

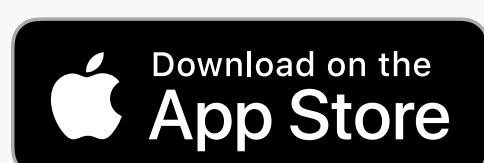
# Telehealth Appointments

## PHONE AND TABLET INSTRUCTIONS

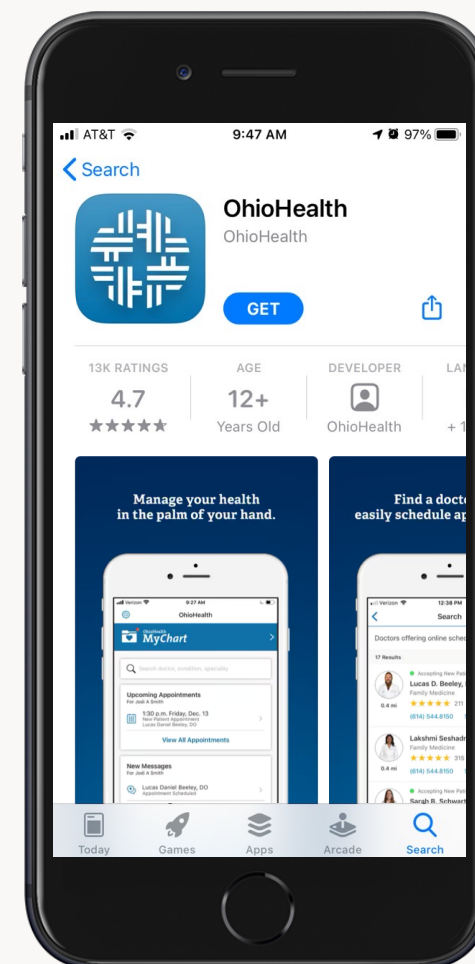
### Prepare for your video visit in the OhioHealth app

#### Step 1: Download the OhioHealth app

- Download the [OhioHealth app](#) from the Apple App Store or Google Play.

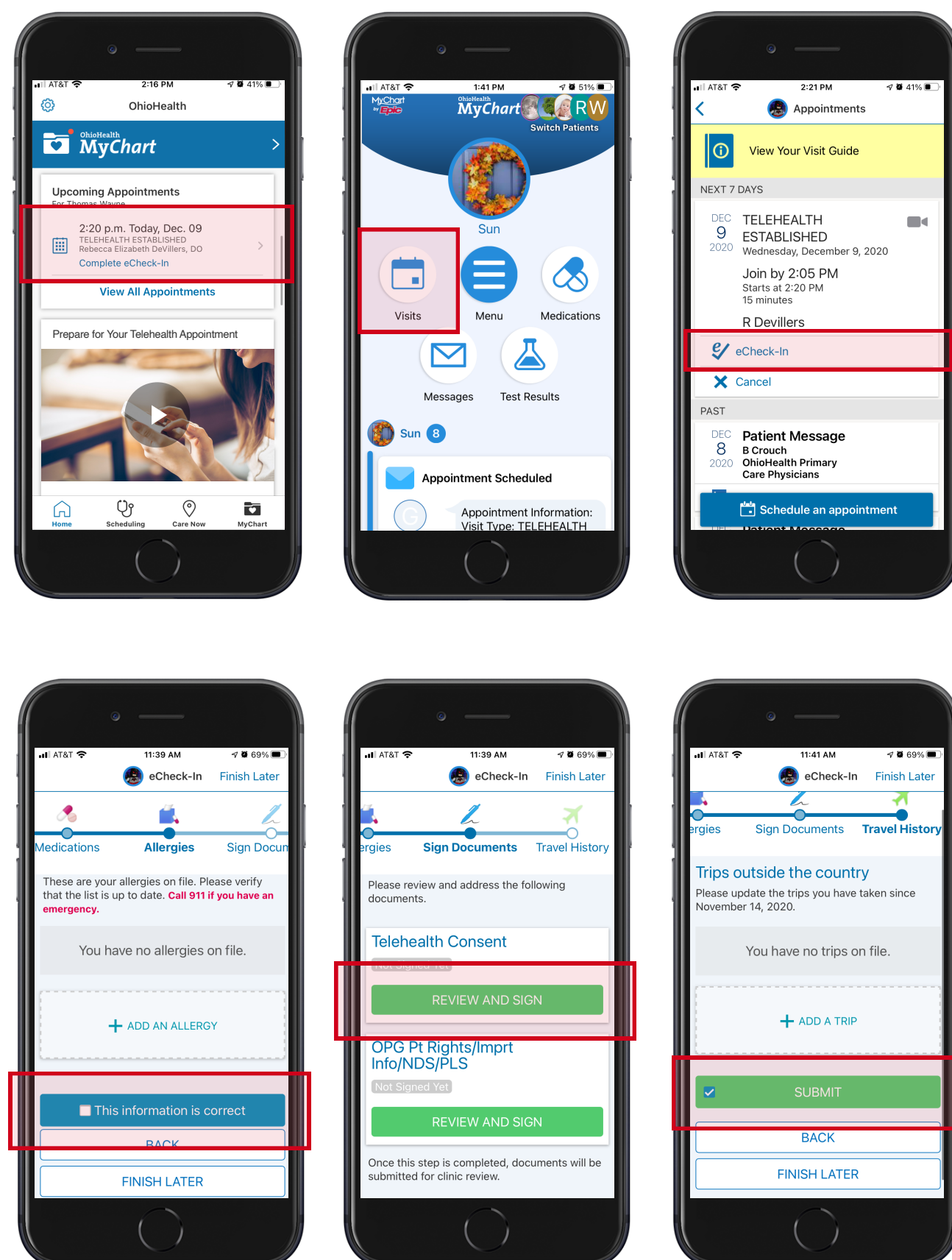


**Tip:** These images are of Apple devices. This process may look slightly different for Android devices.



#### Step 2: Verify your information

- Open the OhioHealth app and sign in to MyChart.
- Select your telehealth appointment under **Upcoming Appointments** on the home screen, or under **Visits** on your MyChart home screen.
- Tap **eCheck-In**.
- Follow the prompts to verify or update personal information, insurance, medications, allergies, and travel history.
- Tap **This Information is Correct** at the bottom of each screen.
- Review and sign the consent for treatment and patient rights forms.
- Tap **Submit** on the final screen and you will see a message that says, "Thanks for using FirstStep."
- You have completed the eCheck-In process.
- Tap **Close** in the upper right corner of the screen.
- Your setup is complete, you are now ready for your telehealth video appointment.



**Tip:** You will only see these forms if you have not completed them within the last year.

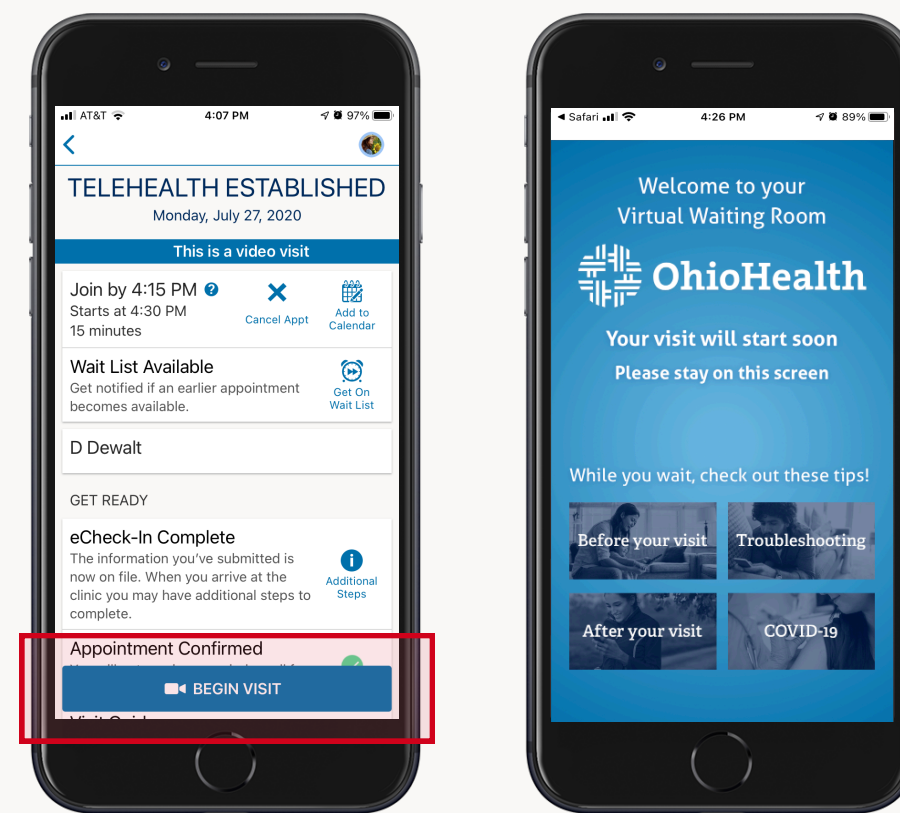
# Telehealth Appointments

## PHONE AND TABLET INSTRUCTIONS

### Start your video visit in the OhioHealth app

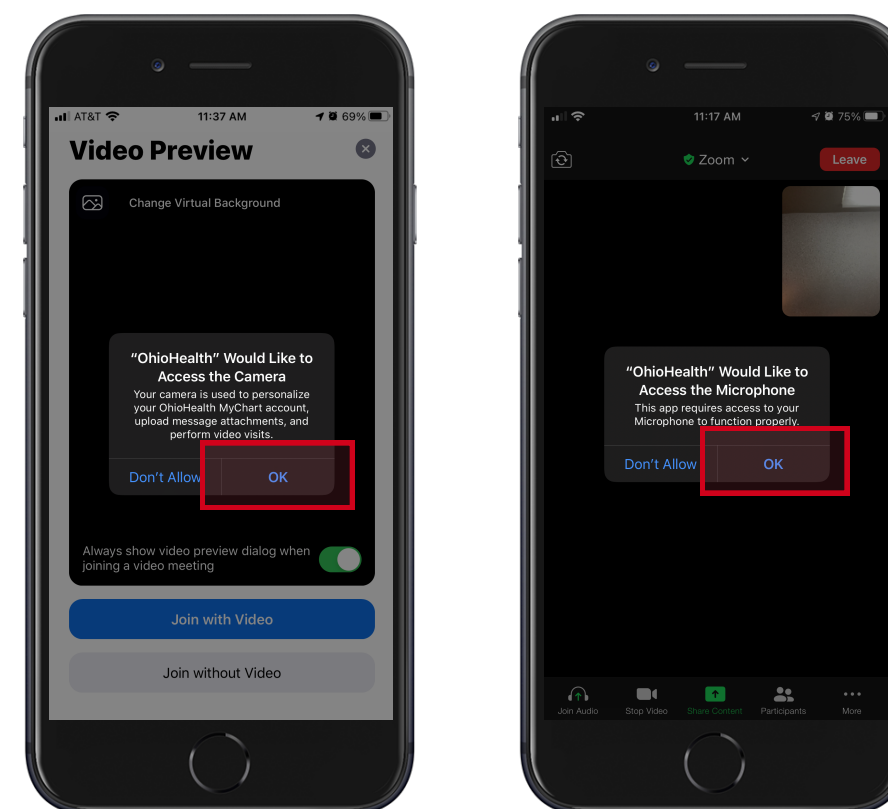
#### Step 1: Begin your video visit

- Open the OhioHealth app and sign in to MyChart 15 minutes before your appointment.
- Select your telehealth appointment under **Upcoming Appointments** on the home screen, or under **Visits** on your MyChart home screen.
- Tap **Begin Visit** at the bottom of the screen.
- You will be placed in the OhioHealth Virtual Health waiting room.



#### Step 2: Join your video visit

- Once your provider joins, tap **Join With Video**.
- When prompted, tap **Call Over Internet** for audio (or choose to use your phone for audio). If this is your first telehealth appointment, you may not automatically see this option. Just tap the screen, then tap **Join Audio**, and **Call Over Internet** will appear. You may also need to give the OhioHealth app permission to use your camera and microphone.
- You are now connected and can speak with your provider.



**Tip:** Choose a well-lit room with a door that can close, to avoid interruptions and keep your conversation confidential.

#### Step 3: End your video visit

- Tap your screen to bring up the video visit controls.
- Tap **Leave** in the top right, then **Leave Meeting**.

