

Women's Care Video Visit Instructions

Welcome to Atrium Health Women's Care. Please follow this guide for setting up and accessing your video visit with your provider. If you have any questions, please contact your provider's office.

Type of Appointments

- For a new appointment, please schedule through MyAtriumHealth or call your practice.
- For an already scheduled appointment, the practice will call you 2-3 days before your appointment to change your appointment to a video or phone visit.

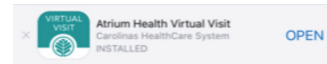
Before Your Appointment

- Prior to the day of your appointment, complete steps 1-3 of the "Directions to Download and Set Up Your Account."
- Please have your insurance card accessible the day of your appointment.

Directions to Download and Set up Your Account

Once you receive the email, you need to do the following:

1 Download the Atrium Health Virtual Visit App.



Thank you! Please tap the banner above to continue.

Don't see the banner? [Download our app, then start your visit here.](#)



2 Set up your password.

Atrium Health

Welcome, Sharon!

Please choose a password.

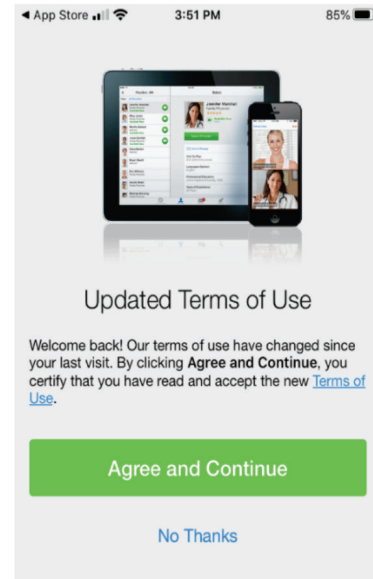
Password

Confirm Password

Continue

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- 3 Accept the Terms of Use indicating informed consent for video services.



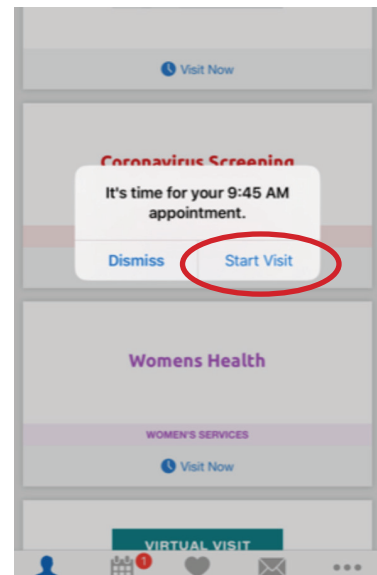
Day of Appointment

- You will receive a call from your practice about 10 minutes before your appointment. We will review standard intake questions and take care of everything you need for your video visit with the provider.
- Begin logging into your visit 10-15 minutes before your appointment using the instructions below.

The app will not allow you to start the visit until 15 minutes before the scheduled time.

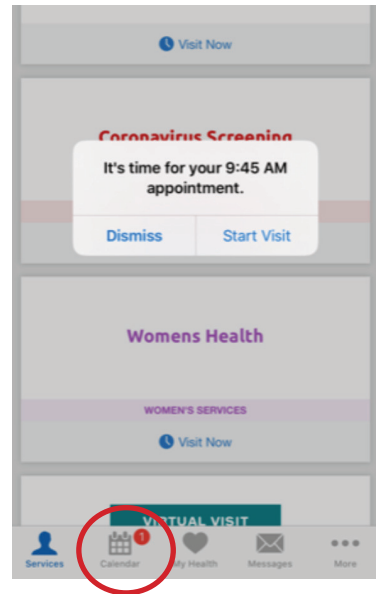
If you attempt to log in more than 10 minutes past your scheduled time, the appointment will expire, and you will need to call or send a message to the office to reschedule.

- 1 Open the Atrium Health Virtual Visit App and click on the Calendar icon at the bottom. A pop-up window may appear that says, "It's time for your appointment." Click **Start Visit**.

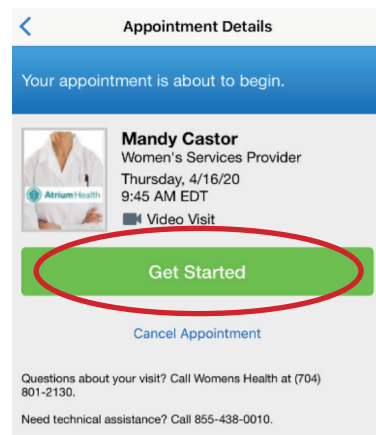


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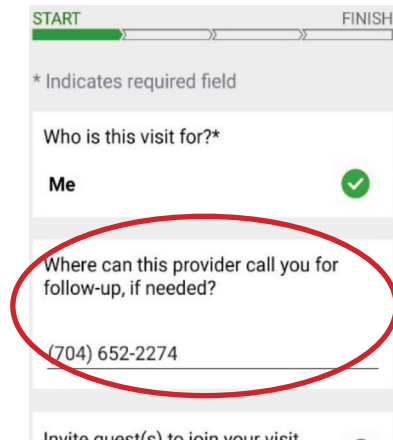
- 2** If the pop-up window does not appear, click **Appointment** on the Calendar screen.



- 3** Then click the green **Get Started** button.



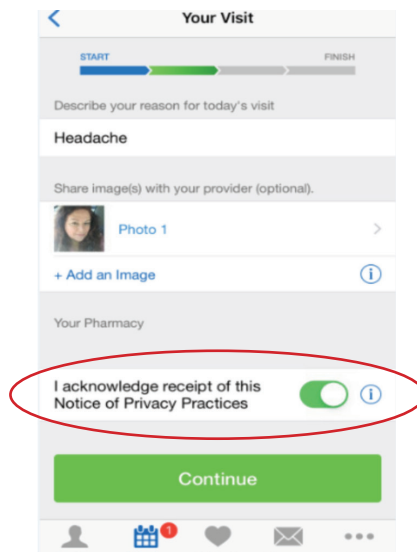
- 4** Enter your "call back phone number." This will be the number the provider can reach you at in case we get disconnected.



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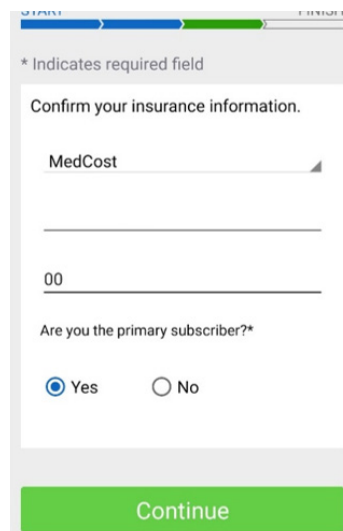
Enter your reason for visit and acknowledge Notice of Privacy Practices.



The screenshot shows the 'Your Visit' app interface. At the top, there is a progress bar with 'START' and 'FINISH' markers. Below the progress bar, the user is prompted to 'Describe your reason for today's visit'. The user has entered 'Headache'. There is an option to 'Share image(s) with your provider (optional)' with a photo labeled 'Photo 1' and a '+ Add an Image' button. Below that, there is a section for 'Your Pharmacy'. At the bottom, there is a green 'Continue' button. A red oval highlights the text 'I acknowledge receipt of this Notice of Privacy Practices' next to a green toggle switch that is turned on.

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Please enter your insurance information for confirmation.



The screenshot shows the 'Confirm your insurance information' screen. It includes a note '* Indicates required field'. There is a dropdown menu for 'MedCost', a text input field containing '00', and a question 'Are you the primary subscriber?*' with radio buttons for 'Yes' (selected) and 'No'. A green 'Continue' button is at the bottom.

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You are now in the Waiting Room. You can enter your cell phone number to receive a text when your provider is ready, if you need to step away from the screen for any reason.



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When the visit is complete, you will receive an email summary via Atrium Health Virtual Visit and a satisfaction survey.

Visit with Provider Name, ID Provider

Apr 6, 2020 | 11:18 AM EDT | Visit lasted 41 minutes

Patient: Patient Name – Gender – Age - DOB

Practice: Levine Children's Specialty Virtual Care

Total Paid: \$0.00

Visit Topics

inflammation of visit:
other

Visit Notes

See Atrium Health Note

Diagnoses & Procedures

Code	Description
A31.1	Cutaneous mycobacterial infection

Release Statements

Patient Name has accepted the following liability release statement

[Privacy Policy](#)



Atrium Health