FMH TeleHealth Patient Workflow

Purpose: The following document provides instructions on how to start/end a TeleHealth Visit from a mobile device.

How to start a TeleHealth Visit

Step 1: After a TeleHealth appointment is scheduled, you will receive an email informing you of the date and time.
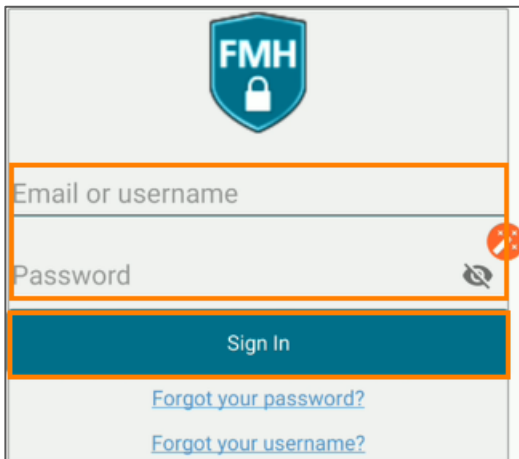
Step 2: You will also receive a reminder e-mail when it is close to your appointment time.

Step 3: A third email will be received 15 minutes prior to your scheduled appointment letting you know your **apt is all set**.

Step 4: If not already downloaded, open the **Google Play** or **App Store** on your phone and search for the **FollowMyHealth** app. Select the **INSTALL** button.

Step 5: Open the FMH app. FMH will ask you to **Sign in using your FollowMyHealth account**.

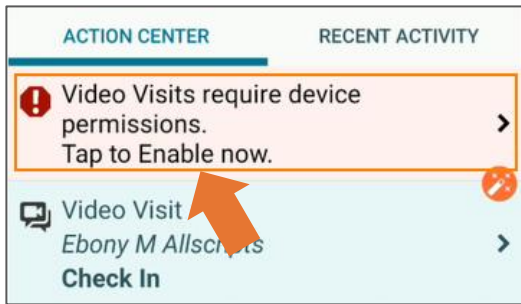**Step 6:** Type in your username and password and then select **Sign In**.

Step 7: The first time logging in to FMH, you will need to accept the **Terms of Use**. After scrolling through, select the **ACCEPT** option.

Step 8: FMH may also display any new features included with the version you downloaded. Select **OK** to continue.
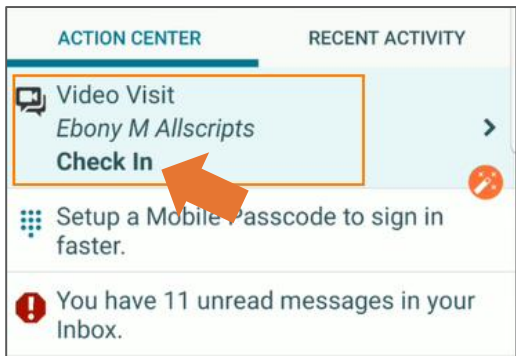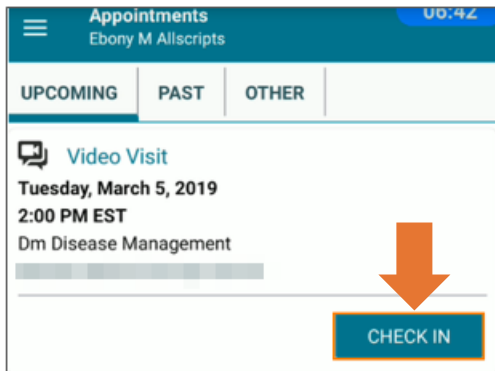
FMH TeleHealth Patient Workflow

Step 9: FMH will open in the **Action Center**. The first time you set up the application, you will need to enable device permissions if you plan on using video visits.

Step 10: Once all device permissions are enabled, go back to the **Action Center** page. Select the **Check In** option.

Step 11: On the **UPCOMING** appointments screen, click the **CHECK IN** button.
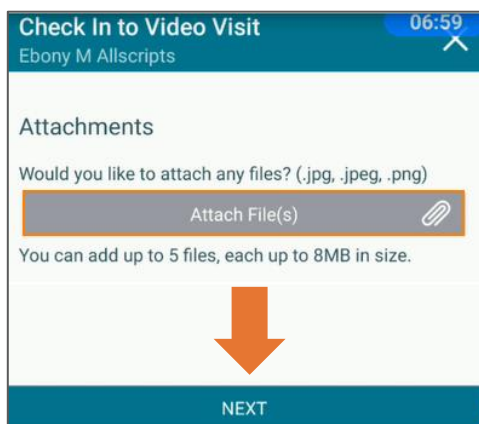
Step 12: FMH will allow you to attach a file to your video visit. Attach files as needed and then click **NEXT**.

FMH TeleHealth Patient Workflow

Step 13: Ensure your **Preferred Phone Number** is listed correctly. Also, make sure your correct **Preferred Pharmacy** is showing. If not, tap on the option to change/add.

Important Note: TeleHealth visits require you to have a pharmacy present.

Step 14: If the pharmacy information is incorrect change the pharmacy accordingly. FMH will attempt to find all pharmacies within a specific distance from your stored zip code. Once the correct pharmacy is found, tap on the option.

Step 15: Select the **SUBMIT** button when all information is correct (phone number and preferred pharmacy).

Step 16: Once submitted, FMH will check you in for your visit. Either click **OK** or wait until the video visit begins.

Step 17: Once the video visit starts, you will see the clinician's video on the left, and your video in the lower right corner.

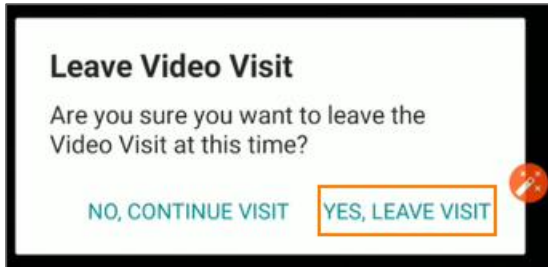For internal use only. Confidential and proprietary. Not for distribution.

FMH TeleHealth Patient Workflow
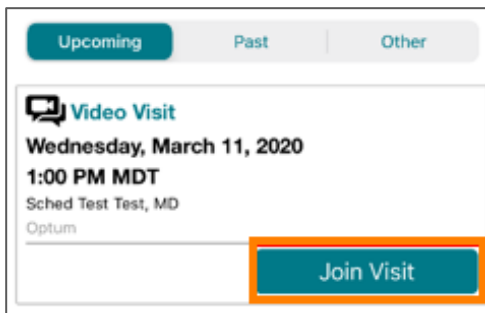
How to Leave/Rejoin a TeleHealth Visit

Step 1: To leave the visit and have the option of returning, select the **Leave** button.

Important Note: The **Leave** option allows the patient and/or the clinician the ability to "take a break" and return to the video at a later time.

Step 2: When leaving the visit, you will be prompted to either continue or leave the visit. To leave, select **YES, LEAVE VISIT** button.
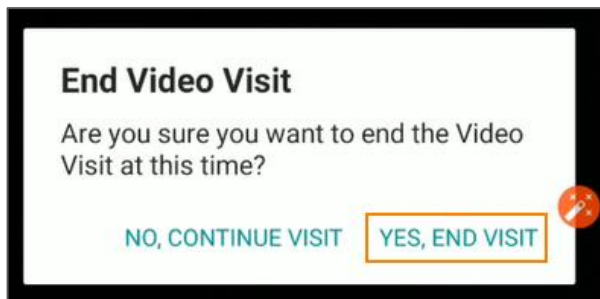
Step 3: To rejoin the visit, click the **Join Visit** button again.

How to End a TeleHealth Visit

Step 1: To end the visit, select the **End** button.

Step 2: Click the **YES, END VISIT** button.