

Navigating your first Virtual Visit: DESKTOP



Goshen Health

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myVirtual HealthVisit

Your Upcoming Telehealth Appointment

Patient: Patient Name

When: Saturday, March 21, 2020 at 11:15 AM EDT

Your upcoming appointment

Click the button 10-15 minutes before your appointment.

Get Started

About 10-15 minutes before your appointment, select **Get Started** from the email we sent you.

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myVirtual HealthVisit

Please choose a new password

Your Password

- Must be at least 7 characters
- Must contain at least one letter
- Must contain at least one number

Confirm Password

Change Password

You will be prompted to **Choose a Password**. You'll need to include at least one of each of the following: upper case, lower case and a number.

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Welcome!

(If this is not you, [click here to enroll.](#))

Your appointment is about to begin.

We need to collect some basic information so the provider can better assist you. Once you've completed these questions, the provider will be notified of your arrival.

If you've been here before, you may be asked to log in first.

Continue

You'll see a welcome screen. Select **Continue** to complete your enrollment.

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Virtual HealthVisit

Please complete your enrollment below.

I agree to these Terms of Use.

Continue

You will need to **Agree to the Terms of Use**, then select **Continue**.

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Started Your Visit Pharmacy

Get Started

Where can this provider call you for follow-up, if needed?

Would you like to email guests (up to four) to join your visit? ⓘ

+ Add a guest

Continue

You will be given the option of **inviting guests to join** your visit. If you choose to include someone, an email will be sent to that person to invite them to join.

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Started Your Visit Pharmacy

Your Visit

What would you like to discuss today?

Would you like to share a photo, lab result, or other information with your provider?

+ Attach a file

Share my health summary, previous visits, and medication history

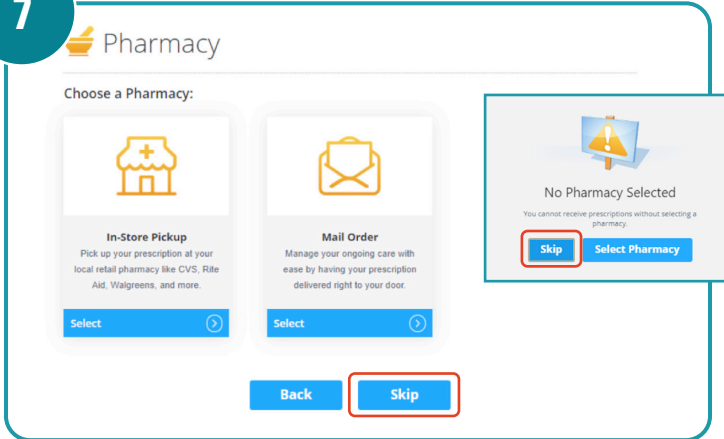
I acknowledge receipt of these Notice of Privacy Practices

CONTINUE

Next you will be prompted to describe the reason for your visit. You may attach photos, lab results or any information you would like your provider to have. You will need to **Acknowledge receipt of privacy practices**.

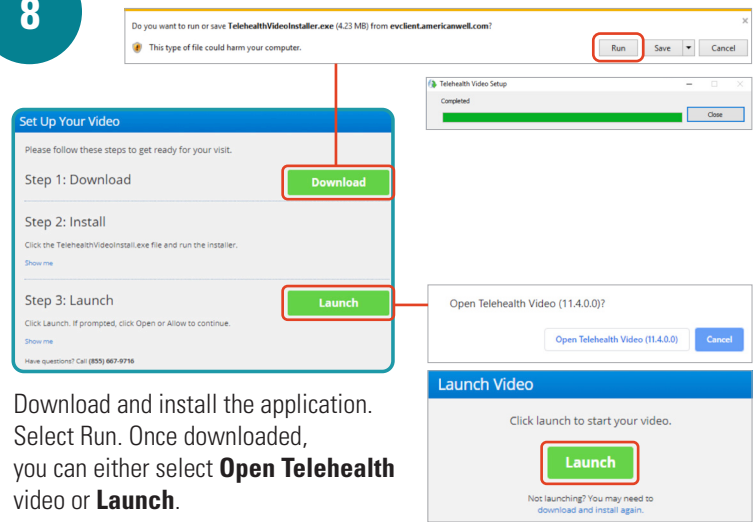
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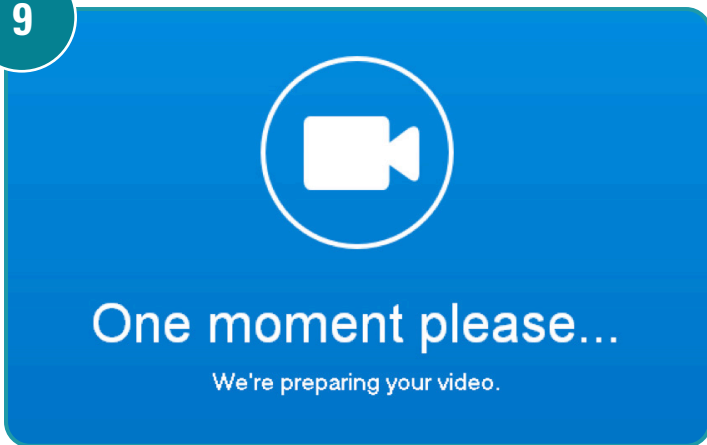
You will be prompted to **Choose a Pharmacy**. We need you to select **Skip** since Goshen Health's prescriptions are processed through a different system.

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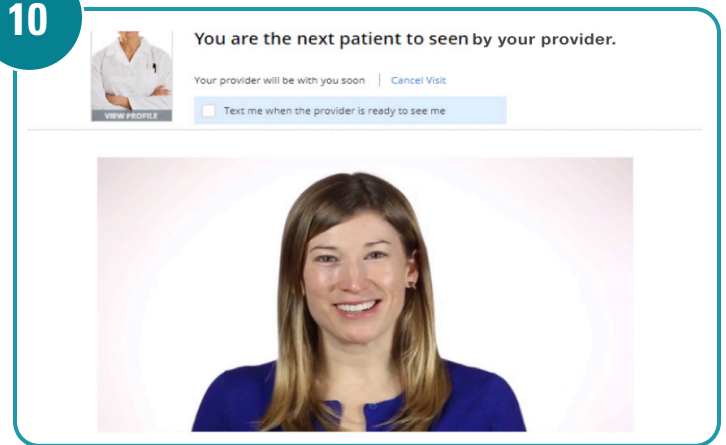
Download and install the application. Select Run. Once downloaded, you can either select **Open Telehealth video** or **Launch**.

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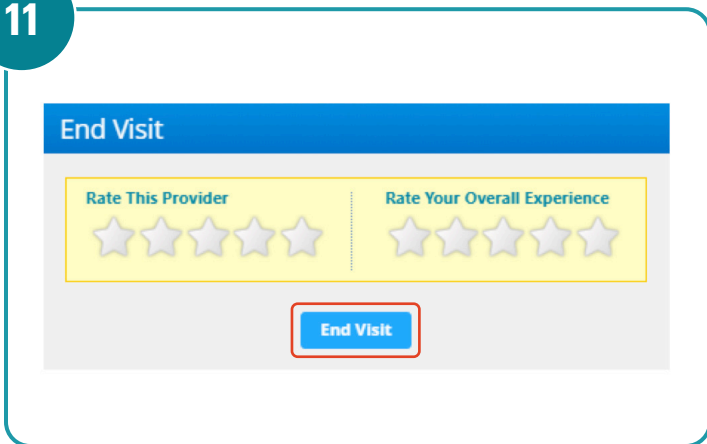
You will be notified your video is being prepared.

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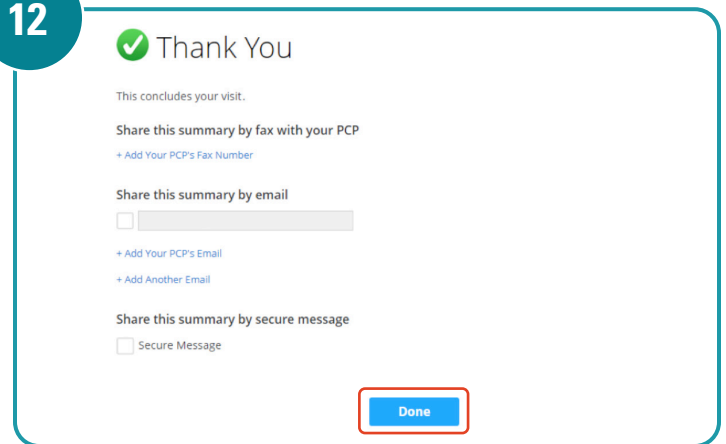
Then you'll be in the Patient Waiting Room. Once your provider enters the visit, you'll see your provider and can chat with each other.

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When the visit is over, you or your provider select **End visit**. You will receive a notification with the option to rate the provider and your overall experience with the visit.

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You'll receive a visit summary, which you can choose to share with another provider. Then you simply select **Done**.