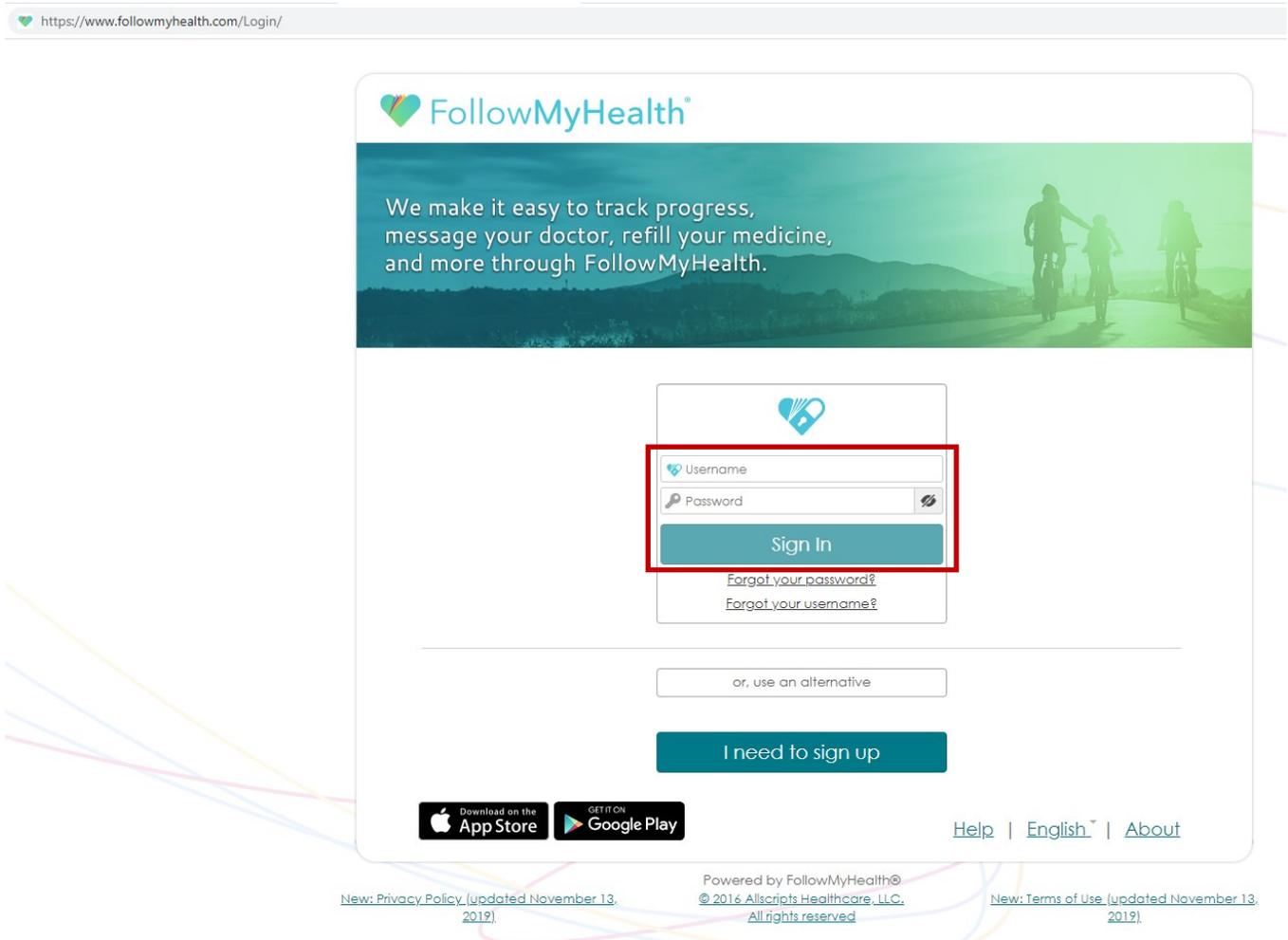


## FollowMyHealth Patient/Provider Telehealth Video Instructions (Desktop)

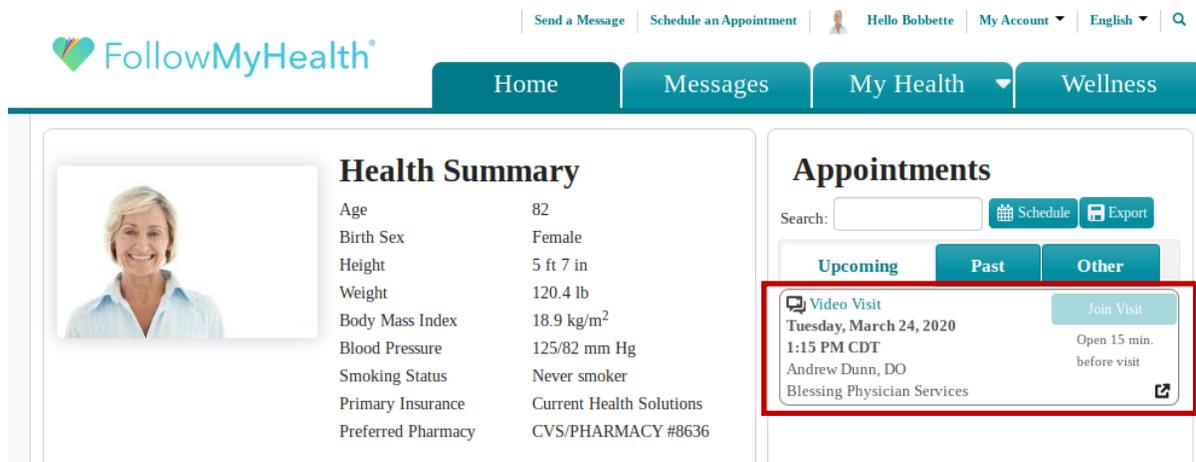
### Step #1:

- Log into <https://www.followmyhealth.com/Login/> Google Chrome is the recommended browser  
NOTE: Once opened in your browser, you can save this link in your “Bookmark Bar”
- Enter your FollowMyHealth patient portal “Username” and “Password” and click “Sign In”



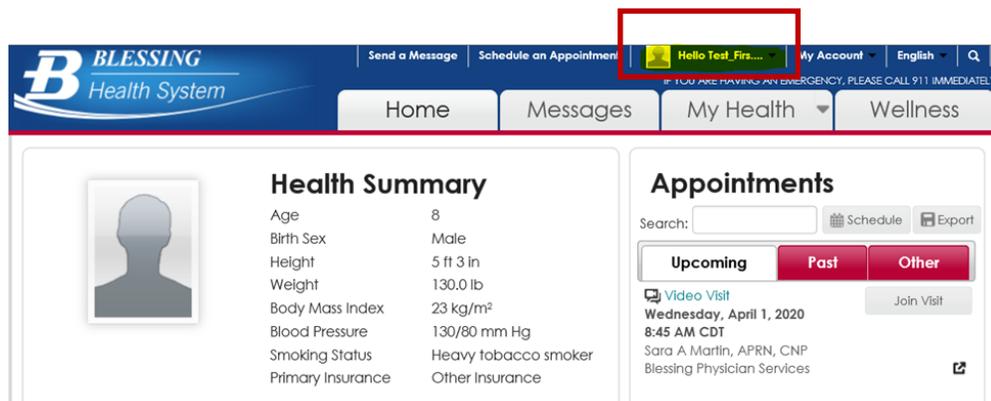
### Step #2:

- On the “Home” page, under the “Appointments” tab, you will see an upcoming “Video Visit”. The “Join Visit” button will not become active until 15 minutes PRIOR to the appointment start time.



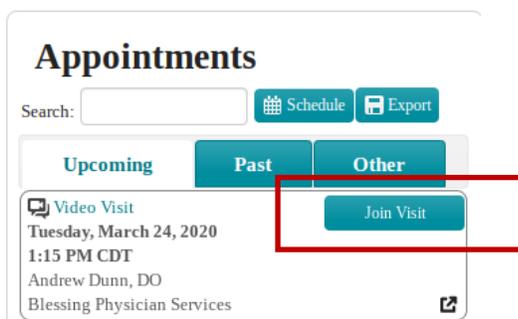
## Step #2 Continued:

- If you are assisting with an adult who you serve as proxy for or if the patient is a minor, the proxy or adult who has access to the minor/adult proxy patient's portal account will need to log into their FollowMyHealth account first. Then, you will switch to the minor/proxy's account by clicking the name drop down at the top of the screen. Please note: If the minor is 12—17 years of age—due to Illinois State Law, you will not have access to their FollowMyHealth patient portal.



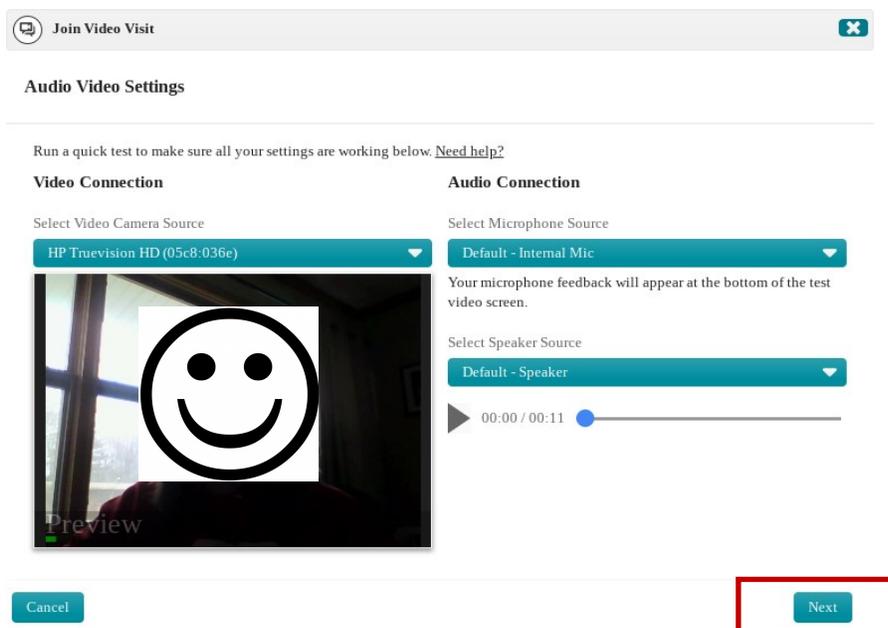
## Step #3:

- Once the "Join Visit" button is active, you will click it to begin the video visit. This will also allow your provider to see that you are ready for your visit to start.



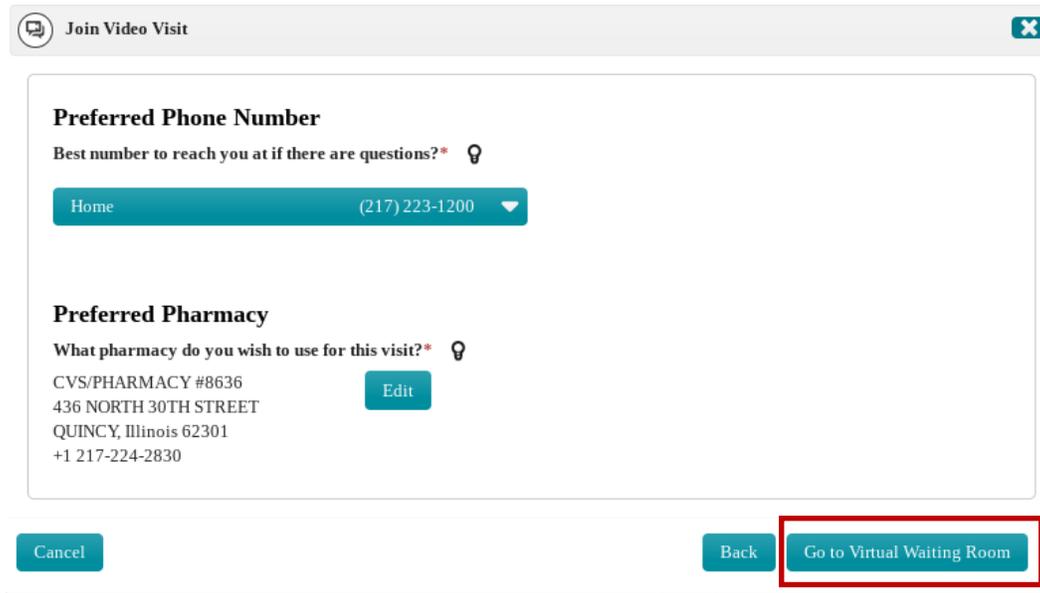
## Step #4:

- After you click "Join Visit" - FollowMyHealth will confirm that you have a Video Connection, Microphone, and Speaker. The screen shown below assists with testing all three of these functions. Once you have confirmed all are working as needed, click "Next"



**Step #5:**

- Next, you will need to verify your telephone number and preferred pharmacy. Update as needed. Once complete—you can click “Go to Virtual Waiting Room to proceed.



Join Video Visit

**Preferred Phone Number**  
Best number to reach you at if there are questions?\* 🔔

Home (217) 223-1200 ▼

**Preferred Pharmacy**  
What pharmacy do you wish to use for this visit?\* 🔔

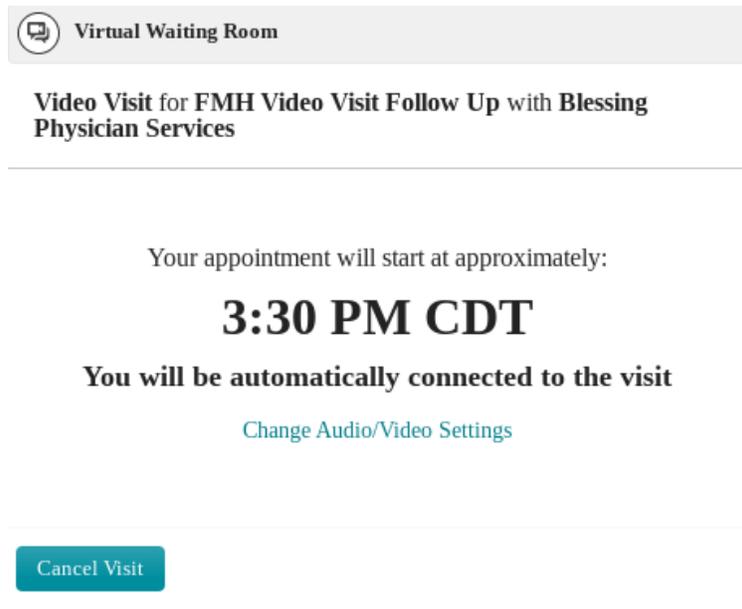
CVS/PHARMACY #8636  
436 NORTH 30TH STREET  
QUINCY, Illinois 62301  
+1 217-224-2830

Edit

Cancel Back **Go to Virtual Waiting Room**

**Step #5:**

- You will now see a “hold” screen while you wait for your provide to join the video visit. Once the provider joins, you will be automatically connected to the visit. Wait at this screen until the provider arrives.
- **DO NOT CLICK ON CANCEL VISIT BUTTON: THIS WILL CANCEL THE VISIT AND YOU WILL HAVE TO CALL YOUR PROVIDER'S OFFICE TO RESCHEDULE.**



Virtual Waiting Room

**Video Visit for FMH Video Visit Follow Up with Blessing Physician Services**

Your appointment will start at approximately:

**3:30 PM CDT**

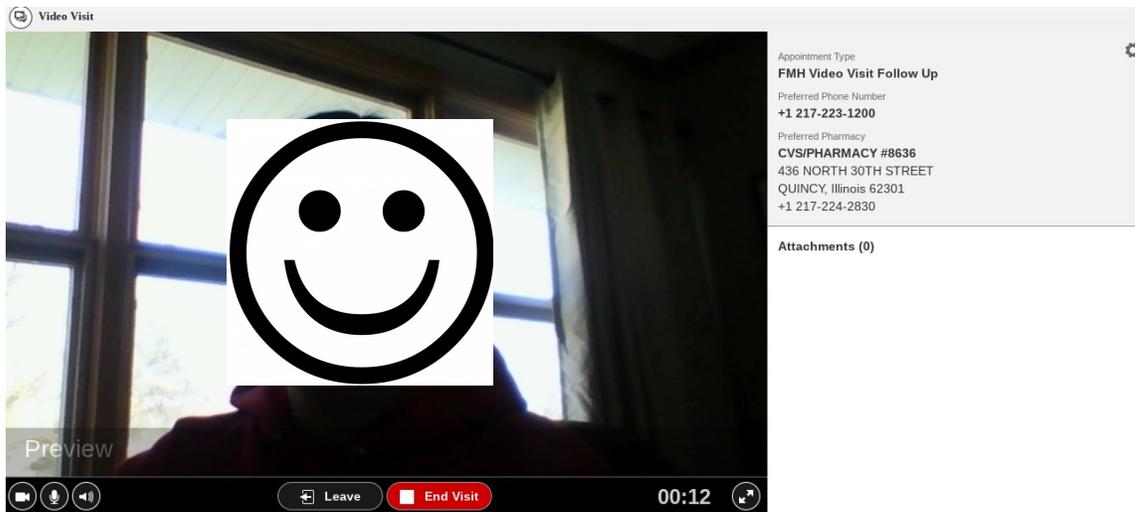
**You will be automatically connected to the visit**

[Change Audio/Video Settings](#)

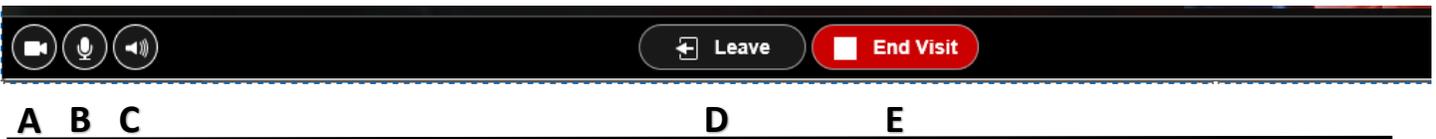
Cancel Visit

**Step #6:**

- When the provider joins the visit—you will see the following screen



- **DO NOT CLICK THE END VISIT BUTTON: THIS WILL END THE VISIT PERMANENTLY.**
- During the visit—you will see the provider’s video. There are also options available to turn off video (A), mute your microphone (B), or mute the provider (C).
- Use the “Leave” button to leave the visit (D). The visit will remain active, and the patient will remain connected to the video.



- If you leave the visit, you may rejoin the visit by clicking the “Rejoin Visit” button on your FollowMyHealth homepage

## Appointments

Search:  [Schedule](#) [Export](#)

[Upcoming](#) [Past](#) [Other](#)

Video Visit  
Tuesday, March 24, 2020  
3:30 PM CDT  
Andrew Dunn, DO  
Blessing Physician Services

[Rejoin Visit](#)