



Atrium Health Video Visit Instruction Guide

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Atrium Health Virtual Care From Your Mobile Device

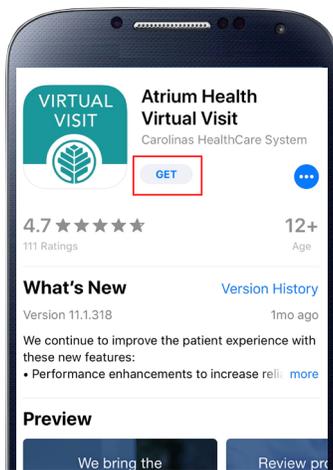


How to download the Virtual Visit App

Go to the Google Play Store or Apple App Store. Search for Atrium Health Virtual Visit. You will see this app icon:



1) Click **GET**.

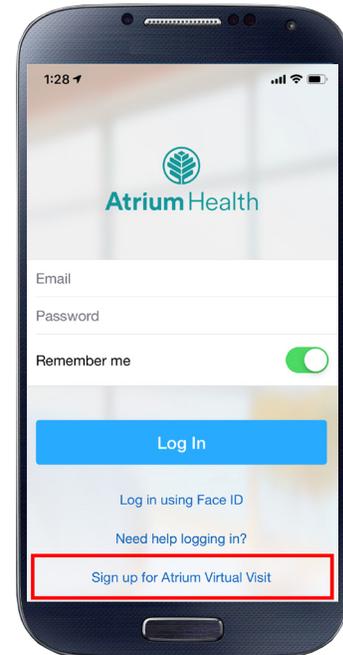


2) Click **INSTALL** to download the app to your mobile device.



How to register for the Video Visit*

- 1) On the login screen for Atrium Health Virtual Visit, click **Sign up for Atrium Health Virtual Visit.**

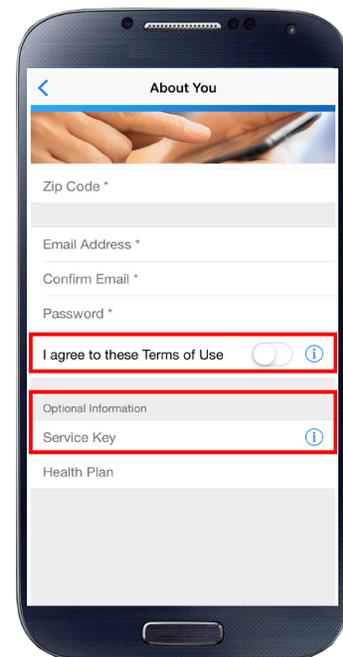


- 2) Complete the **About You** section. Read the **Terms of Use.**

Under **Optional Information**, type in **PedsSpecialty** as the Service Key. This will give you access to the Virtual Peds Specialty Clinic.

- 3) Scroll to the bottom of the screen and click “**Continue.**”
- 4) iOS device: In the bottom right-hand corner, click “**More.**”
Click “**My Children**” and then “**Add Child.**”

Android device: Click “**All Services**” menu at top left corner.
Click “**Settings**” and click “**Children**” and then click “**Add Child.**”



Enter first, last name, date of birth and gender.



How to check in for your Video Visit

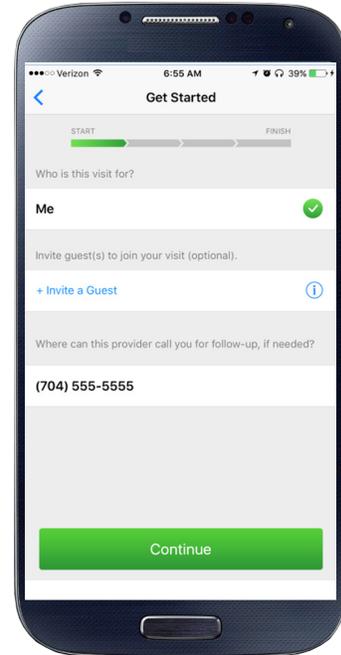
You must be in North Carolina or South Carolina at the time of your visit.

Tips:

- **Connect to Wi-Fi for the best video quality and connection.**
- **Please be ready to show your photo ID.**
- **Although your visit is virtual (not in person), you'll discuss your healthcare needs with one of our providers.**

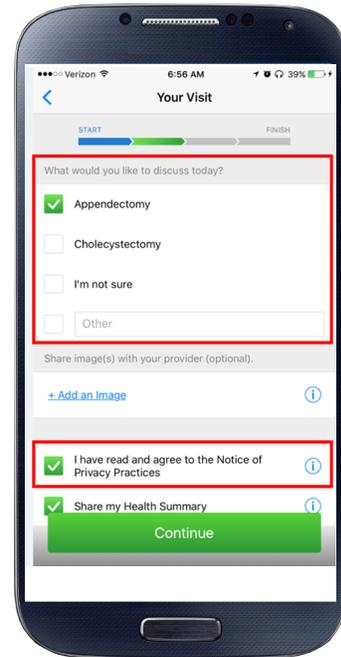
1) **Log in** to the Atrium Health Virtual Visit app 10 minutes before your appointment. Or **click on the link** given in the email you received that confirmed your appointment.

2) Complete the sections in the “**Get Started**” screen.



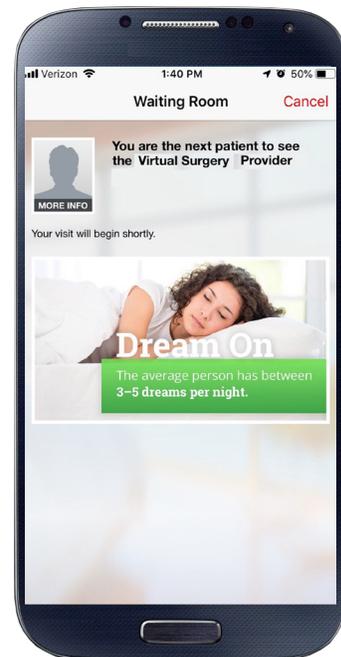
3) In the “**Your Visit**” section:

- Review the “**Notice of Privacy Practices**” and check the box.
- Check the “**Share my Health Summary**” if you wish to share your after-visit summary with your primary care provider (optional).



You are now checked in!

You will be in the waiting room until the healthcare provider is ready to see you.



Complete your Video Visit with a healthcare provider

Atrium Health Virtual Care From Your Computer



How to access the Virtual Visit website

Enter the following web address into the address bar at the top of your screen and press “Enter” on your keyboard to go to the website:

AtriumHealthVirtualVisit.org



How to register for the Video Visit*

1) On the login screen for Atrium Health Virtual Visit:

- Enter your information and create a password.
- Read the Terms of Use and check the box.
- Click Sign Up.

The screenshot shows a web browser window displaying the Atrium Health Virtual Visit registration page. On the left, there is a dark grey sidebar with the Atrium Health logo and the text "Talk to a Provider Now". Below this, it says "Atrium Health Virtual Visit makes access to medical services private, secure, and convenient." and a "Learn More >" link. On the right, there is a white registration form with the Atrium Health logo at the top. The form contains input fields for "First Name", "Last Name", "Email", "Confirm Email", and "Password". Below these fields is a checkbox labeled "I agree to these Terms of Use." and a prominent green "Sign Up" button. A red rectangular box highlights the "Sign Up" button. At the bottom of the form, there is a link that says "Already have an account? Log In".

2) Enter more information to create your profile.

Atrium Health

We need a few more details to create your profile.

Current Location

Date of Birth:

Month Day Year

Male Female

Please provide your home address.

Address 1

Address 2

City

State ZIP Code

Continue

3) No requirement to add health insurance information.
Select “**Skip this Step.**”

4) Under **Service Key**, type “**PedsSpecialty.**”
This will give you access to the Virtual Peds
Specialty Clinic.

Click Finish.

5) Click “**Account**” at top right-hand corner.

Scroll to the bottom of the page until you see
“**My Children.**”

Add new profile - enter child’s name, date of birth
and gender.

Click “**Add Profile.**”

Atrium Health

Do you have health insurance?

Yes
 No
 Skip this step / My plan isn't listed

Service Key
If you received a key from your employer or another group, enter it here. [More info](#)

Service Key (optional)

Finish



How to check in for your Video Visit

You must be in North Carolina or South Carolina at the time of your visit.

Tips:

- Please complete “**Test My Computer**” function prior to appointment.
- Please be ready to show your photo ID.
- Although your visit is virtual (not in person), you’ll discuss your healthcare needs with one of our providers.

1) **Log in** to the Atrium Health Virtual Visit website 10 minutes before your appointment. Or **click on the link** given in the email you received that confirmed your appointment.

2) Complete the sections in the “**Get Started**” screen.

Get Started Your Visit

Get Started

There is 1 patient ahead of you to see Nurse, Virtual Medical Assistant

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

- -

Would you like to invite someone to join your visit? (Optional) ⓘ

[+ Add a guest](#)

3) In the “**Your Visit**” section:

- Check the “**Share my health summary, previous visits and medication history**” if you wish to share your after-visit summary with your primary care provider (optional).
- Review the “**Notice of Privacy Practices**” and check the box.

✓ Get Started **Your Visit**

Your Visit

What would you like to discuss today?

Appendectomy I'm not sure

Cholecystectomy Other

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

Back Continue

You are now checked in!

You will be in the waiting room until the healthcare provider is ready to see you.

You are the next patient to see the Nurse, Virtual Medical Assistant

Your provider will be with you soon | [Cancel Visit](#)

[VIEW PROFILE](#)

Text me when the provider is ready to see me



Complete your Video Visit with a healthcare provider



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Levine Children's