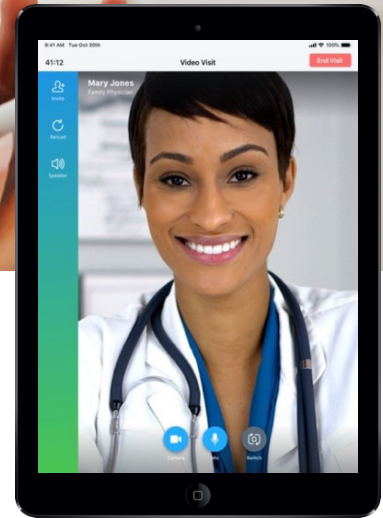


## Prepare for Your Virtual Visit

With virtual visits, you can see your provider from the comfort of home! All you need is a smartphone, tablet, or computer with a camera and speaker.



## How to Have Your Virtual Visit

**Step 1:** Call your provider to schedule a virtual visit appointment.

**Step 2:** You'll receive an email or text with your appointment link when it is time for your visit.

**Step 3:** Complete a quick guided tech check to ensure that your device, camera, and microphone are ready.

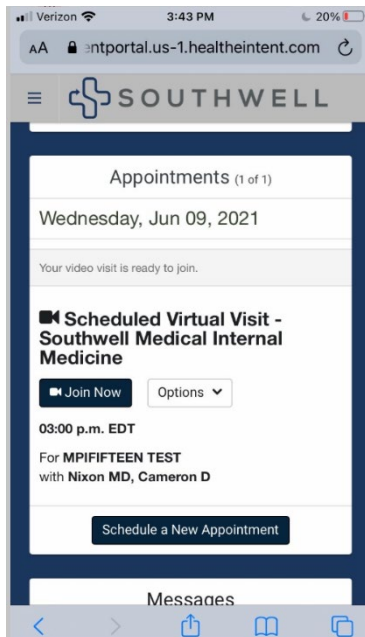
**Step 4:** You will then enter the waiting room. A medical assistant may join your visit prior to your provider to review your medical information.

If you encounter any issues or have been in the waiting room for a long time, call your provider for assistance.

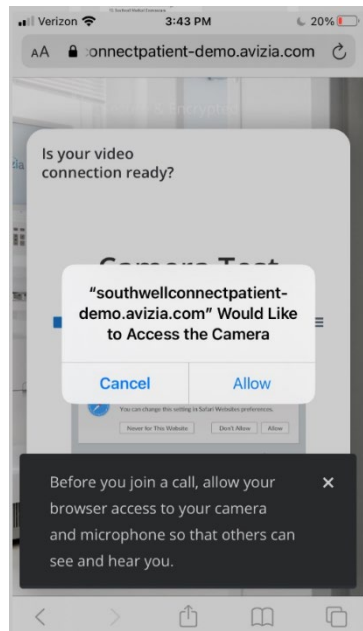
## Tips for Your Visit

- You can invite family members to the visit to participate in your care journey.
- Choose a quiet, private space with good lighting.
- Using a mobile device? Make sure you are using Wi-Fi when connecting to your visit.
- Using a desktop or laptop computer? Chrome is the supported browser. Internet Explorer will not launch your virtual visit. You can download Chrome at [www.google.com/chrome](http://www.google.com/chrome).
- Make sure all applications are closed on your device so you can connect to your visit easily.
- Set your device up at or above face level and sit in front a simple background, such as a plain wall or door, so your provider can clearly see you.
- Keep a set of headphones nearby in case there is unexpected background noise.
- Remember to look directly at your camera instead of the screen.
- Note that a visit should never be launched while you are driving or operating any kind of vehicle.
- Please do not eat food during your visit and if possible, try to limit other background noises.

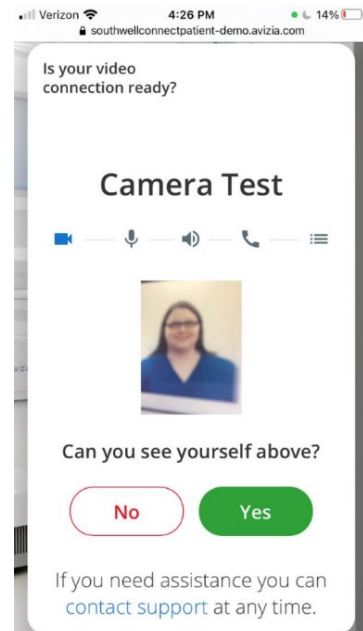
# JOINING SOUTHWELL CONNECT VIA PATIENT PORTAL



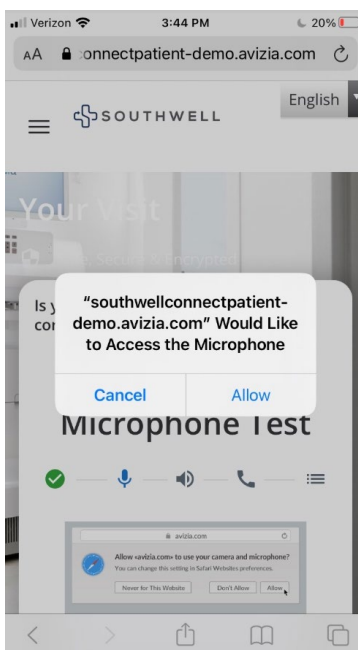
1). Visit shows face up on Portal. Click Join Now to join.



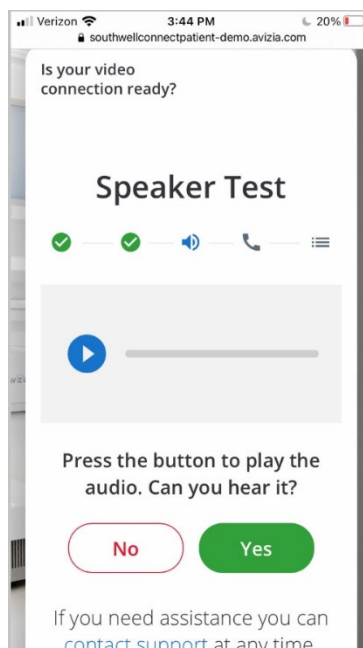
2). Patient will choose Allow for access to the camera



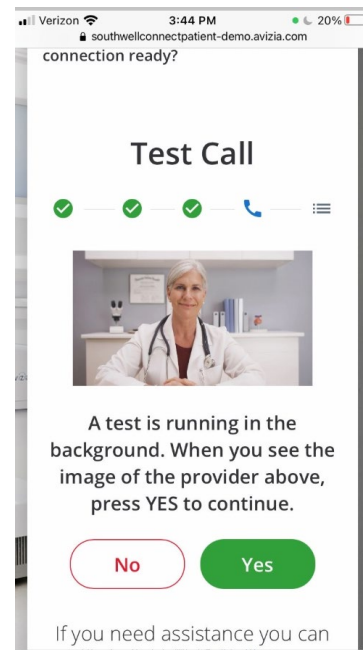
3). Technical questions. The first is Camera Test. Patient chooses Yes or No



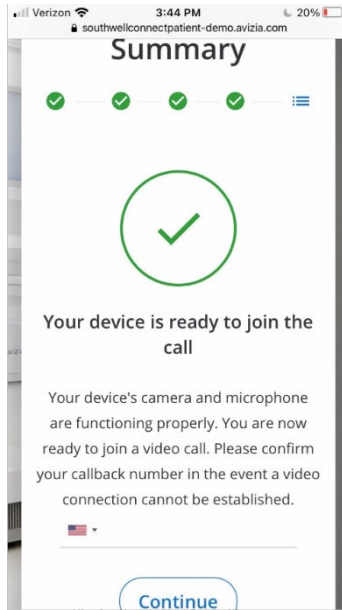
4). Patient will choose Allow for access to the Microphone



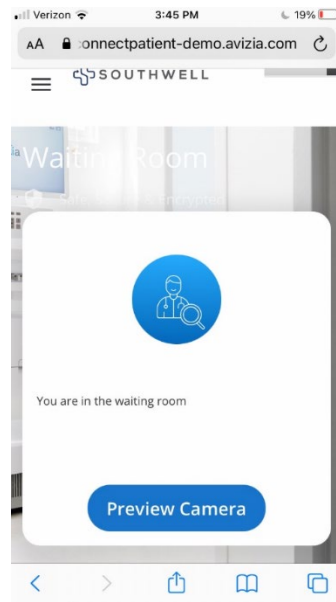
5). Technical questions. The second is Speaker Test. Patient chooses Yes or No



6). Technical questions. The third is a Test Call. Patient chooses Yes or No

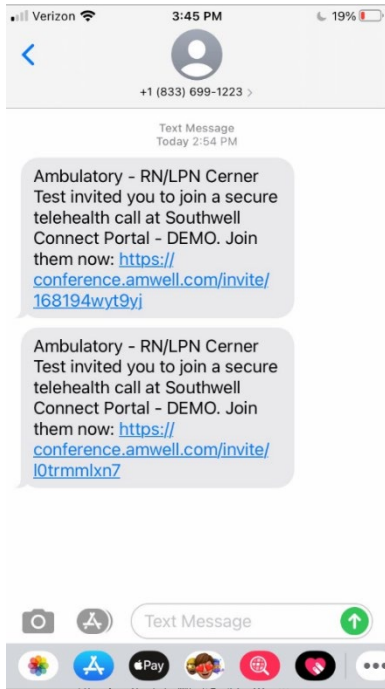


7). Once device passes technical questions, it will be ready to join the call. Patient will need to enter a call back number in the event the call is disconnected and then press continue.

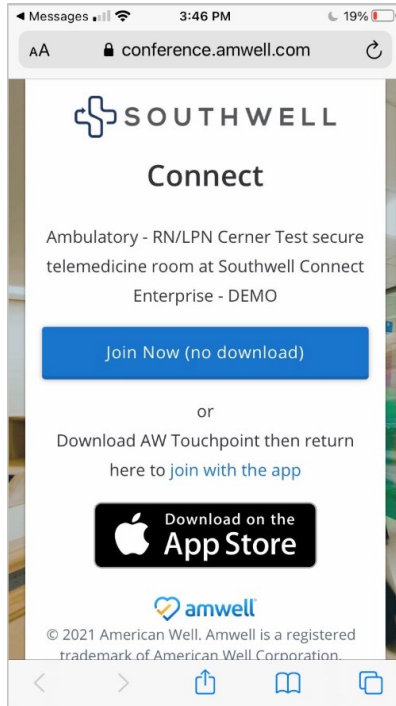


8). Patient enters the virtual waiting room until the nurse or provider joins.

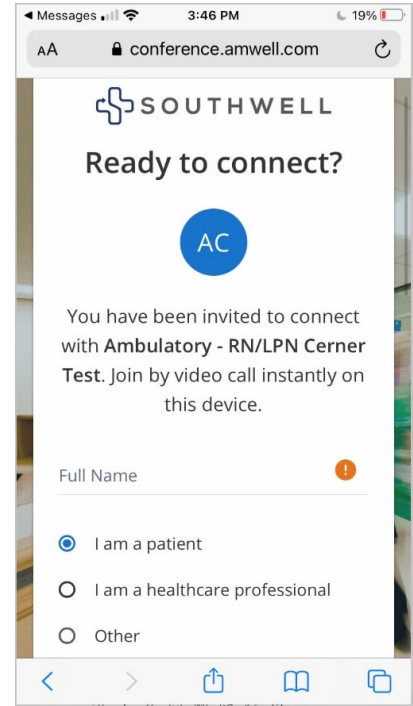
# JOINING SOUTHWELL CONNECT VIA TEXT LINK



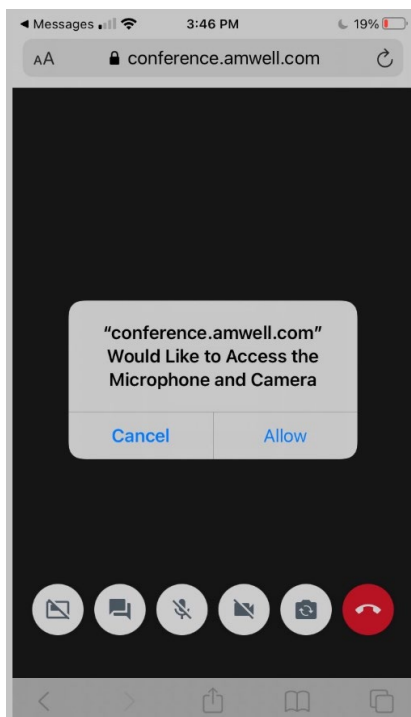
1). Link is sent to patient's phone. Patient should click the blue URL to join.



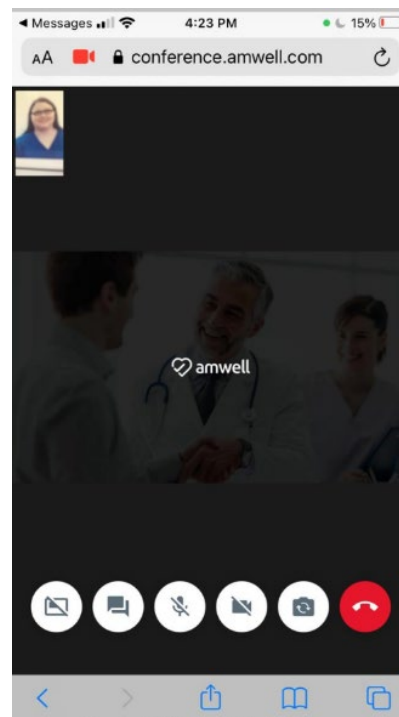
2). Southwell Connect screen appears next. Patient clicks the blue **Join Now** button



3). Patient enters their name and clicks Join (at the bottom of the screen, not pictured)



4). AmWell requests access to Microphone and Camera. Patient should click Allow.



5). Patient is in the virtual waiting room until the nurse or provider joins.