

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.

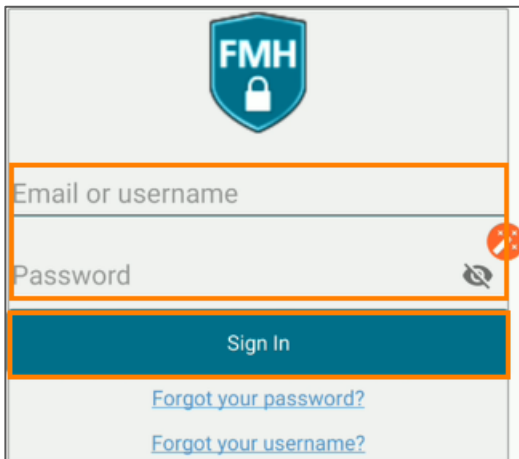
Step 2: You will also receive a reminder e-mail when it is close to your appointment time.

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**.



The screenshot shows the FMH Sign In screen. At the top is the FMH logo, which is a blue shield with a white padlock and the letters 'FMH'. Below the logo are two input fields: 'Email or username' and 'Password'. The 'Password' field has a red 'X' icon on the right side. Below the input fields is a blue 'Sign In' button. At the bottom of the screen are two links: 'Forgot your password?' and 'Forgot your username?'.

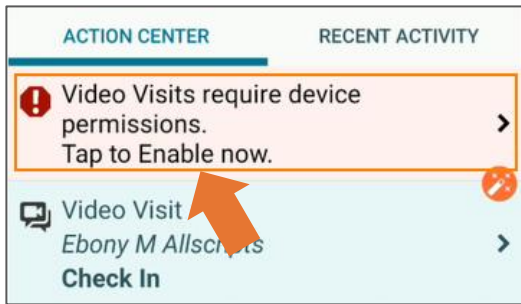
Step 7: The first time logging in to FMH, you will need to accept the **Terms of Use**. After scrolling through, select the **ACCEPT** option.

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

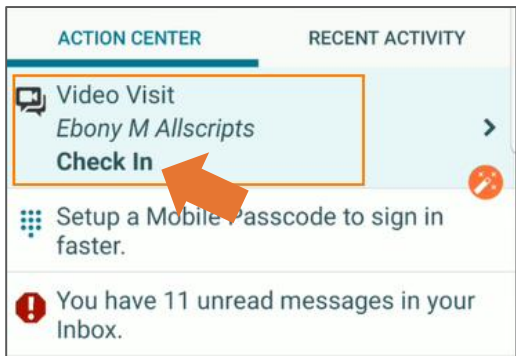
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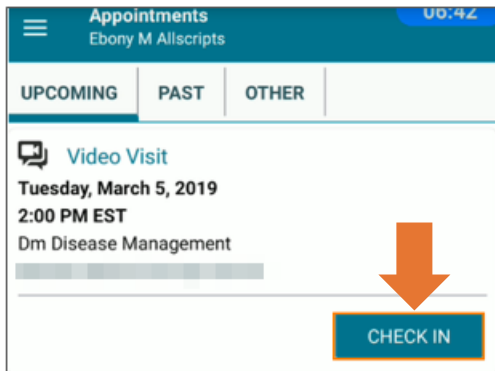
FMH TeleHealth Patient Workflow



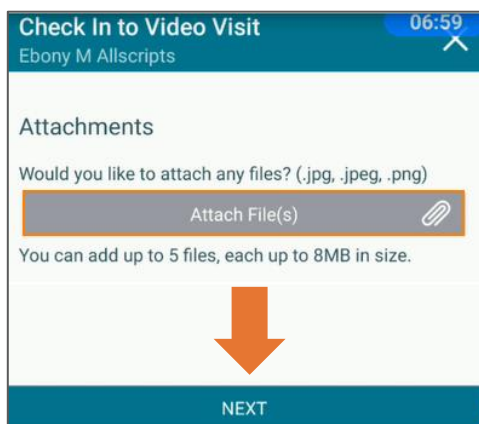
Step 9: FMH will open in the **Action Center**. The first time you set up the application, you will need to enable device permissions if you plan on using video visits.



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**.

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FMH TeleHealth Patient Workflow

Preferred Phone Number

What is the best number to reach you at if there are questions?

Country Code

+1 878-987-8797

Preferred Pharmacy

What Pharmacy do you wish to use for this video visit?

CVS/PHARMACY #0411

500 S 11TH ST
LAKE WALES, Florida 33853

+1 863-676-4411

Change Pharmacy

SUBMIT

You are all checked in.
Your visit will start at approximately
2:00 PM EST

We will notify you as soon as your Video Visit is ready to join.

APPOINTMENT TYPE

TeleHealth 20

PREFERRED CONTACT NUMBER

878-987-8797

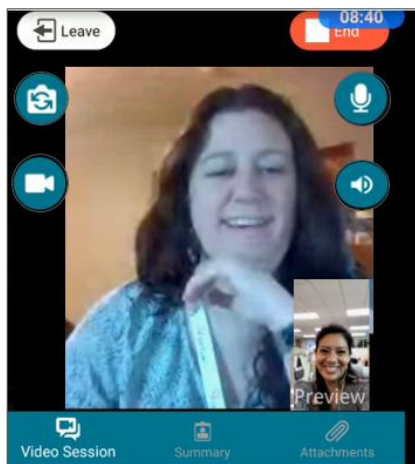
PREFERRED PHARMACY

WALMART NEIGHBORHOOD MARKET 5654

3671 W HILLSBOROUGH AVE
TAMPA, Florida 33611

+1 813-498-4097

OK



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.

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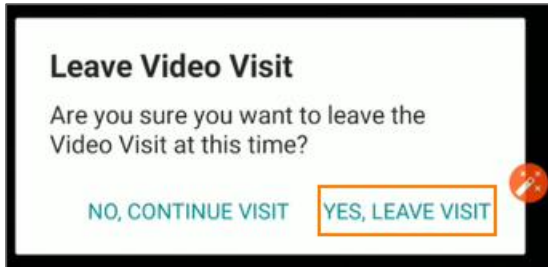
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FMH TeleHealth Patient Workflow

How to Leave/Rejoin a TeleHealth Visit

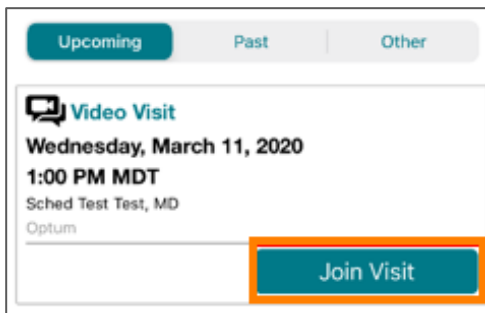


Step 1: To leave the visit and have the option of returning, select the **Leave** button.



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.

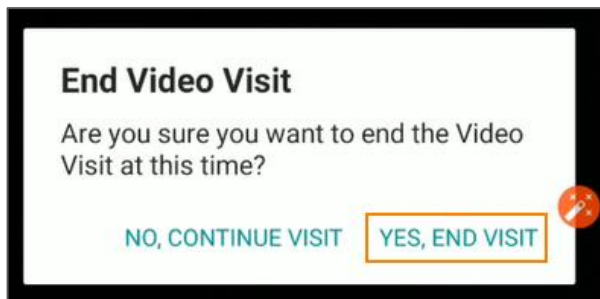


Step 3: To rejoin the visit, click the **Join Visit** button again.

How to End a TeleHealth Visit



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



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

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