

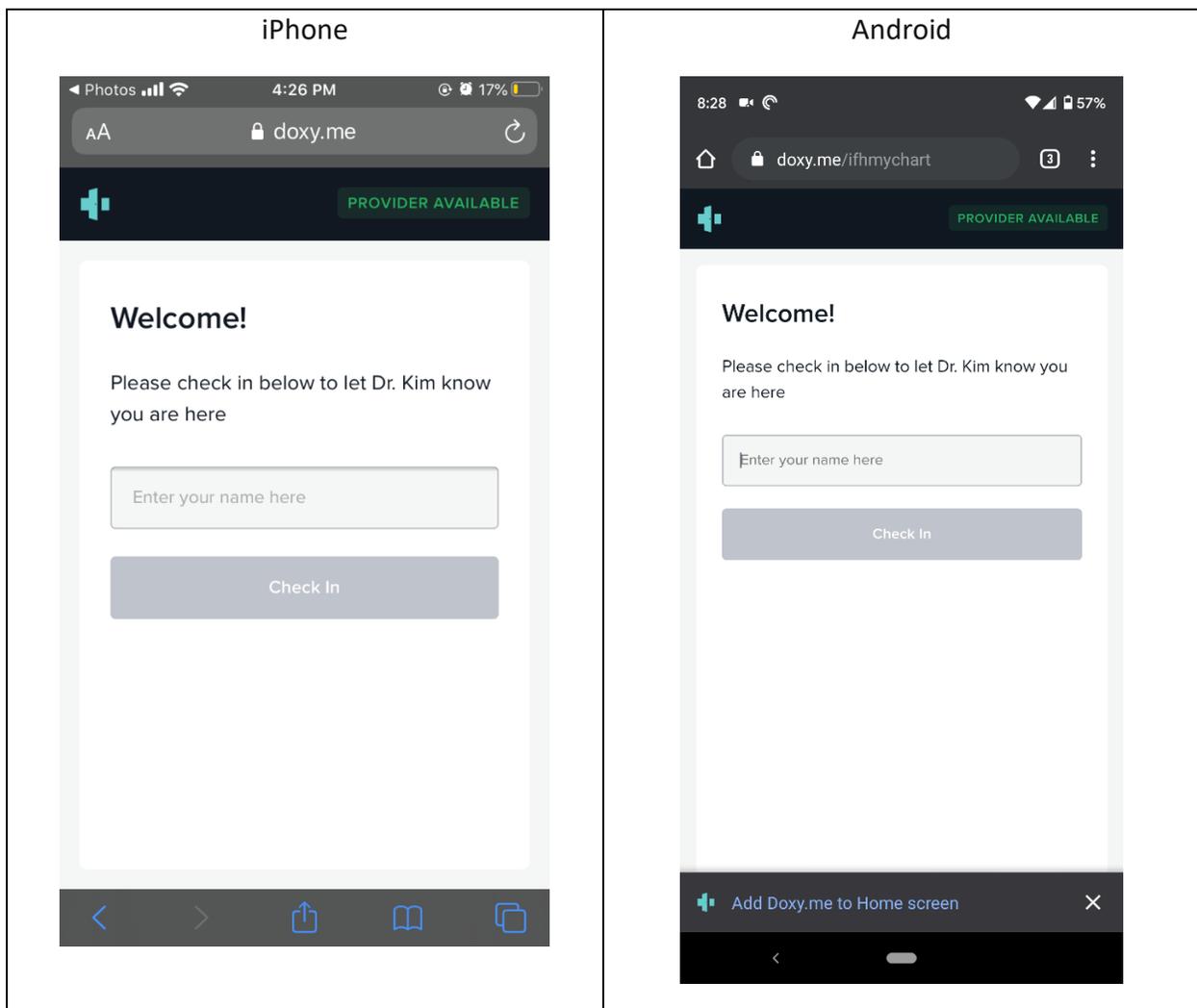
Tips for your telehealth visit (video)

For a video visit, you can use any of these devices:

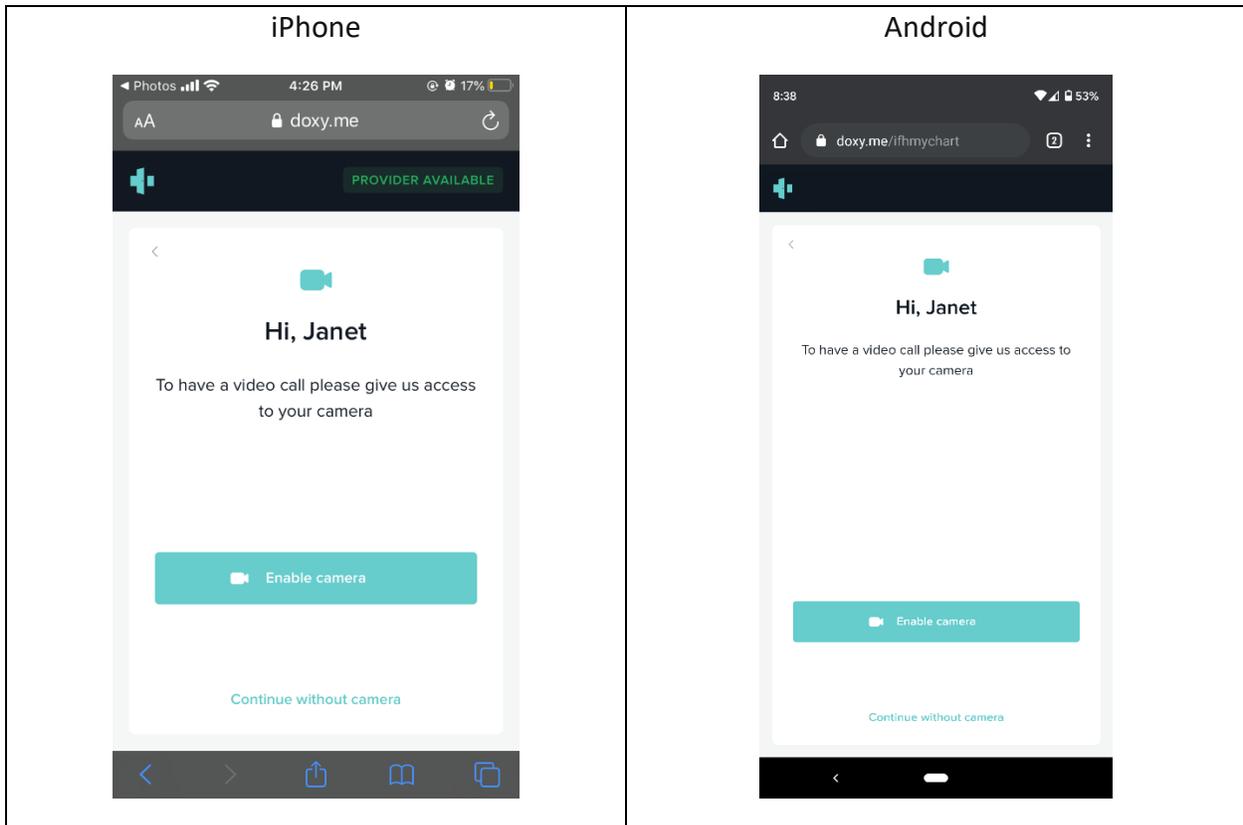
- An Android phone or tablet with Chrome
- An iPhone or iPad with Safari
- A desktop or laptop computer (Mac or PC) with Chrome
- We recommend headphones or earbuds that have a microphone, but you can also use the speakers and microphone on your device

After you schedule your appointment, we'll send you a link to your "virtual waiting room."

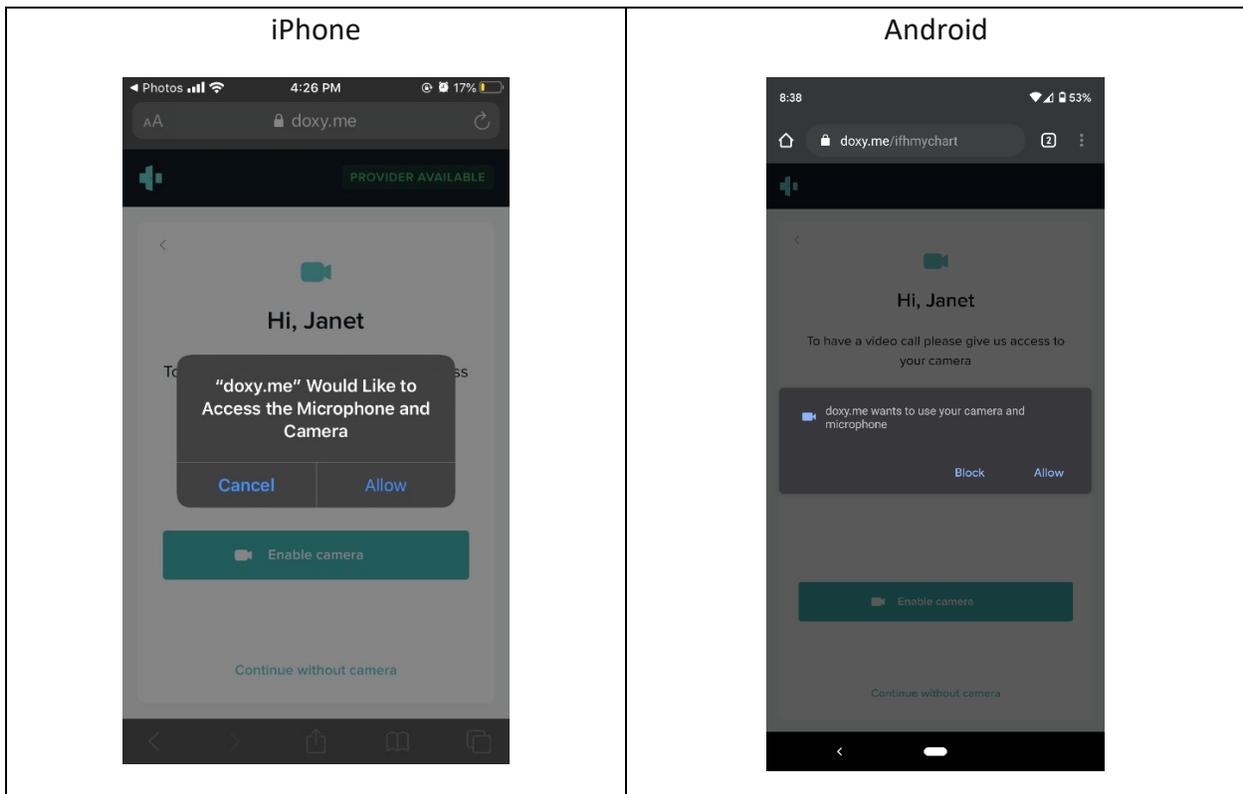
Click the link ten minutes before your appointment time. Once you click the link, you will see the screen below. Type in your name and press "Check In."



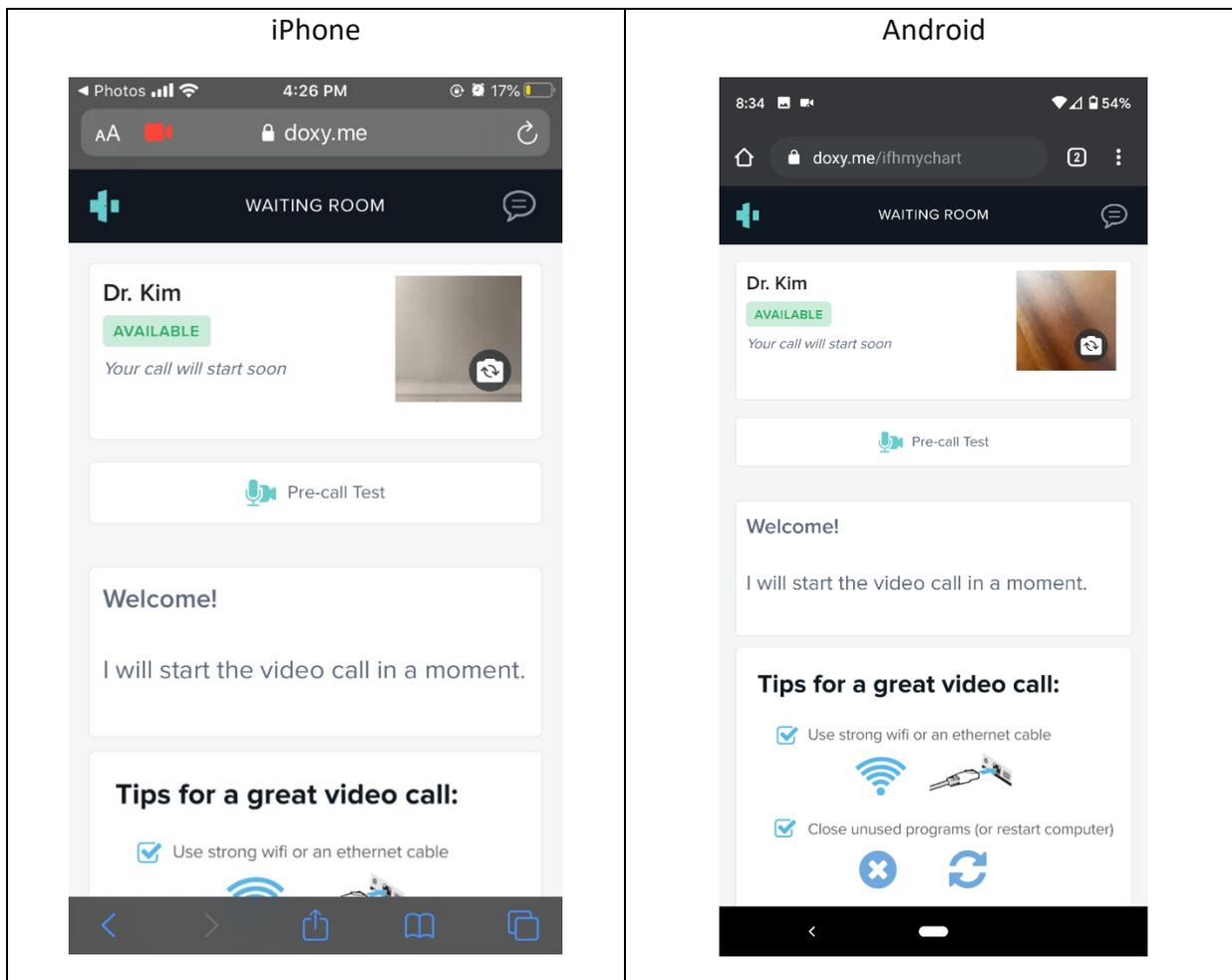
Next, enable your camera and microphone.



Select "Allow" to allow access. If this doesn't work on Safari for your iPhone, go to page 4.



You will see a virtual waiting room until your health care provider is ready to join you. When your provider is ready, you will see them on your screen.



If there's any problem with the connection, your provider will call you instead.

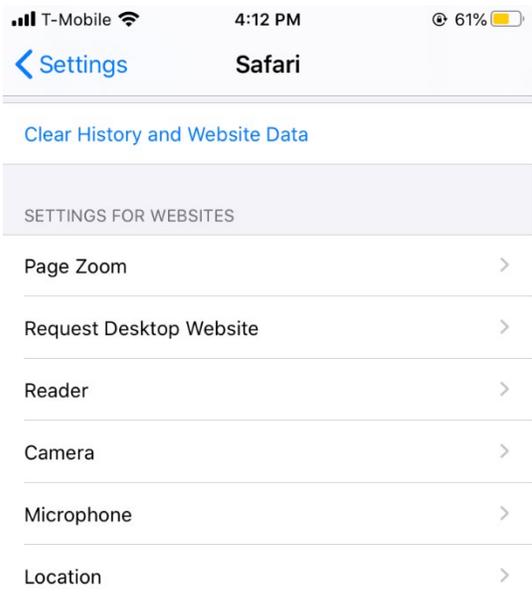
For help on camera and microphone access on specific desktop browsers:

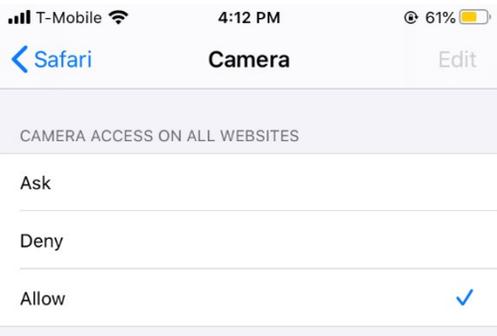
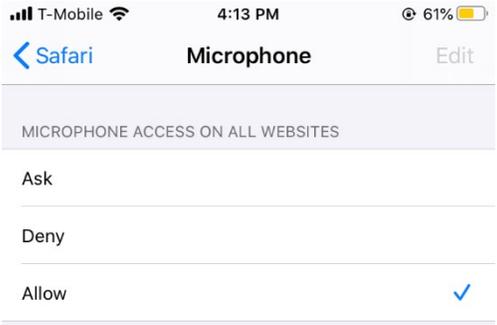
- [Allow access to camera in MacOS](#)
- [Allow access to camera in Chrome](#)
- [Allow access to camera in Safari](#)

For help enabling access to the microphone and camera on your iPhone for Safari, go to the next page.

Microphone and camera access on Safari (iPhone)

To allow access to the microphone and camera on your iPhone for Safari, follow these steps.

<p>Go to “Settings” on your iPhone</p>	
<p>Scroll down and select “Safari”</p>	
<p>Scroll down to “SETTINGS FOR WEBSITES”</p>	

<p>Select “Camera” then “Allow”</p>	
<p>Go back to your Safari settings, select “Microphone” then “Allow”</p>	
<p>Go back to your video visit on Safari. If you are still having trouble with your microphone and camera, your provider will call you instead.</p>	

Other tips for video and phone visits:

- If you are using a cellphone, tablet or laptop, make sure it is charged.
- Try to find a quiet space for your visit.
- If you have a scale, blood pressure cuff, measuring tape or a glucometer, have these ready so you can give information to your health care provider.
- If you can, measure your weight, blood pressure, height and blood sugar before your appointment.
- Just like at your regular visits, try not to do other things at the same time. Focus on paying attention to your conversation with your health care provider.

Thank you for scheduling a telehealth visit!