



Follow My Health Telehealth Visit – Web Browsers

We want you to feel your best and receive the excellent care you deserve. However, we know sometimes it is not convenient to visit your doctor’s office, and you may not feel well enough to come in for an appointment. A Virtual Visit allows you to see your doctor from the comfort and privacy of your home. You will not have to drive or find a ride to the clinic, battle traffic or wait for your appointment time.

Telehealth Visit

To schedule a Telehealth visit, simply call your Providers Clinic and request a Telehealth Visit with your Provider. Once you have your visit scheduled, follow the below guide on how to join your Telehealth Appointment.

Step 1: Prior to your appointment you will receive emails from Follow My Health reminding you about your scheduled appointment. 15 minutes before your scheduled appointment, go to <https://optum.followmyhealth.com/>



We're excited to share that DaVita Medical Group recently joined the Optum health care family. You may notice some changes to our look, both in our clinics and on our FollowMyHealth Patient Portal, but please know that helping you feel your best is still our primary focus. The way you use the Patient Portal and your login information will also stay the same.

We are excited to have you with us as we start this next phase of our journey.

For support, call the number listed for your state:

Colorado 1-888-670-9775 TTY 711

Florida 1-844-247-8124 TTY 711

New Mexico 1-505-262-7000 TTY 711

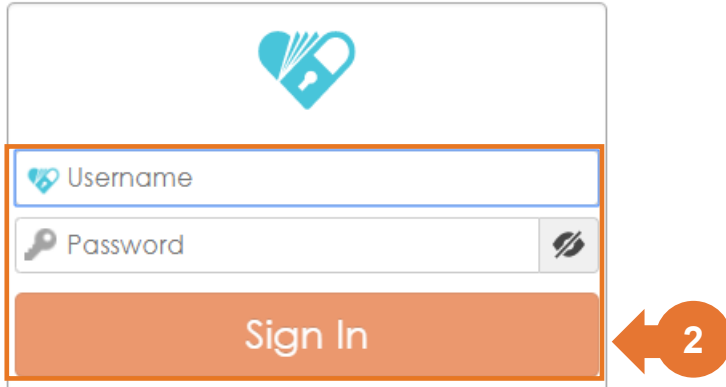
The screenshot shows a login interface with a heart icon at the top. Below it are two input fields: 'Username' and 'Password'. The 'Password' field has a small icon to its right. At the bottom is an orange 'Sign In' button.

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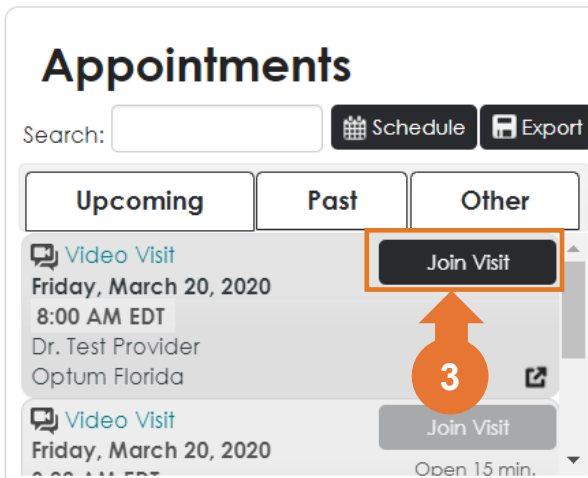
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Step 2: Enter in your username and password and click **Sign In**



A screenshot of a login form. At the top center is a teal icon of a heart with a padlock. Below it are two input fields: "Username" and "Password". The "Password" field has a small eye icon to its right. Below the input fields is a large orange button labeled "Sign In". A red circle with the number "2" and an arrow points to the "Sign In" button.

Step 3: 15 minutes prior to your appointment you will be able to check in. It is highly recommended that you check in as early as possible. Click **Join Visit** on your appointment section



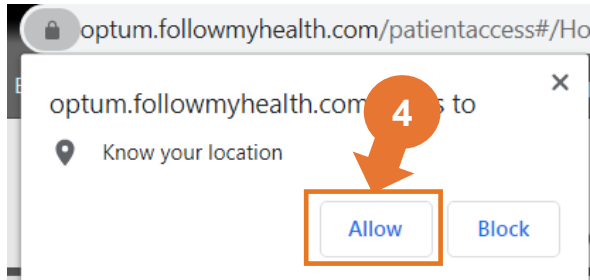
A screenshot of the "Appointments" section in a web browser. The title "Appointments" is at the top left. Below it is a search bar and two buttons: "Schedule" and "Export". There are three tabs: "Upcoming", "Past", and "Other". Under the "Upcoming" tab, there is a list of appointments. The first appointment is a "Video Visit" on "Friday, March 20, 2020" at "8:00 AM EDT" by "Dr. Test Provider" at "Optum Florida". A red circle with the number "3" and an arrow points to the "Join Visit" button next to this appointment. Below it is another "Video Visit" appointment with a "Join Visit" button.

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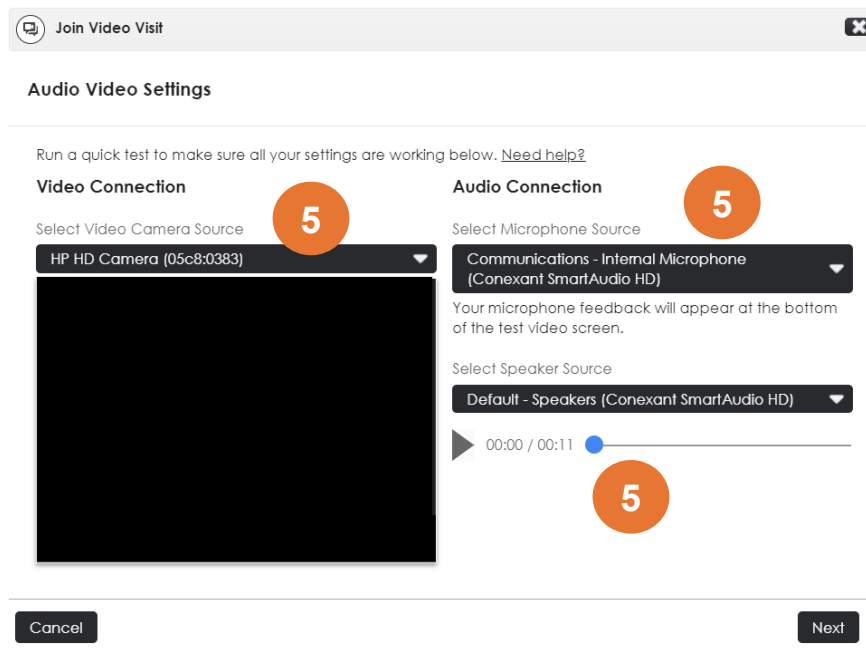
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Step 4: You may be asked to allow Follow My Health to access your location, microphone and camera. Click **Allow**



Note: Internet Explorer users may receive instructions to install plug ins. Please see the bottom of this booklet for instructions.

Step 5: You can test your webcam, speakers and microphone prior to joining the visit.

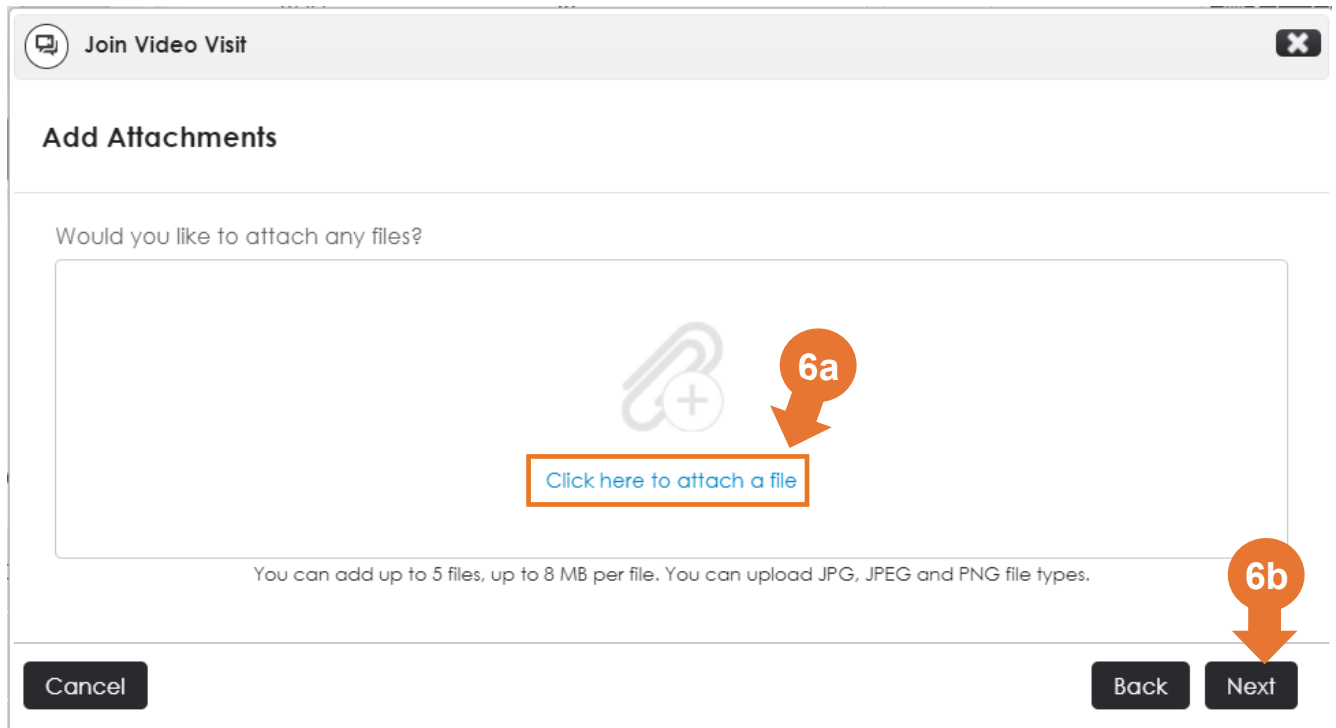


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Step 6a: To add any pictures you may want the Dr. to see, click on **Click here to attach a files**. The picture must be on your computer. If you do not want to add any pictures or you have added all the pictures you require, click **Next (6b)**



Join Video Visit

Add Attachments

Would you like to attach any files?

[Click here to attach a file](#)

You can add up to 5 files, up to 8 MB per file. You can upload JPG, JPEG and PNG file types.

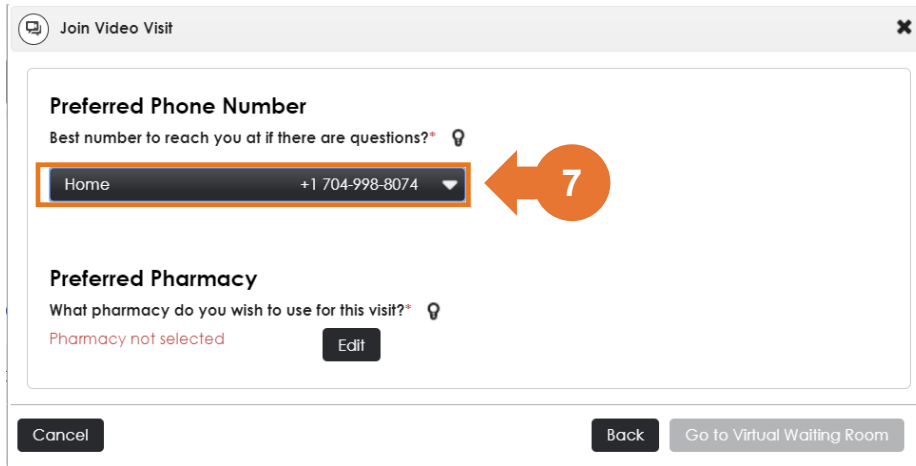
Cancel Back Next

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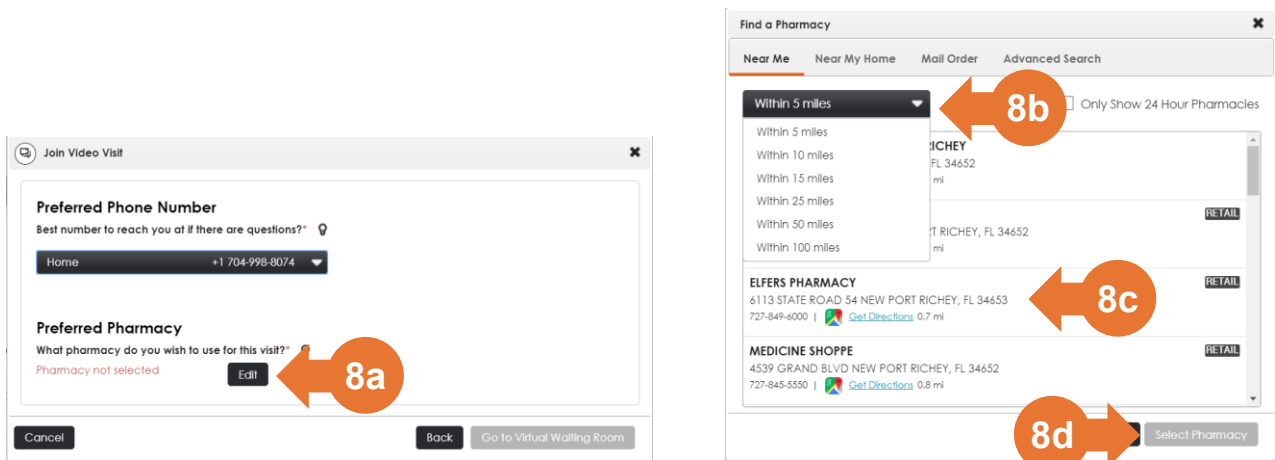
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Step 7: Select the best phone number to contact you on. If you have other numbers on file they can be selected or a new number can be added.



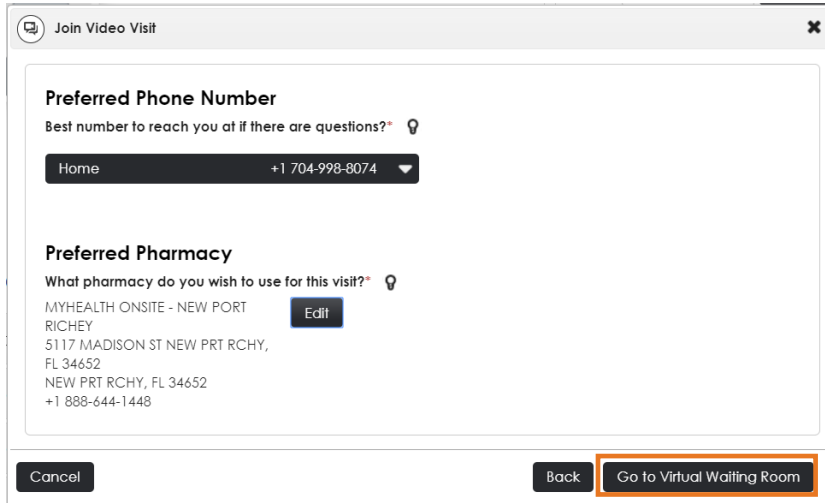
Step 8a: Click **Edit** next to the preferred pharmacy. Pharmacies near your zip code will be displayed. If your pharmacy isn't showing, change the range dropdown menu (8b). Select your pharmacy from the list (8c) and click **Select Pharmacy** (8d)



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Step 9: Click **Go to Virtual Waiting Room**



Join Video Visit

Preferred Phone Number
Best number to reach you at if there are questions?*

Home +1 704-998-8074

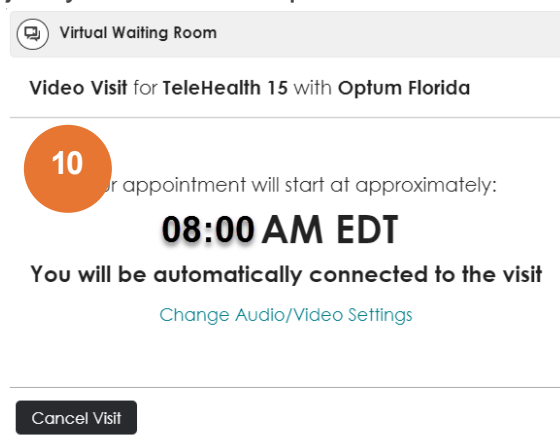
Preferred Pharmacy
What pharmacy do you wish to use for this visit?*

MYHEALTH ONSITE - NEW PORT RICHEY
5117 MADISON ST NEW PRT RCHY, FL 34652
NEW PRT RCHY, FL 34652
+1 888-644-1448

Edit

Cancel Back **Go to Virtual Waiting Room**

Step 10: You are now checked in. The provider will be notified that you have joined and will join you as soon as possible.



Virtual Waiting Room

Video Visit for TeleHealth 15 with Optum Florida

10 Your appointment will start at approximately:
08:00 AM EDT

You will be automatically connected to the visit
[Change Audio/Video Settings](#)

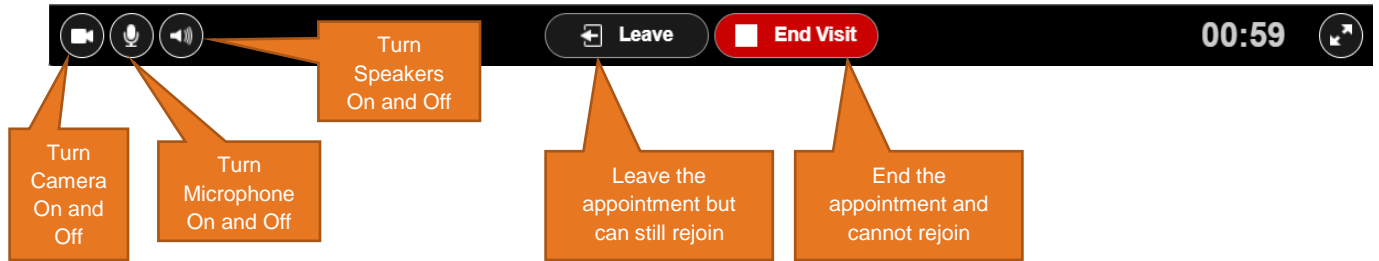
Cancel Visit

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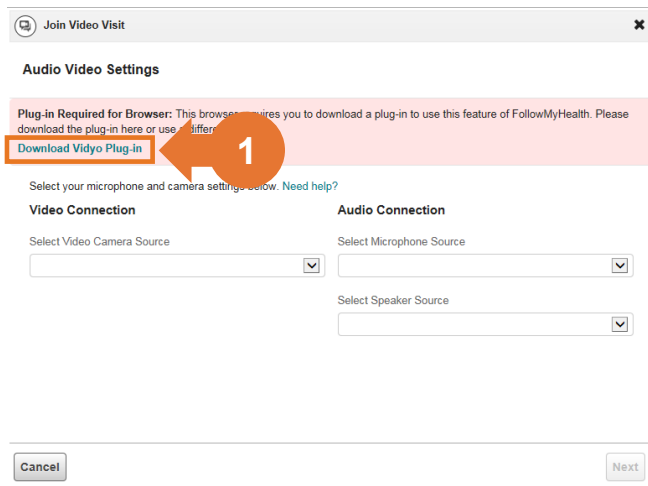
Step 11: You are now connected to the Dr. On your screen you have audio and picture options if you require them



Internet Explorer Plug-Ins

The first time you join a visit using Internet Explorer, you may be asked to download and install a Vidyo plug in.

Step 1: Click **Download Vidyo Plug-in**



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Step 2: Click Run



Step 3a: Accept the Terms and Licencing Agreement and click Install (3b)



Step 4: You will be required to log back in after the install has completed.

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