TELEHEALTH USER GUIDE

Preparing for Your Visit

Make sure you have reliable internet access.

Have your insurance card and medication list on hand.
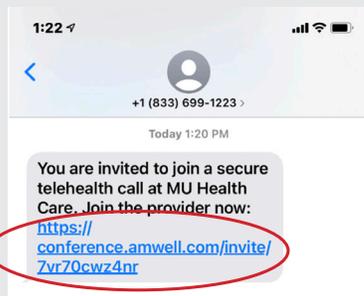
For the best experience, iPhone users should set Safari as their default browser and Android users should use Google Chrome.

▶ Joining a Visit via Text (SMS) Invitation:

1 You will receive a text message from **(833) 699-1223** to your mobile device for your upcoming telehealth visit.
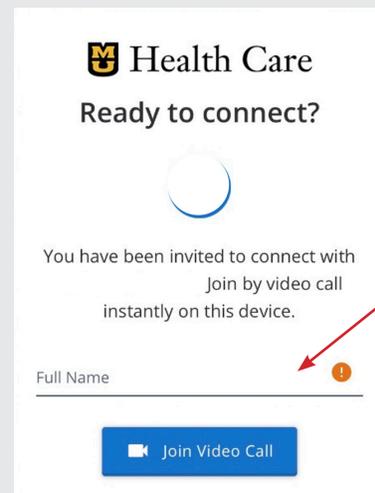
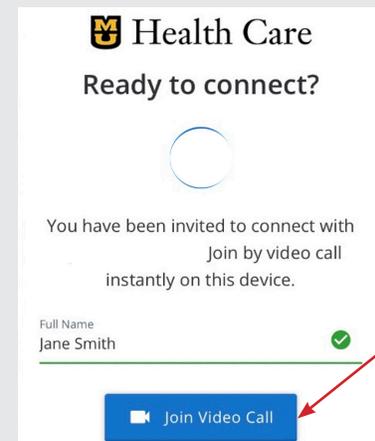**2** Tap on the link in the text message

3 The link will open a web browser, click on the "**Join Now (no download)**" button.

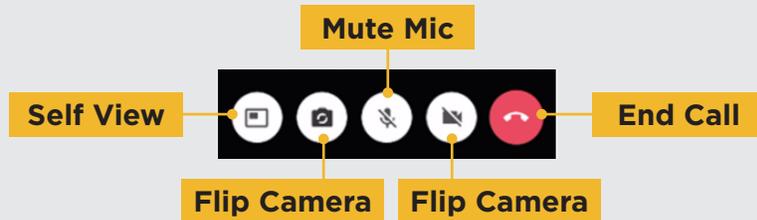**4** Enter your "**First and Last Name**" in the Full Name field
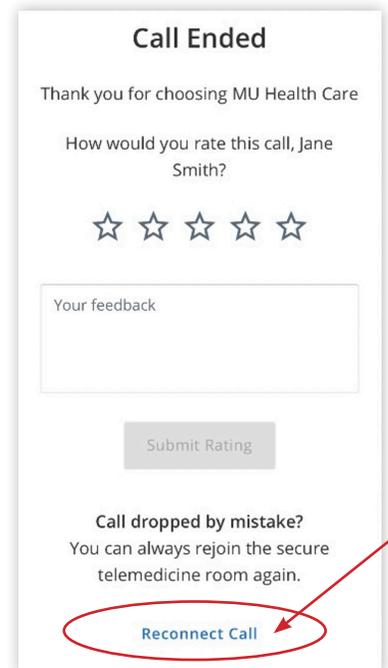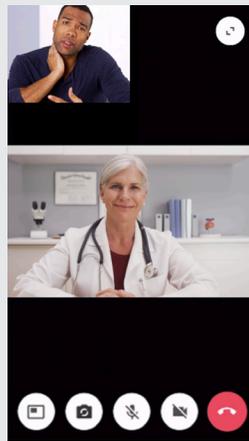

5 Click on the "**Join Video Call**" button

6 You will be automatically placed into the video visit. There are video controls that you can use during the video call (self-view, mute, hide camera, end call).

*If you accidentally end the call early, you can rejoin by clicking "**Reconnect Call**"*

Mute Mic

Self View — **End Call**

Flip Camera **Flip Camera**

7 When the telehealth visit is over, your provider will hang up the call and you can then click the "**End Call**" button to be disconnected.

Call Ended

Thank you for choosing MU Health Care

How would you rate this call, Jane Smith?

☆ ☆ ☆ ☆ ☆

Your feedback

Submit Rating

Call dropped by mistake?
You can always rejoin the secure telemedicine room again.
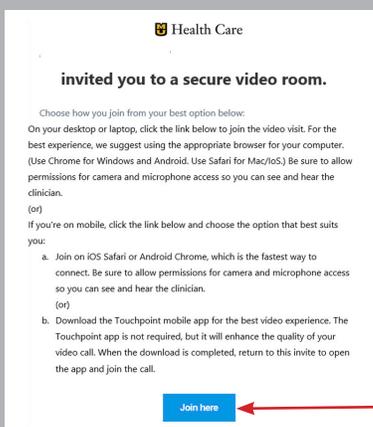
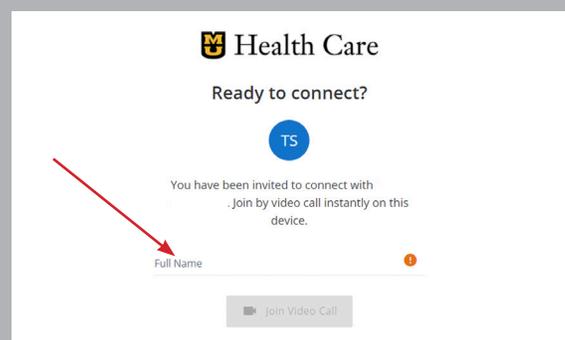**Reconnect Call**

▶ Joining a Visit via Email Invitation:

1 An invite for your telehealth visit will come via email from **noreply@amwell.com**, please open the email

noreply@amwell.com
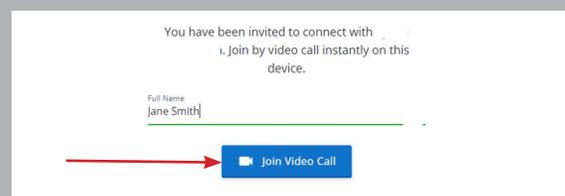You are invited to a secure video visit from MU Health Care

2 Click on "**Join Here**" in the email invite

M Health Care

invited you to a secure video room.

Choose how you join from your best option below:
On your desktop or laptop, click the link below to join the video visit. For the best experience, we suggest using the appropriate browser for your computer. (Use Chrome for Windows and Android. Use Safari for Mac/IoS.) Be sure to allow permissions for camera and microphone access so you can see and hear the clinician.
(or)
If you're on mobile, click the link below and choose the option that best suits you:
    a. Join on iOS Safari or Android Chrome, which is the fastest way to connect. Be sure to allow permissions for camera and microphone access so you can see and hear the clinician.
      (or)
    b. Download the Touchpoint mobile app for the best video experience. The Touchpoint app is not required, but it will enhance the quality of your video call. When the download is completed, return to this invite to open the app and join the call.

Join here

3 Enter your "**First and Last Name**" in the Full Name field

M Health Care

Ready to connect?

TS

You have been invited to connect with . Join by video call instantly on this device.

Full Name ❗

Join Video Call

4 Click on the "**Join Video Call**" button

You have been invited to connect with . Join by video call instantly on this device.

Full Name
Jane Smith

📹 Join Video Call

5   You will be automatically placed into the video visit. There are video controls that you can use during the video call (self-view, mute, hide camera, end call)

Mute Mic

Self View   **End Call**

Message   **Mute Camera**

6   When the telehealth visit is over, your provider will hang up the call and you can then click the "**End Call**" button to be disconnected.

*If you accidentally end the call early, you can rejoin by clicking "**Reconnect Call**"*
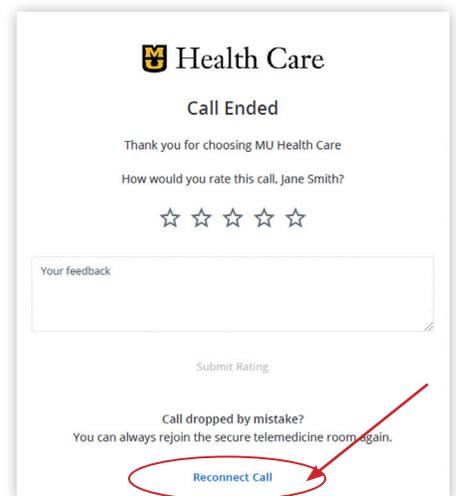
Ⓜ Health Care

Call Ended

Thank you for choosing MU Health Care

How would you rate this call, Jane Smith?

☆ ☆ ☆ ☆ ☆

Your feedback

Submit Rating

Call dropped by mistake?
You can always rejoin the secure telemedicine room again.

Reconnect Call

Ⓜ Health Care