

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"

https://www.followmyhealth.com/Login/

We make it easy to t message your doctor and more through Fc	rack progress, r, refill your medicine, ollowMyHealth.	
	Vsername	
	Sign In	
	Forgot your password?	
	Forgot your username?	
	or, use an alternative	
	I need to sign up	

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.

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	Health Sun	nmary		Appointm	ents	
(and)	Age Birth Sex Height	82 Female 5 ft 7 in		Search:	Bast Bast	nedule 🛛 🖶 Expor
	Weight Body Mass Index Blood Pressure Smoking Status Primary Insurance Preferred Pharmacy	120.4 lb 18.9 kg/m ² 125/82 mm Hg Never smoker Current Health CVS/PHARMA	Solutions .CY #8636	Video Visit Tuesday, March 24, 24 1:15 PM CDT Andrew Dunn, DO Blessing Physician Ser	020 vices	Join Visit Open 15 mi before visit



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.

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Hee Age Birth Heig Weig	ealth Sum	8 Male 5 ft 3 in 130.0 lb 23 kg/m ²		App Search:	coming	nts Bast	tule Export Other Join Visit
Blood Smol	d Pressure king Status ary Insurance	130/80 mr Heavy tob Other Insu	n Hg bacco smoker rance	8:45 AM Sara A N Blessing I	CDT Aartin, APRN, CN Physician Service	P es	ß

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.

Appointme	ents		
Search:	∰ Sch	nedule 🔚 🔚 Export	
Upcoming	Past	Other	
Video Visit Tuesday, March 24, 202	20	Join Visit	
1:15 PM CDT Andrew Dunn, DO Blessing Physician Serv	rices		ß

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"

vudio Video Settings	
Run a quick test to make sure all your settings are v	working below. <u>Need help?</u>
Video Connection	Audio Connection
Select Video Camera Source	Select Microphone Source
HP Truevision HD (05c8:036e)	▼ Default - Internal Mic ▼
review	Select Speaker Source Default - Speaker 00:00 / 00:11
ancel	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.

est number to reach vo	u at if there are questions?* Q	
Home	(217) 223-1200	
referred Pharma	асу	
	-	
/hat pharmacy do you	wish to use for this visit?* 9	

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.

(D) Virtual Waiting Room	1
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:

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



- 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.

	E Leave	End Visit	
АВС	D	Е	

• 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, 20	20	Rejoin Visit	
3:30 PM CDT			
Andrew Dunn, DO			
Blessing Physician Serv	vices	2	