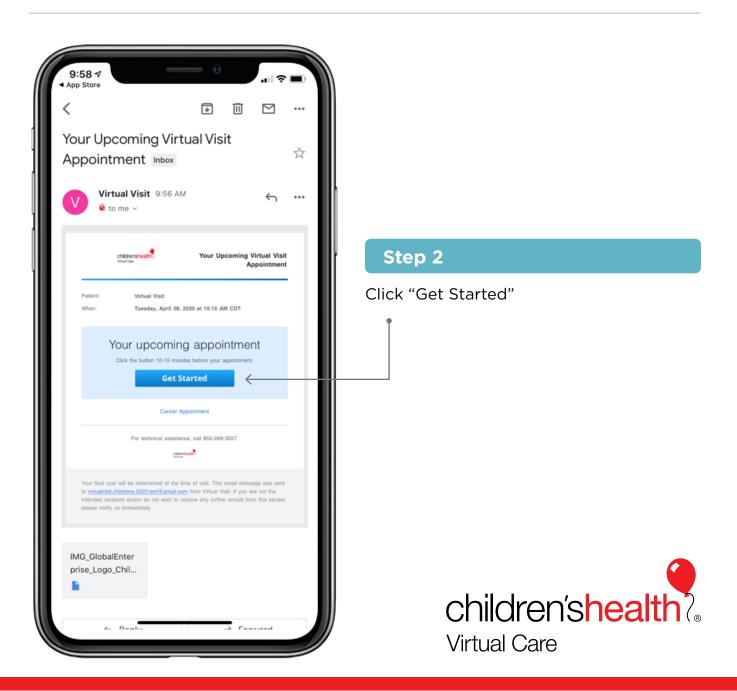
# **Children's Health Virtual Visit** Signing into your Scheduled Appointment



# Log into your Email to View the Appointment

9:58 • App Sto			
PRIMA	RY		
V	Virtual Visit Your Upcoming Virtual Visit Appointne Your Upcoming Virtual Visit Appointme Google Community Team Finish setting up your new Google Ac	nt Pa 🟠 9:53 AM	
	Google banner Hi Virtual, Welcome to C		Step 1
			Open the Virtual Visit email that says "Your Upcoming Virtual Visit Appointment"
		+	<b>children'shealth</b> Virtual Care

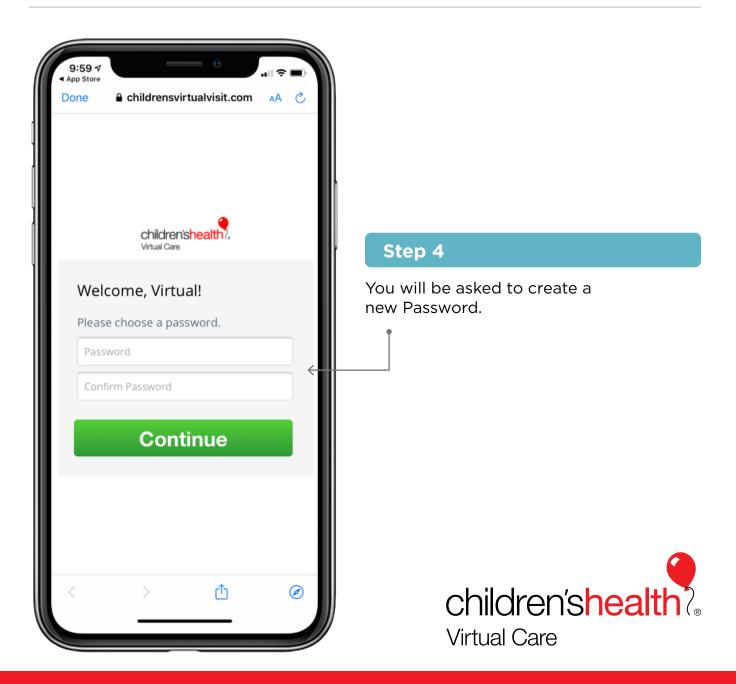
### Log into your Email to View the Appointment



# Log into your Email to View the Appointment

9:59 17 App Store Vour Upcoming Virtual Visit Appointment Inbox	
Virtual Visit 9:56 AM	
chickstratives Your Upcoming Virtual Visit	Step 3
Patient: Virtual Vielt When: Tuesday, April 28, 2020 at 10:15 AM CDT	Open with an existing Internet browser on your Phone.
Your upcoming appointment	Ī
Open with	
Chrome Google, Inc. Get	
Google Google, Inc. Get	
Safari Open ←	
Ask me which app to use every time	children'shealth? Virtual Care

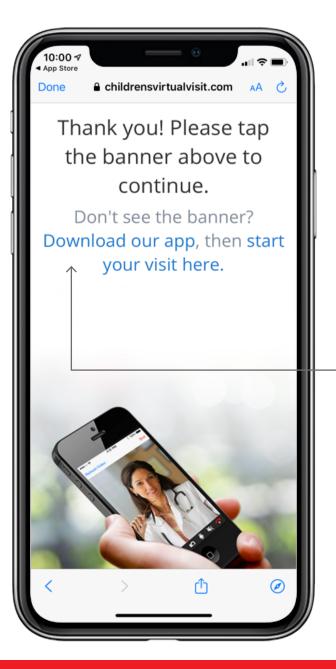
### **Create your own Password**



# **Create your own Password**

10:00 √ App Store Done	
Welcome, Virtual! Please choose a password.	Step 5
Continue	After you create your Password, click "Continue."
	children'shealth? Virtual Care

### **Download the App**



#### Step 6

Click "Download our App" to download the Children's Virtual Visit app to see your provider.



### **Download the App**

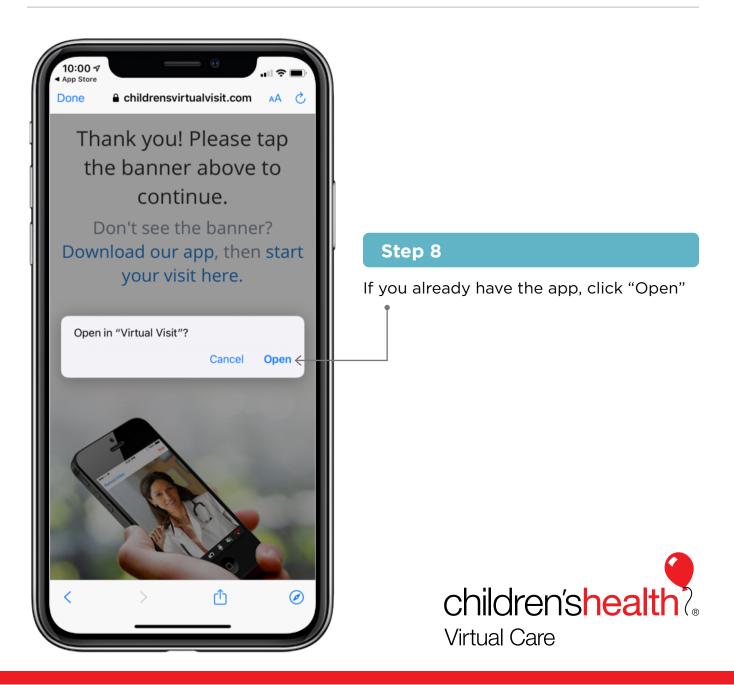


### Step 7

You should be taken to the app with the purple background and red balloon to download.



### **Download the App**



### Log into Children's Health Virtual Visit and Click on your Appointment

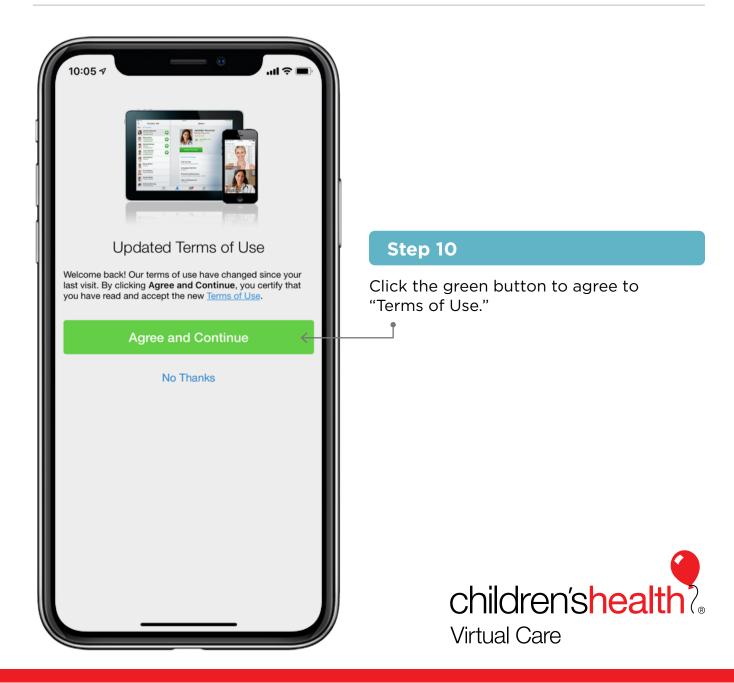
10:01 √ • Gmail
children'shealth? Virtual Care
virtualvisit.childrens.2020.test@gmail.com
SHOW
Remember Me Set up Face ID
Log In
Need help logging in?
Prev Next Done

#### Step 9

Log in with the same email you used to access your appointment and enter the password you just created. Click the blue button to "Log In."



### Log into Children's Health Virtual Visit and Click on your Appointment



### Log into Children's Health Virtual Visit and Click on your Appointment

All Services ~     Behavioral Health Care     BEHAVIORAL HEALTH
BEHAVIORAL HEALTH
E Schedule Appointment
Urgent Care Providers
URGENT CARE
Visit Now
Children's Health Partner Providers Gastro
Visit Now
$\checkmark$
Services Calendar My Health Messages More

#### Step 11

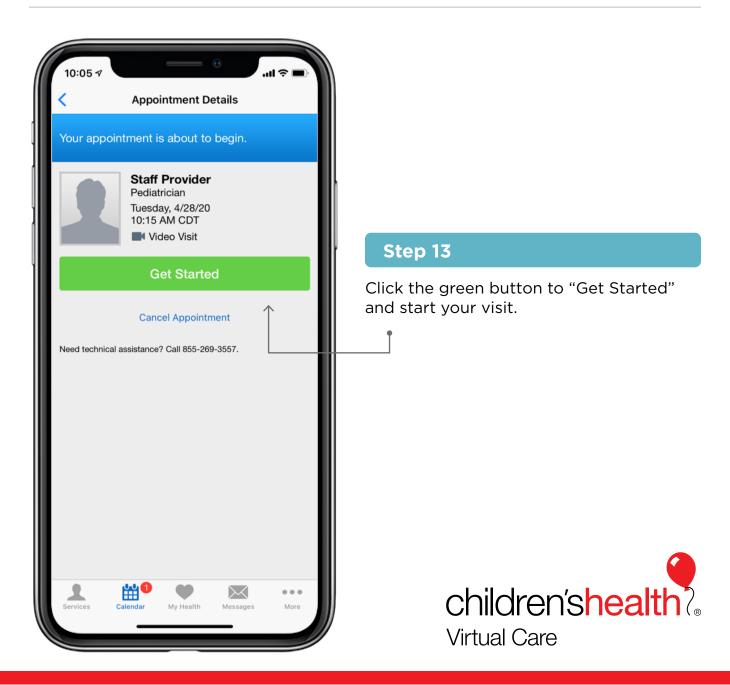
You will see a red circle on the Calendar to notify you that you have an appointment. Click the calendar to access your appointment.



# Start your Visit

10:05 🕫 🖸		
Calendar		
Your upcoming appointments are listed be view past or canceled appointments, tap M from your menu.	elow. To Messages	
10:15 AM CDT on 4/28/20Staff Provider, Pediatrician		
		Step 12
		Click "Start Visit" to start the visit with
It's time for your 10:15 AM appointment.		your Doctor.
Dismiss Start Visi	t	
Services Calendar My Health Message	s More	children'shealth
		Virtual Care

### **Start your Visit**



### **Start your Visit**

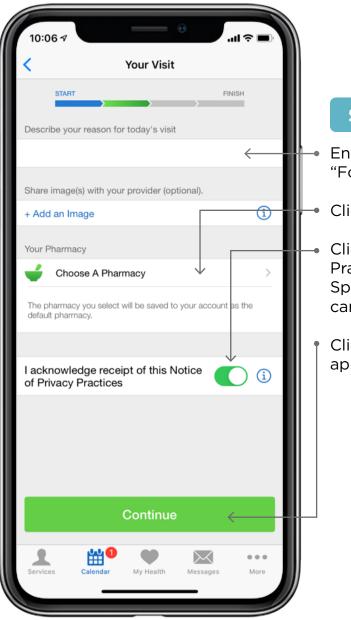
Indicates required field Vho is this visit for? * Me $\bullet$ Vhere can this provider call you for follow-up, if needed? Invite guest(s) to join your visit (optional). Invite a Guest Invite	10:05 7	
Vho is this visit for? *   Ae   Image: Continue	10.05 %	
Vho is this visit for? *   Ae   Image: Continue		
Vho is this visit for? *   Ae   Image: Continue		
Ae Vhere can this provider call you for follow-up, if needed?	Indicates required field	
Where can this provider call you for follow-up, if needed?   wite guest(s) to join your visit (optional).   Invite a Guest     Invite a Guest     Image: Im	Who is this visit for? *	
nvite guest(s) to join your visit (optional).	Ме	
nvite guest(s) to join your visit (optional).		
Invite a Guest	Where can this provider call you for follow-up, if	needed?
Invite a Guest		^
Invite a Guest	Invite guest(s) to join your visit (optional).	
Continue	+ Invite a Guest	(i)
⊥ ∰⁰ ♥ ⊠ …		
⊥ ∰⁰ ♥ ⊠ …		
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⊥ ∰⁰ ♥ ⊠ …		
	Continue	
	1 🗰 🖤 🖂	•••
		More

### Step 14

Enter your phone number so your doctor can call you back if needed, then click the green "Continue" button.



### **Enter your Information**



#### Step 15

Enter the reason for your visit, such as "Follow-up Appointment".

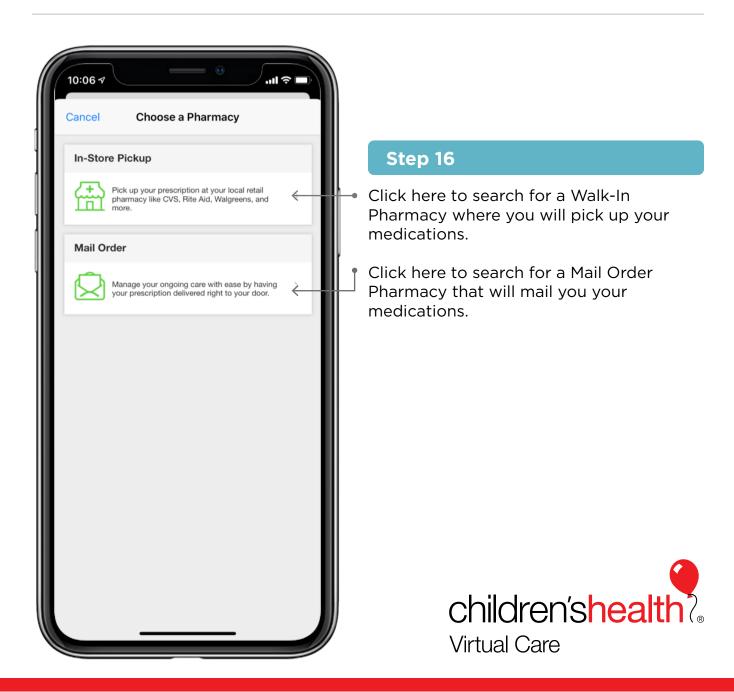
Click here to select your Pharmacy.

Click here to acknowledge Privacy Practices. If you would like these in Spanish, please contact your clinic so they can email them to you.

Click the green button to continue to your appointment.



### **Enter your Information**



# **Selecting your Pharmacy**

10:06 <b>-</b>	
Cancel Choose A Pharmacy	
Dallas, TX	
Find Pharmacy	
	Step 17
	Enter the city your Pharmacy is in, then click the green button to "Find Pharmacy.'
qwertyuiop	
asdfghjkl	
☆ z x c v b n m	
123 space return	
÷	children'shealth? Virtual Care

### **Selecting your Pharmacy**

	Select a Pharmacy	<b>Q</b>
1.	CarePlus CVS/pharmacy #2477 RETAIL, SPECIALTY 208 S AKARD STREET PC08 DALLAS, TX 75202	0.4 miles
2.	<b>CVS/pharmacy #5314</b> RETAIL 1411 MAIN ST DALLAS, TX 75202	0.4 miles
3.	Plaza Medical Pharmacy RETAIL 700 N Pearl Street N-208 Dallas, TX 75201	0.7 miles
4.	ReNue RX #3 RETAIL 700 N Pearl Street N-208 Dallas, TX 75201	0.7 miles
5.	<b>CVS/pharmacy #10758</b> RETAIL 2501 N. Field St. Dallas, TX 75201	1.2 miles
6.	Texas Oncology Pharmacy-Sammons RETAIL 3410 Worth Street Suite 350 Dallas, TX 75246	1.3 miles
7.	Baylor Scott & White Pharmacy #103 RETAIL 3410 Worth St Ste 240	1.3 miles

### Step 18

Find your Pharmacy in the list and click on it.



### **Selecting your Pharmacy**

<ul> <li>Your Visit</li> <li>START FINISH</li> <li>Describe your reason for today's visit</li> <li>Describe your reason for today's visit</li> <li>Share image(s) with your provider (optional).</li> <li>+ Add an Image ()</li> <li>Your Pharmacy</li> <li>CILDREN'S MED CTR OUTPATIENT RETAL 1935 MEDICAL DISTRICT DRIVE DALLAS, TX 75235</li> <li>(214) 456-2879</li> <li>(214) 456-2879</li> <li>(214) 456-2898</li> <li>NA</li> <li>The pharmacy you select will be saved to your account as the default pharmacy.</li> </ul>
Describe your reason for today's visit  Share image(s) with your provider (optional).  + Add an Image  Your Pharmacy  CHILDREN'S MED CTR OUTPATIENT RETAIL  1935 MEDICAL DISTRICT DRIVE DALLAS, TX 75235  ↓ (214) 456-2879  ↓ (214) 456-2898  N/A  The pharmacy you select will be saved to your account as the
Share image(s) with your provider (optional). + Add an Image (i) Your Pharmacy CHILDREN'S MED CTR OUTPATIENT RETAIL 1935 MEDICAL DISTRICT DRIVE DALLAS, TX 75235 ↓ (214) 456-2879 ⊕ (214) 456-2879 ⊕ (214) 456-2698 ■ N/A The pharmacy you select will be saved to your account as the
+ Add an Image  Your Pharmacy  CHILDREN'S MED CTR OUTPATIENT RETAIL  1935 MEDICAL DISTRICT DRIVE DALLAS, TX 75235  ↓ (214) 456-2879  ↓ (214) 456-2698  N/A  The pharmacy you select will be saved to your account as the
+ Add an Image  Your Pharmacy  CHILDREN'S MED CTR OUTPATIENT RETAIL  1935 MEDICAL DISTRICT DRIVE DALLAS, TX 75235  ↓ (214) 456-2879  ↓ (214) 456-2698  N/A  The pharmacy you select will be saved to your account as the
Your Pharmacy  CHILDREN'S MED CTR OUTPATIENT RETAIL  1935 MEDICAL DISTRICT DRIVE DALLAS, TX 75235  ↓ (214) 456-2879  ↓ (214) 456-2698  N/A  The pharmacy you select will be saved to your account as the
CHILDREN'S MED CTR OUTPATIENT RETAIL 1935 MEDICAL DISTRICT DRIVE DALLAS, TX 75235 € (214) 456-2879 € (214) 456-2698 ≅ N/A
RETAIL 1935 MEDICAL DISTRICT DRIVE DALLAS, TX 75235 ↓ (214) 456-2879 ⊕ (214) 456-2698 ■ N/A The pharmacy you select will be saved to your account as the
I acknowledge receipt of this Notice (i)
Continue
Services Calendar My Health Messages More

#### Step 19

You will see your Pharmacy show up. Click the green button to continue to your appointment.



# **Enter your Health Information**

10:07 <b>-</b>	Medical History	( <b>■</b> \$ III.	
CONDITIO Have you eve conditions?	$\rightarrow$ $\rightarrow$ $\rightarrow$	FINISH	
Alco	hol Use Disorder gies	ŀ	Step 20
Anxi			You can enter your Health "Condition here, or you can skip and click the gr button to "Continue" to your visit.
Asth	ma I Fibrillation		
	ntion Deficit Disorder		
	k Pain Ilar Disorder		
Brea	Continue	<u> </u>	
Services	Latendar My Health Mess	iges More	<b>children'shealt</b> Virtual Care

### **Enter your Health Information**

Medications          START       FINISH         Are you currently taking any medications?       Search         Q Enter Medications       Search	
Are you currently taking any medications?	
Q Enter Medications Search	
$\uparrow$	I
	Į
	I
	I
	I
	I
	I
$\downarrow$	
Continue	
Services Calendar My Health Messages More	
mule moles moles	

#### Step 21

You can enter your "Medications" here, or
you can skip and click the green button to "Continue" to your visit.



### **Enter your Health Information**

10:08 7	( <b>ا</b> \$ اد.			
< Vitals				
START	FINISH			
Would you like to share your vitals for	r this visit?			
Weight (optional)				
Enter Weight	<			
Temperature (optional)				
Enter Temperature	<			
Blood Pressure (optional)				
Enter Systolic	mmHg			
Enter Diastolic	mmHg			
Share my Health Summary and Medication History				
Continue				
Services Calendar My Health	Messages More			

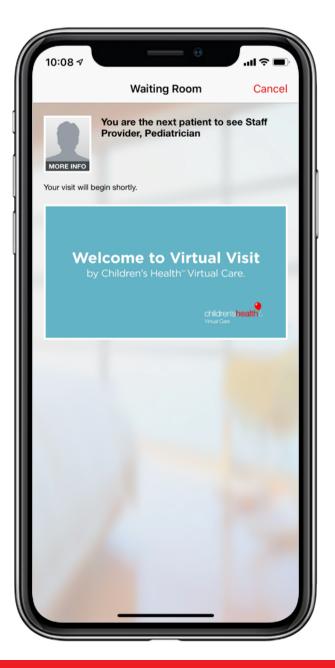
### Step 22

You can enter your "Vitals" here, or you
can skip and click the green button to "Continue" to your visit.

Make sure the toggle is green to share your health information with your doctor.



### **Connecting to your Visit**

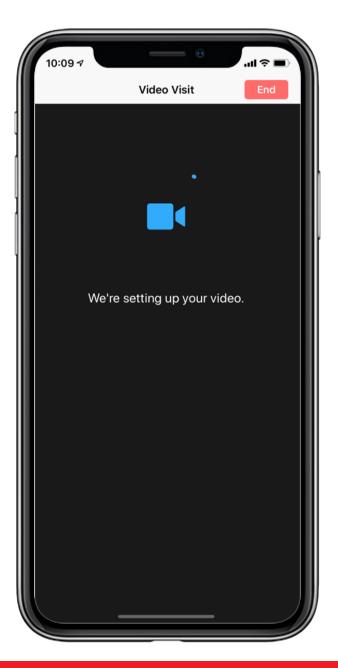


#### Step 23

Your visit has now started. You will see a video "Welcome to Virtual Visit". While you watch this, your doctor is opening your profile and getting ready for the visit.



### **Connecting to your Visit**

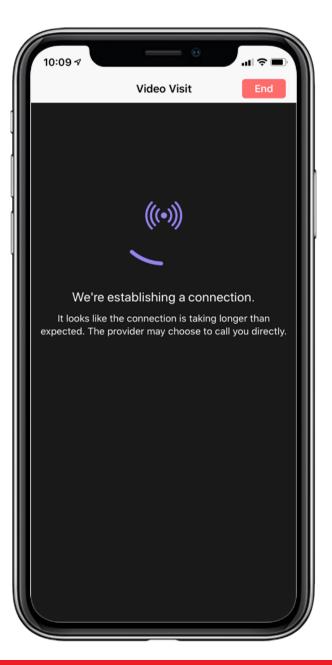


### Step 24

When the provider starts the visit, you will see the message that your video is being set up.



### **Connecting to your Visit**



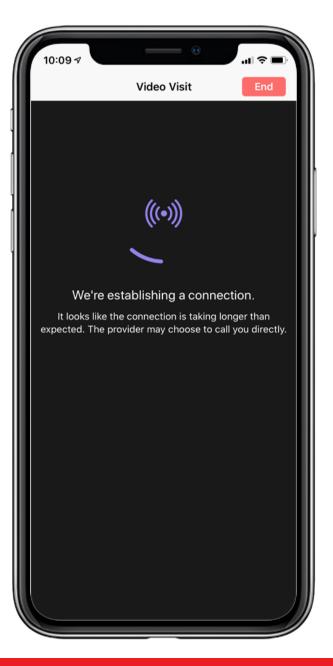
#### Step 25

You may see a message that the video is trying to "Establish a Connection". This could mean the connection is taking longer than normal. Try:

- 1. Checking the strength of your WiFi
- 2. Switching off your WiFi on your phone and connecting over Cellular (3G/4G)



### How to Troubleshoot if your Visit does not Connect



#### Step 26

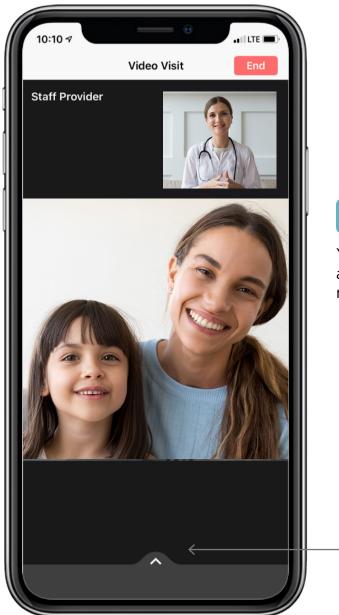
You may see a message that the video is trying to "Establish a Connection". This could mean the connection is taking longer than normal. Try:

- 1. Checking the strength of your WiFi
- 2. Switching off your WiFi on your phone and connecting over Cellular (3G/4G)





### Navigating through the video visit



#### Step 27

Your visit has started! Click the arrow below to control your camera, microphone, speakers, and video.



### Navigating through the video visit



#### Step 28

- 1. Allows you to turn off your camera.
- 2. Allows you to turn off your microphone.
- 3. Allows you to switch your camera view.
- 4. Allows you to invite a guest to your appointment by sending them an email.
- 5. Allows you to refresh your video connection.
- 6. Allows you to turn off your speakers.



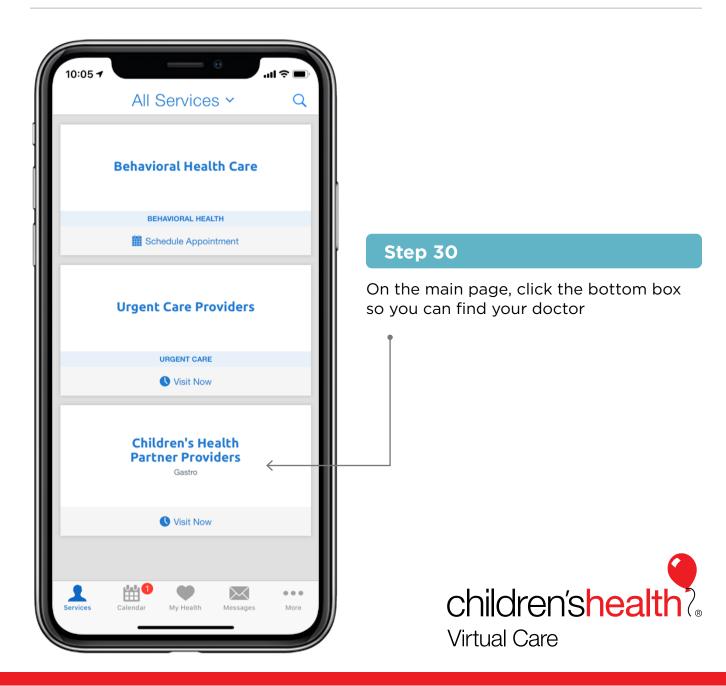
### Navigating through the video visit

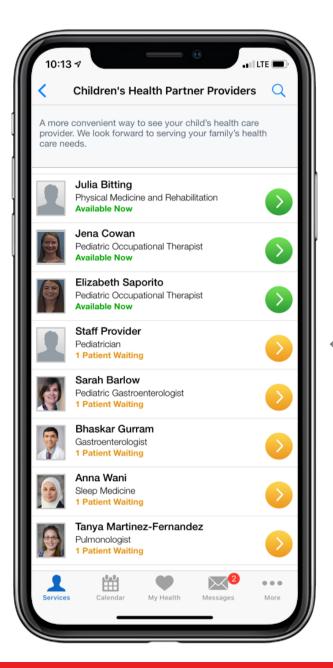
10:11 -7	
Thank You	
This concludes your visit with Staff Provider, Pediatrician.	
To review your visit and receive any follow-up information check your secure messages.	
If you had not used Children's Health Virtual Visit today, where would you have gone instead?	
Select an answer	>
How was your visit?	
Rate your overall experience	
OK	
Done ←	

#### Step 29

When your appointment is finished, rate your experience on the platform and click the green button to end the visit.







#### Step 31

Scroll through the list until you find your doctor and click on the arrow to reconnect with them.



10:13 7			
<	Details		
	Staff Provider Pediatrician 1 Patient Walting		
	I'll Wait	<	
Welcome!			
Languages S English	Spoken:		
<b>Professional</b> Other , 2015	Education:		С
<b>Years of Exp</b> 4 years	erience:		pi
🖂 Send a I	Vessage		
	llendar My Health	Messages More	

#### Step 32

Click the orange button to go into the providers virtual waiting room.







#### Step 34

Your visit will restart. You will see the waiting room video. When the provider starts the video on their side, your video will start.

\*\*Refer back to Steps 24-28.



# **Technical Questions – Call or Email**

Contact the Virtual Visit Helpdesk: 1-877-369-0769

Email Virtual Visit Helpdesk: <u>childrensvirtualvisit@americanwell.com</u>

