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 UCHealth app from your device app store or by visiting uchealth.org/myhealthconnection to sign up today.

Once you have downloaded the app:
1. Log into your My Health Connection account and go to Appointments.

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

3. Click “Begin Visit.”

4. Click the green “Join via the browser” button.
   - To complete your Virtual Visit, you may need to allow access to your camera and microphone.

A few things to remember:
- Complete the UCHealth app on at least 15 minutes before your appointment.
- Digital sign consent and other forms in your My Health Connection prior to your appointment.
- Do not log in to the app on a device other than the one you will be using for your phone. You may use your phone for the Virtual Visit, log out of My Health Connection on your computer.
- Prepare for the appointment as if you were present with a good internet connection.

Tips for a successful visit:
- On a PC or Mac, use Chrome.
- If you don’t have internet connection, try strongest signal to play video online.
- If you are using your phone for the visit, do not turn it off or put it in “do not disturb” mode.
- If you have another call, you will need to end the Virtual Visit and start over again by clicking “Join your room.”
- Be sure the virtual visit is turned on and the audio button is off.
- To complete your Virtual Visit, you may need to allow access to your camera and microphone.

After the Virtual Visit:
- You or your provider will confirm pharmacy details and send in prescriptions (if needed), 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 reimbursed for the Virtual Visit.
- The Virtual Visit will be billed the same as an in-person visit.