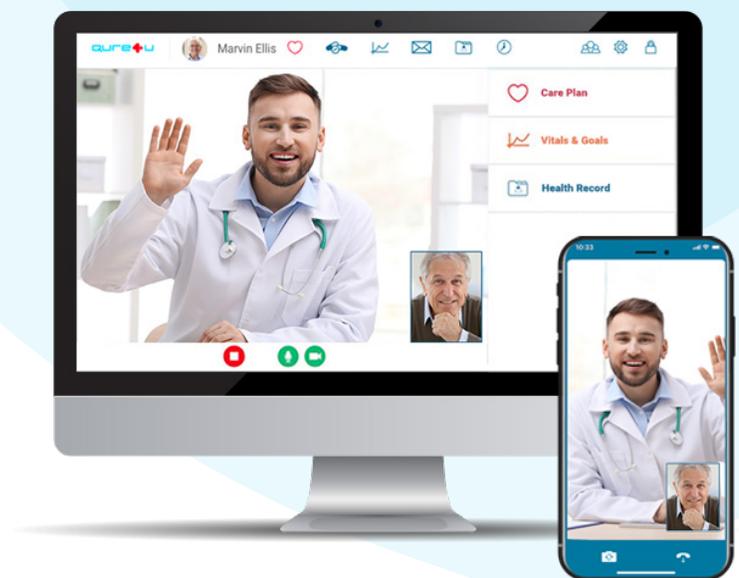




Accessing Telehealth Patient's Guide





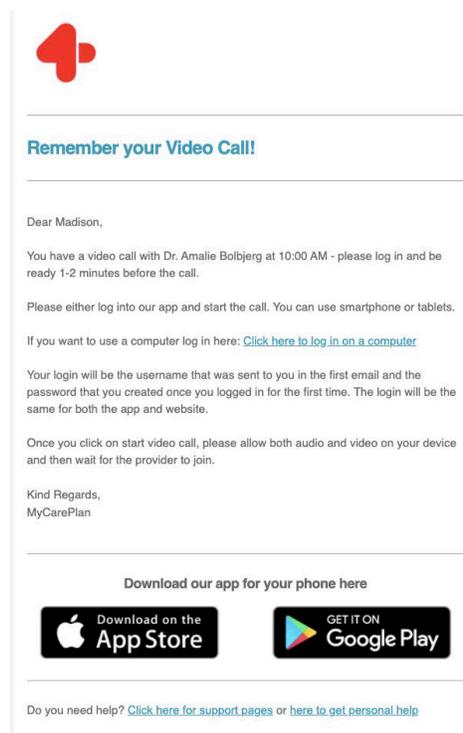
Scheduling a Telehealth Appointment

To schedule your Telehealth appointment, please call your healthcare provider to schedule the appointment.

Telehealth Appointment Reminder Emails

After your Telehealth visit is scheduled, you will receive **2 emails**:

1. **Email 1**: will be immediately following the scheduling of the appointment
2. **Email 2**: email will be 15 minutes before the time of the appointment.
 - a. The second email will contain a link (www.my-care-plan.com) that will redirect the user to the telehealth call directly in their web browser.
 - b. The patient will only be able to connect for their telehealth call through the web browser. If there are any tasks associated with the patient's appointment, they will need to complete those tasks through their app.
 - c. Here is an example of what this email will look like:



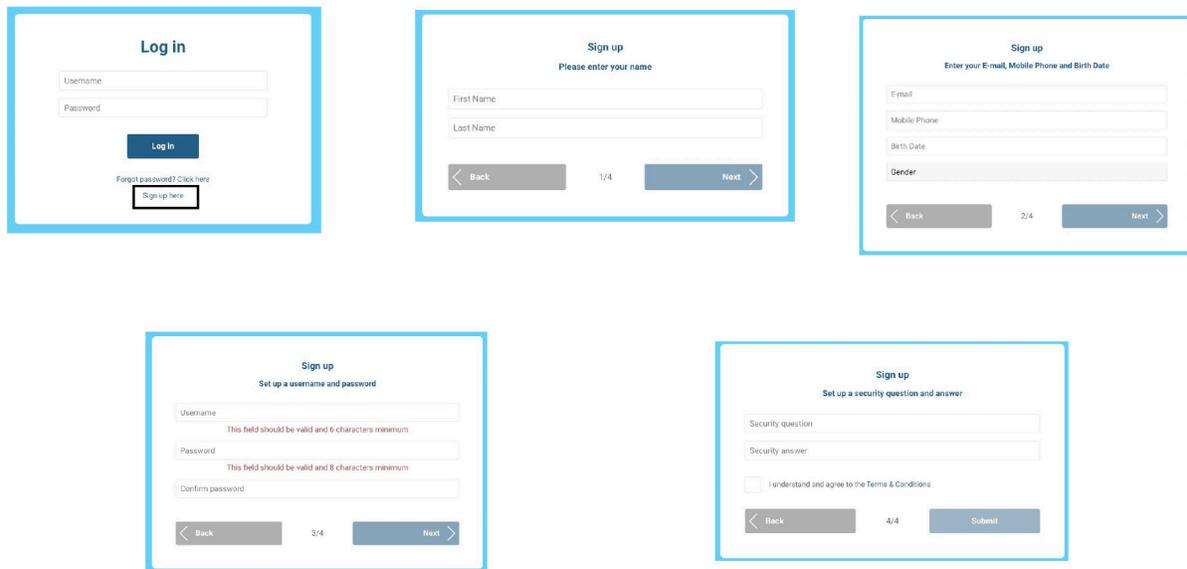


Starting Your Visit from the MyCarePlan App

**If you haven't, please download the app on your smart phone from the app store. After downloading, launch the app. **

Upon launching the app, you will be presented with a [login screen](#).

If you have never logged in, click on ["Sign Up Here"](#) and follow the prompts:



Next - it will prompt you to connect a provider to your profile. Click on ["Please click here to connect a provider to your profile"](#)

Enter the [name](#) or [phone number](#) of your provider & click ["Search"](#):



When the name of your provider pops up, [click on the + to add it](#).



None Integrated Demo





Starting Your Visit from the MyCarePlan App

After logging into the MyCarePlan app, navigate to your appointments by selecting [the clock icon](#) on the bottom right navigation bar.



Select [the arrow](#) next to the telehealth appointment you would like to connect to.

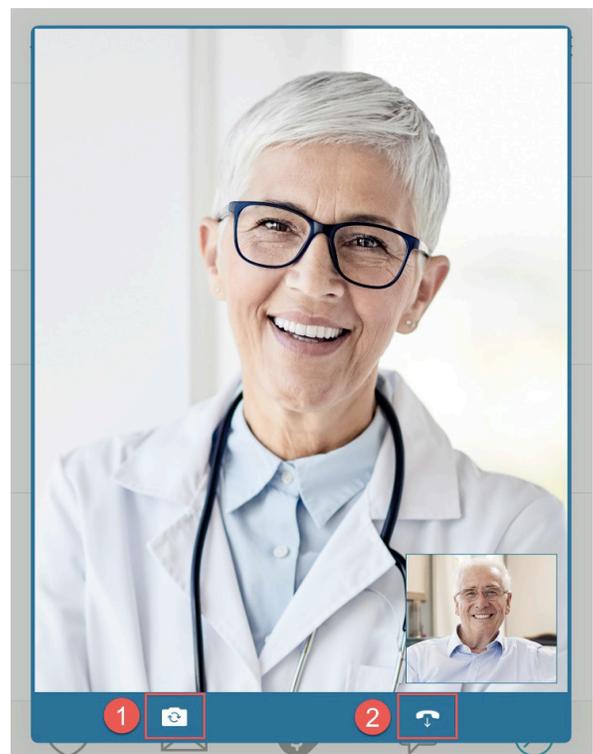
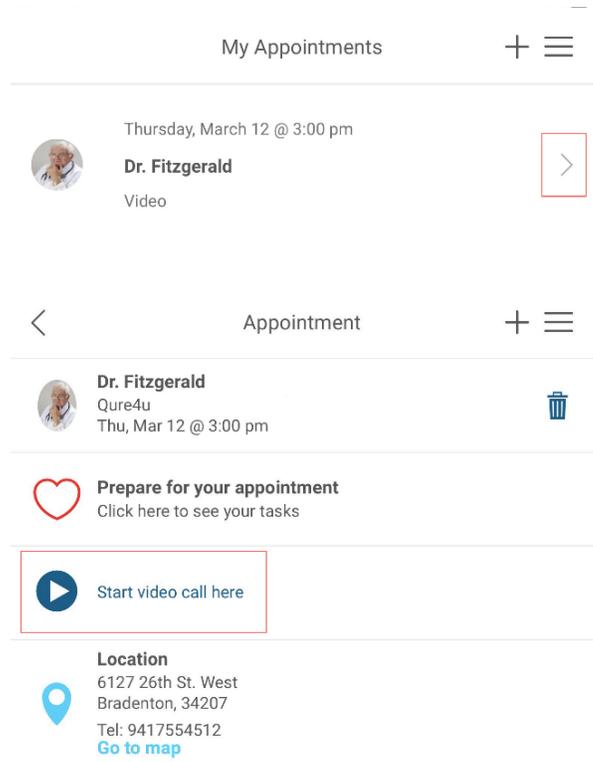
In the appointment details page, select the [Blue Play button](#) where it says Start video call here.

The call will open within the MyCarePlan app.

The provider will be featured as the larger image in the center of the screen. The patient will have a smaller preview window in the bottom right.

(1) Switches between the front and rear facing camera. Telehealth calls default to the front facing camera. Select the “switch camera” icon to switch to the rear camera and again to go back to the front facing camera.

(2) End the telehealth call





Utilizing Telehealth Via Desktop Web Browser

Once selecting the link in the email, a new tab will open to my-care-plan.com.

1. **Returning User:** You may be asked to login:

Welcome!
Fill in your information on the right to access your account.
If this your first time using MyCarPlan please register as a user first with the email and mobile number that you have on file with you doctor and you will then be connected to the office's system and get access to all your health data.
[Click here if you have forgotten your password.](#)

Log in here

Username
Username

Password
Password

[Forgot your password?](#)

Continue

2. **New User:** Click "Sign Up":



3. Enter the information below:

**New to MyCarePlan?
Sign up now!**

Create your account now, and get access to secure messaging with your doctor, scheduling and other tools to manage your health

First Name:
First name

Last name:
Last name

Email
Email

Date of Birth
Month | Day | 1990

Continue

3. Create a username and password:

**New to MyCarePlan?
Sign up now!**

Create your account now, and get access to secure messaging with your doctor, scheduling and other tools to manage your health

Username
Username

Email:
Email

Password
Password

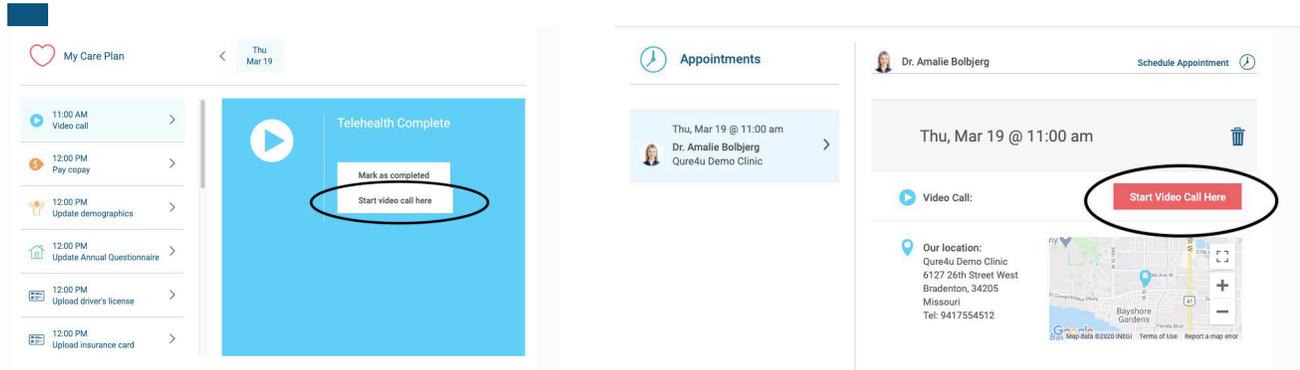
Confirm password
Confirm password

[I accept the Terms of Service](#)

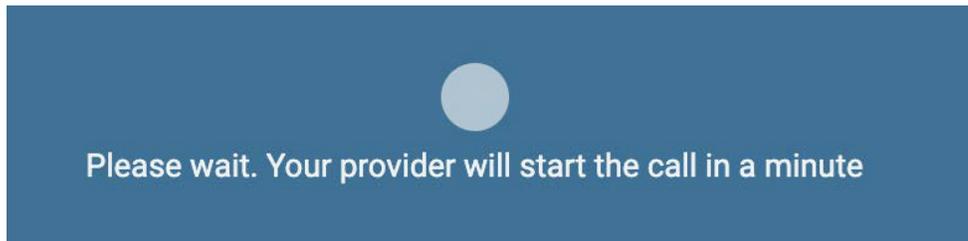
Create account

Utilizing Telehealth Via Desktop Web Browser

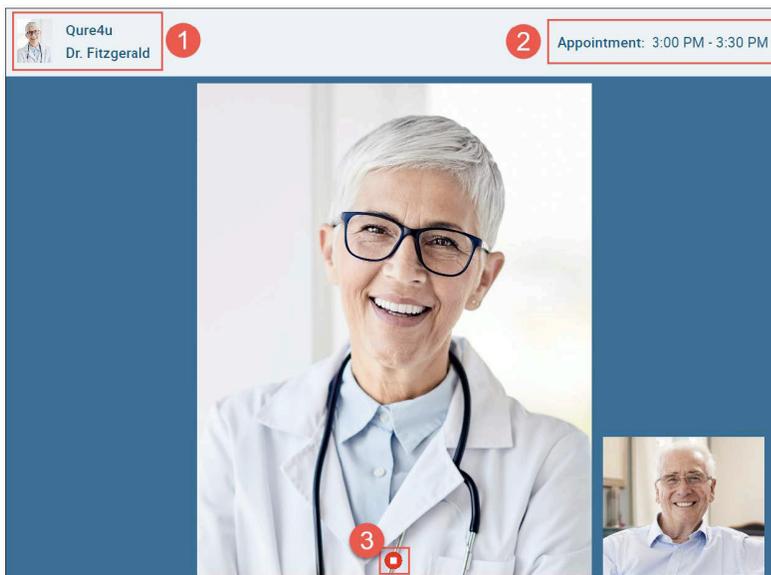
5. After you are logged in, you will see the following screens. On these screens, click “Start Video Call”



6. If your provider is not ready, you will see this screen:



7. Once your provider joins the call, they will appear on the screen to conduct the Telehealth visit with you.



- (1) Displays the provider's name and care center
- (2) Appointment timeframe
- (3) End the telehealth call

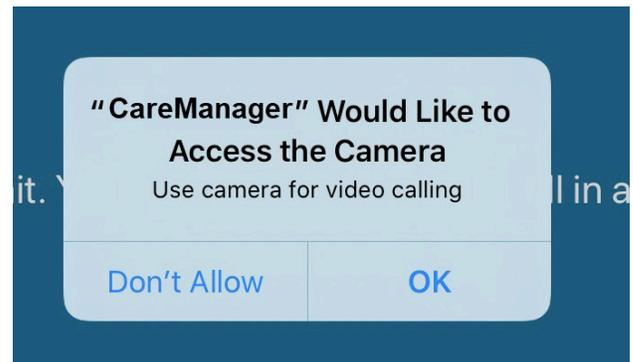


Enabling your Device / Browsers Microphone and Camera

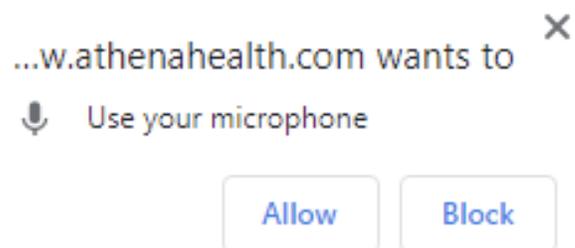
When starting a telehealth call, you will be requested to allow access to your devices Camera and Microphone.

Select **OK** on your device to enable when asked.

If you don't receive a pop-up or select Don't Allow by mistake you can also manage this permission in the device's settings.



When Starting a telehealth call via the web, the pop-up to enable your microphone and camera will appear directly under your browser's URL bar.



If you don't receive a pop-up or selected Block by mistake you can also enable this in your browser's security settings.

Select **the Lock icon** just to the left of the URL. A pop-up will appear with additional site settings.

Select the dropdown then select "allow" for both the Camera and Microphone.

