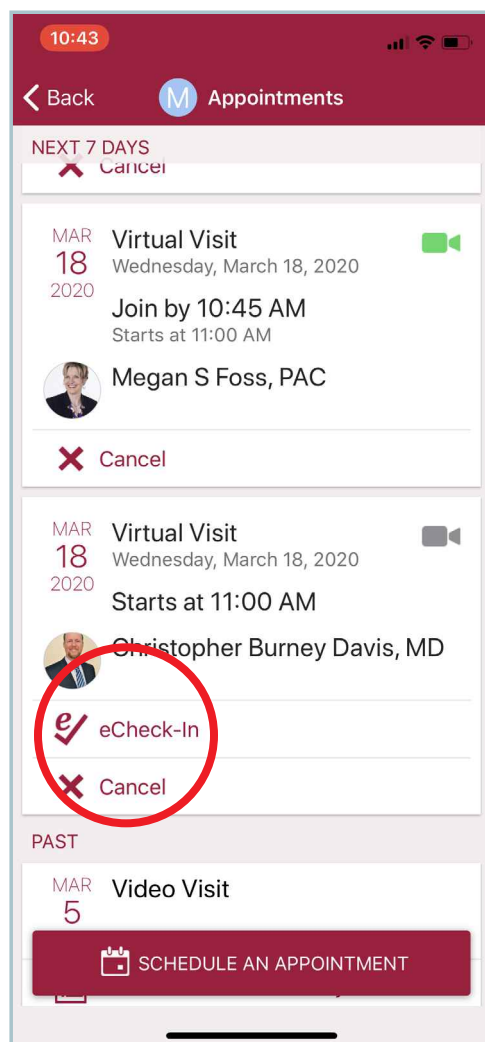
A care team member will set up the appointment in your My Health Connection account. If you don't have a My Health Connection Account, you can create one by downloading the UHealth app from your device app store or by visiting uhealth.org/myhealthconnection to sign up today.

Once you have downloaded the app:

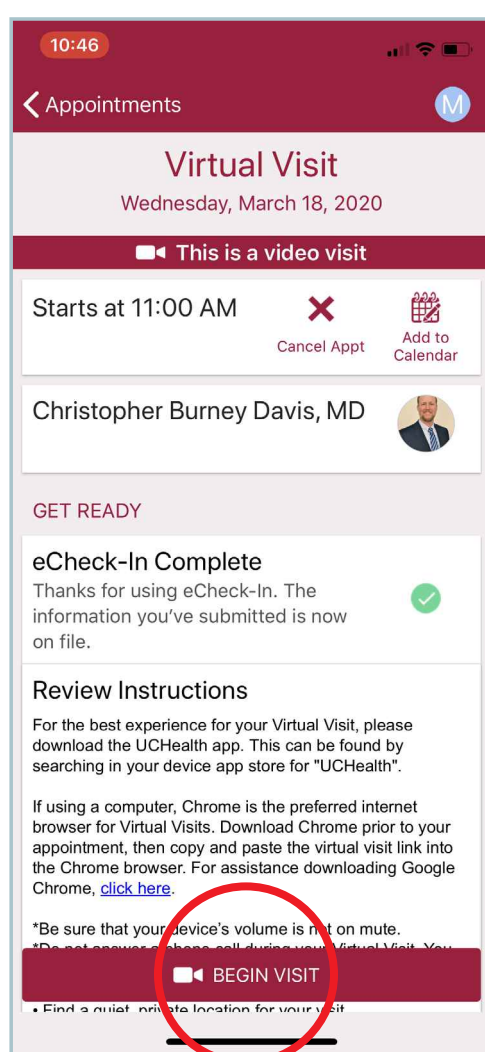
1. Log in to your My Health Connection account and go to Appointments.



2. You will see your upcoming appointment as a Virtual Visit. Click eCheck-in to review and sign consent forms at least 15 minutes prior to your appointment's start time.



3. Click "Begin Visit."



A few things to remember:

- Complete the eCheck-in process at least 15 minutes before your appointment.
- Digitally sign the consent and other forms on My Health Connection prior to your appointment.
- Ensure that you're only logged in on one device. For example, if you plan to use your phone for the Virtual Visit, log out of My Health Connection on your computer.
- Prepare for the appointment in a private place with a good Internet connection.

Tips for a successful visit:

- On a PC or Mac, use Chrome or Firefox.
- Be sure your Internet connection is strong enough to play video online.
- If you are using your phone for the visit, do not answer a call once you've clicked "Join your room." If you answer another call, you'll need to end the Virtual Visit and start over again by clicking "Join your room."
- Be sure the volume is turned up and the mute button is off.

After the Virtual Visit:

- Your provider will confirm pharmacy details and send in prescriptions (if ordered), except prescriptions for controlled substances.
- Note: If, during the Virtual Visit, the provider determines they need to see you in person, you will not be charged for the Virtual Visit.
- The Virtual Visit will be billed the same as an in-person visit.

