WELCOME TO TELEHEALTH

Thank you for participating in telehealth consultations with your medical provider. To video connect with clinic staff, you’ll need to install the VidyoMobile app on your mobile device.

FOLLOW THESE STEPS

BEFORE APPOINTMENT

• Go to the app store on your mobile device
• Search for the app VidyoMobile
• Install the VidyoMobile app

APPOINTMENT CHECK IN — HOW IT WORKS

• The clinic will call you shortly before your scheduled check in time
• The clinic will then send a VidyoMobile LINK to your email, patient portal or via text (your preference). The LINK will look something like this: rooms.video/RBJJQF
• Click the LINK and the VidyoMobile app will open
• Click “Join Conference”
CONTINUE TO CHECK IN
• Enter your name and click “join”
• You may be the first person on the call when you connect
• The nurse and providers will be on the call shortly
• Your visit will look like this

AFTER YOUR APPOINTMENT HAS ENDED
• Exit VidyoMobile app
  (Like you would any other app on your devices)

TROUBLESHOOTING
Not seeing the “Join Conference” screen? Are you sure you installed the VidyoMobile app on your mobile devise? If you did not download VidyoMobile, go to your app store and do so now. Once downloaded, click the VidyoMobile LINK the clinic sent you again.
Also, you may need to turn on the camera and microphone on your mobile devise.

*** If you get the following screen please follow these steps:
• Close the Vidyo app
• Go back to the link the clinic sent
• Click the link again
• This should bypass the portal and put you right into the virtual visit