

TIPS FOR YOUR TELEHEALTH VISITS

Talk with Your Provider from the Comfort of Home

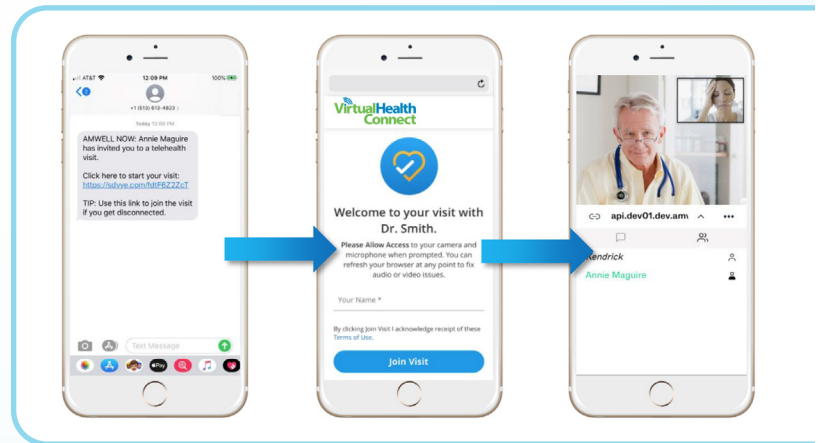
Many healthcare appointments can be managed through telehealth (video) visits using a smartphone, tablet or computer. Telehealth visits enable you to discuss your care from the convenience of home, the office or wherever you choose. Ask about this option whenever you schedule an appointment.

Once you schedule a telehealth visit with your Lutheran Health Physicians provider, you will receive an email or text message from *VirtualHealthConnect*. The link in this message will connect you to your provider. There is no need to download an application to your phone or computer.

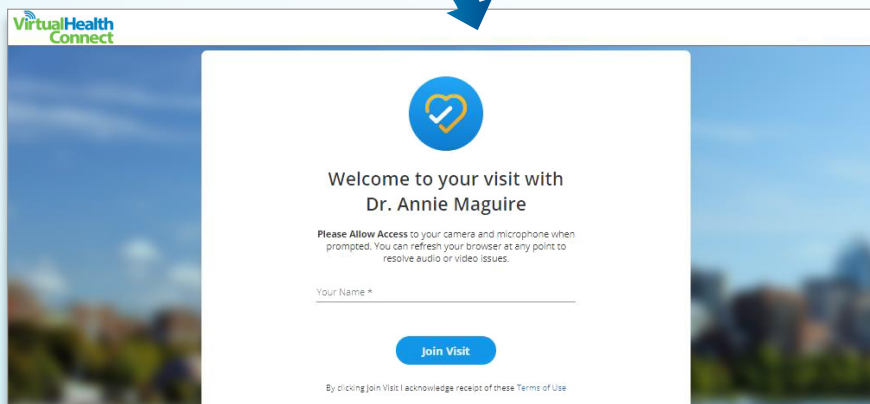


Steps to Connect with Your Provider

1. Select the link you received through text or email.
2. Enter your name on the welcome page.
3. Select **Join Visit**.
4. Join your provider in a virtual visit room.



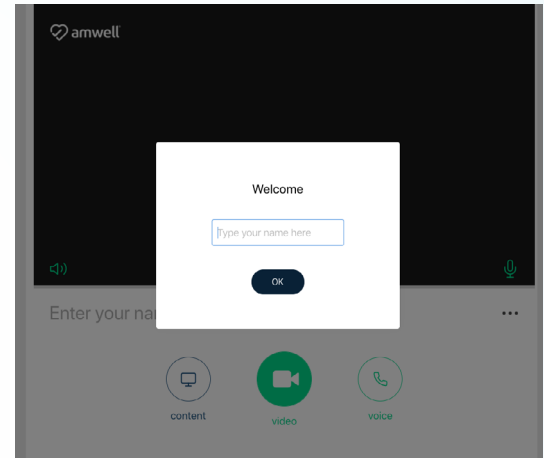
If you are using a computer or tablet, your welcome screen will look like this:



Preparing for Your Telehealth Visit

To make the most of your telehealth visit:

1. Test your device at **awnowedge.telehealthvideo.com**. If the test is unsuccessful, refer to the troubleshooting tips on the following pages or call your provider's office for support.
2. Make sure your device is charged or plugged in.
3. Have a list of medications, results of anything you keep track of at home (blood pressure, weight, temperature, etc.) and your health history with you.
4. Make sure you are in a quiet, private, well-lit area. A private setting for your telehealth visit is the most productive and will enable us to protect your personal health information.
5. Have a list of your questions ready.

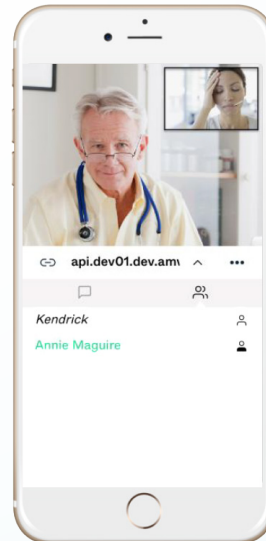


During Your Telehealth Visit

Look at your device carefully to make sure your face is clearly visible. The video of you (what your provider is seeing) will be located in the upper right corner of the screen.

Checking the Settings on Your Device

If your camera or microphone aren't working properly, check the browser/device permissions to ensure you have allowed access to both. See the following pages for additional details.

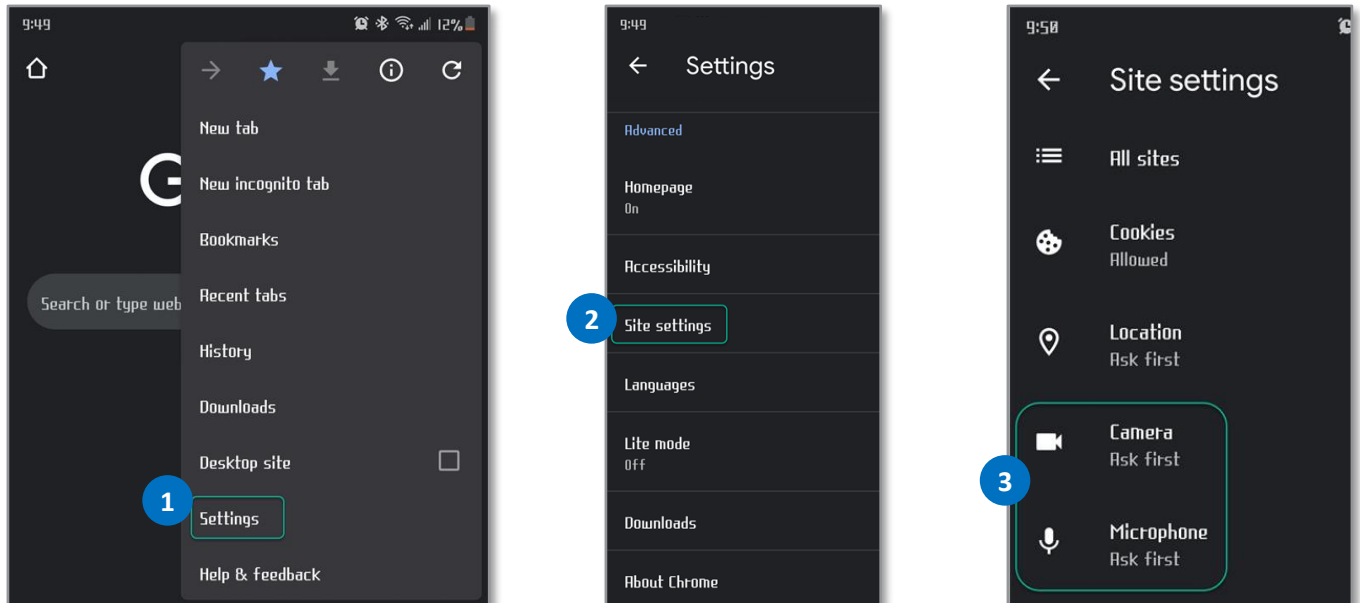


Android & iOS Mobile Device Settings

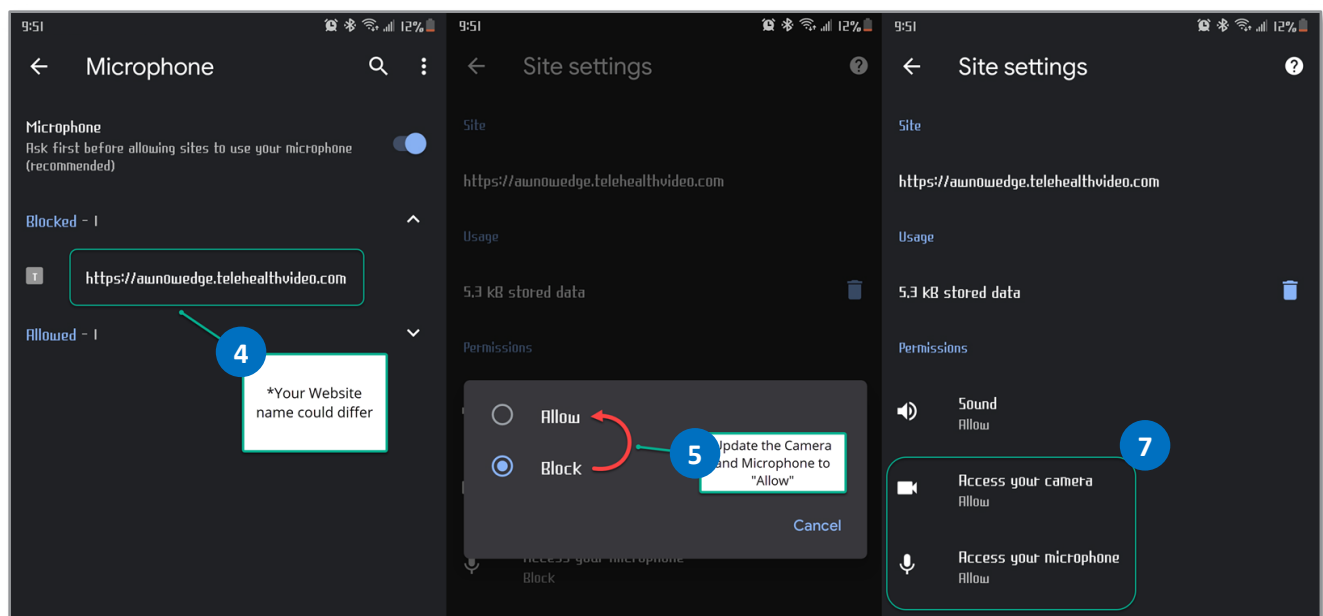
The settings below will ensure you have a successful visit while using your mobile device.

Android - Unblock Camera

1. Navigate to browser settings on your mobile device.
2. Select **Site settings**.
3. Select **Camera**.

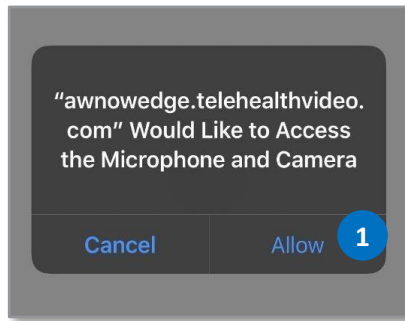


4. Select your website.
5. Select **Allow**.
6. Repeat these steps for the **Microphone**.
7. Ensure both state **Allow**.

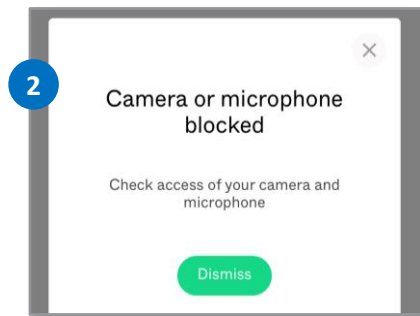


iOS – Unblock Camera

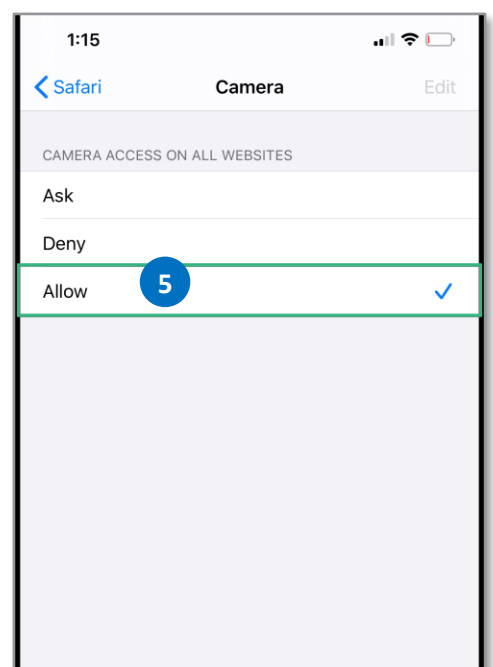
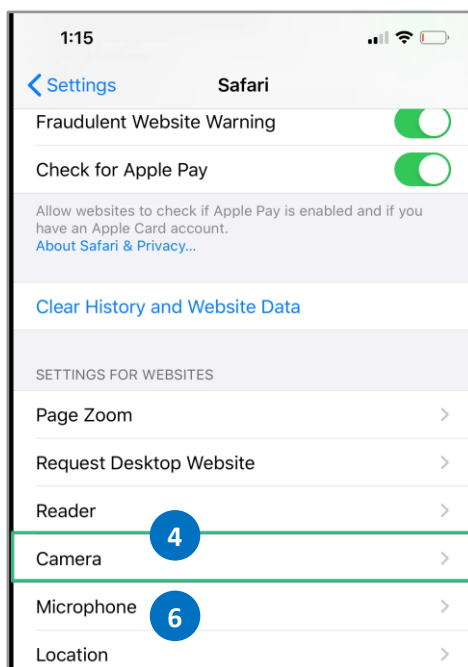
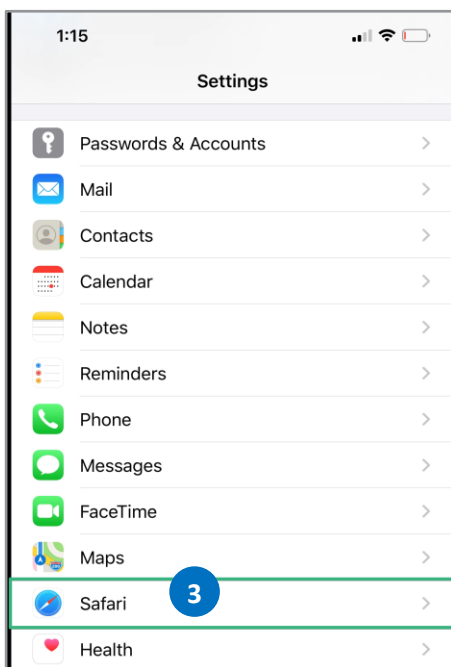
1. If prompted to access your camera before the visit, select **Allow**.



2. If the camera or microphone are blocked, you will receive a notification.

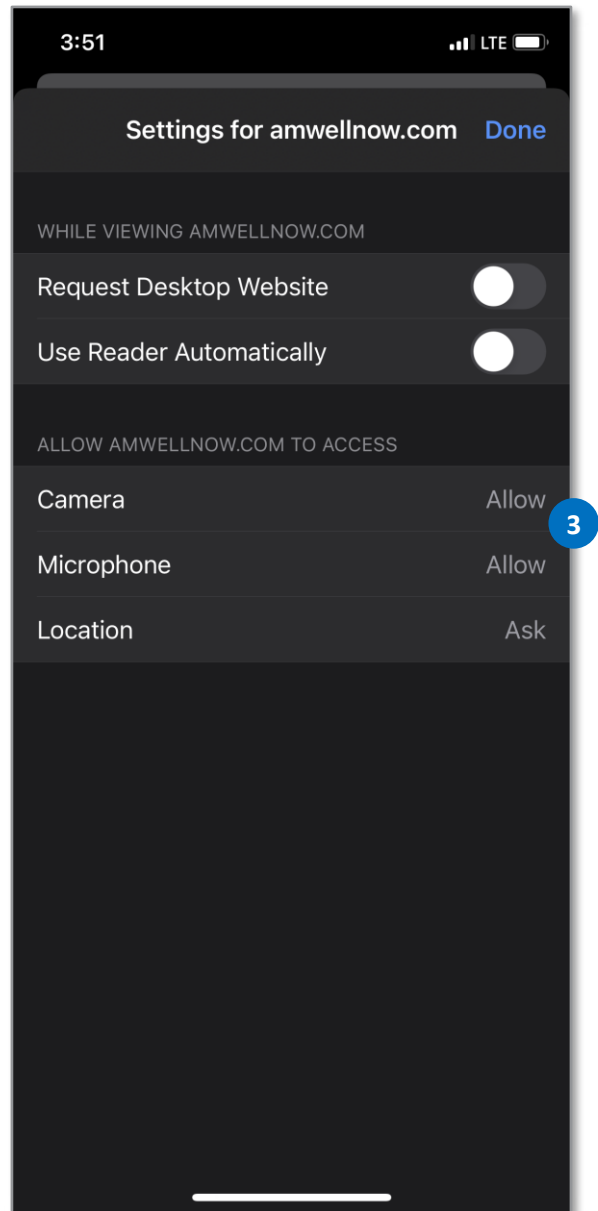
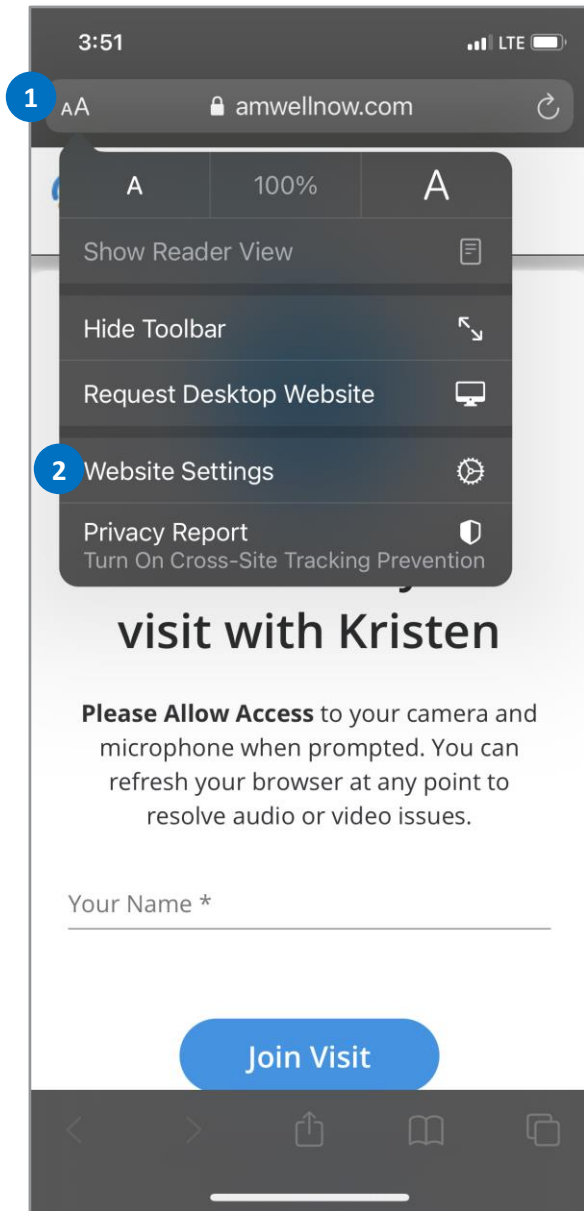


3. Navigate to the **General Settings** > and select **Safari**.
4. Select **Camera**.
5. Select **Allow**.
6. Repeat these steps for the **Microphone**.



Safari Browser Settings on iOS – Unblock Camera

1. While on your visit page within a Safari browser select **AA**.
2. Select **Website Settings**.
3. Ensure **Allow** is selected for both the **Camera** and **Microphone**.



iOS – Block all cookies

1. Navigate to the **General Settings** > and select **Safari**.
2. Scroll down to find **Block All Cookies** setting.
3. Ensure the toggle is turned off.

