

Welcome to Telehealth!

You are scheduled for your first telehealth appointment which will allow you to visit with your provider through a virtual video conference on your smart phone or computer using the MyCarePlan program.

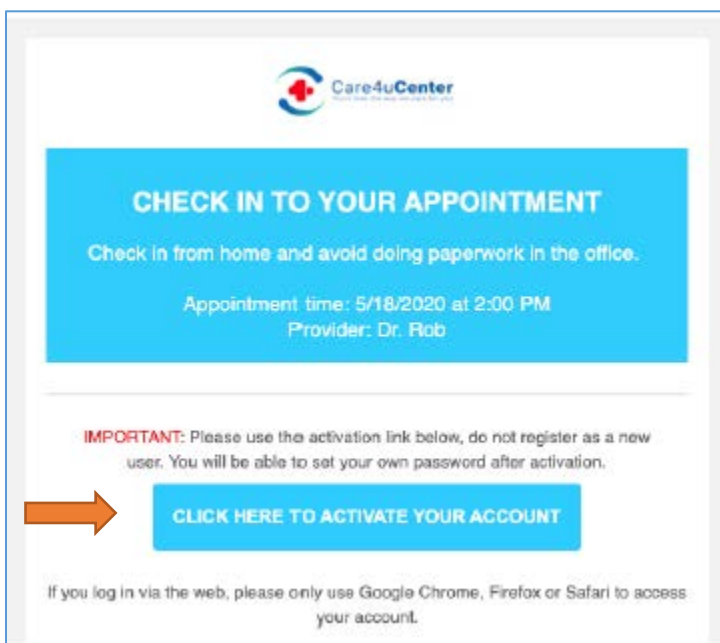


After your appointment has been scheduled, you will receive 2 email notifications:

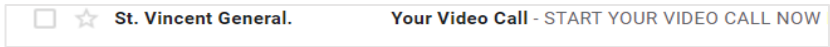
1) **Email 1** →



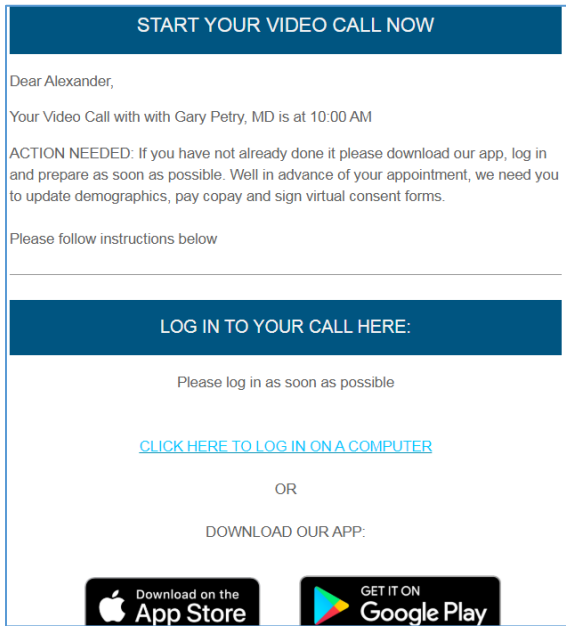
- **Email 1** will be sent within 15 minutes after your appointment has been scheduled
- **Email 1** will contain a link to create your account
- **Click** the link to activate your account
- **Confirm** your phone number or email
- **Set** your username and password



2) Email 2 →

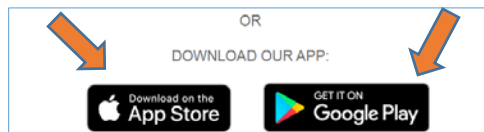


- Email 2 will be sent 15 minutes before your appointment time as a reminder
- Email 2 will look similar to this:

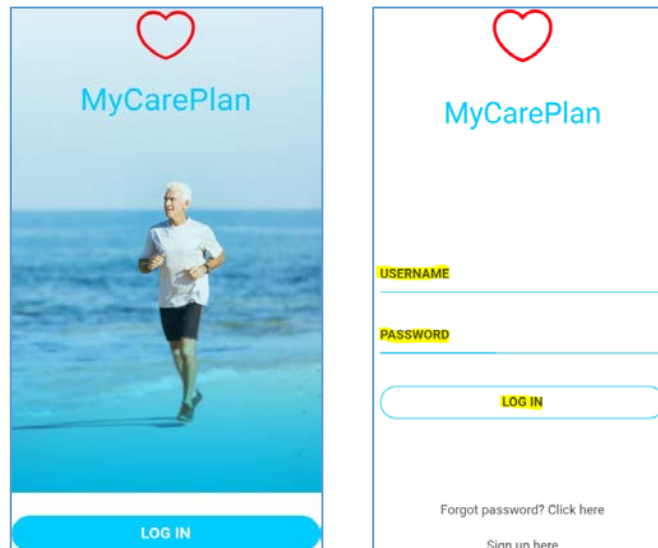


How to Use a Smart Phone to Join the Video Call

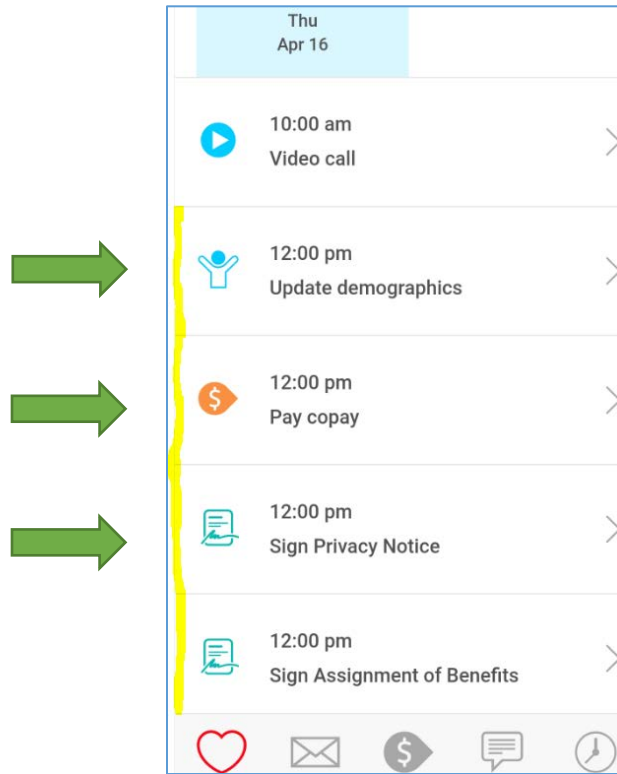
- 1) Access your email and open Email 1. Download the MyCarePlan application from the download link.
 - Android smart phone = Google Play Store
 - Apple smart phone = App Store



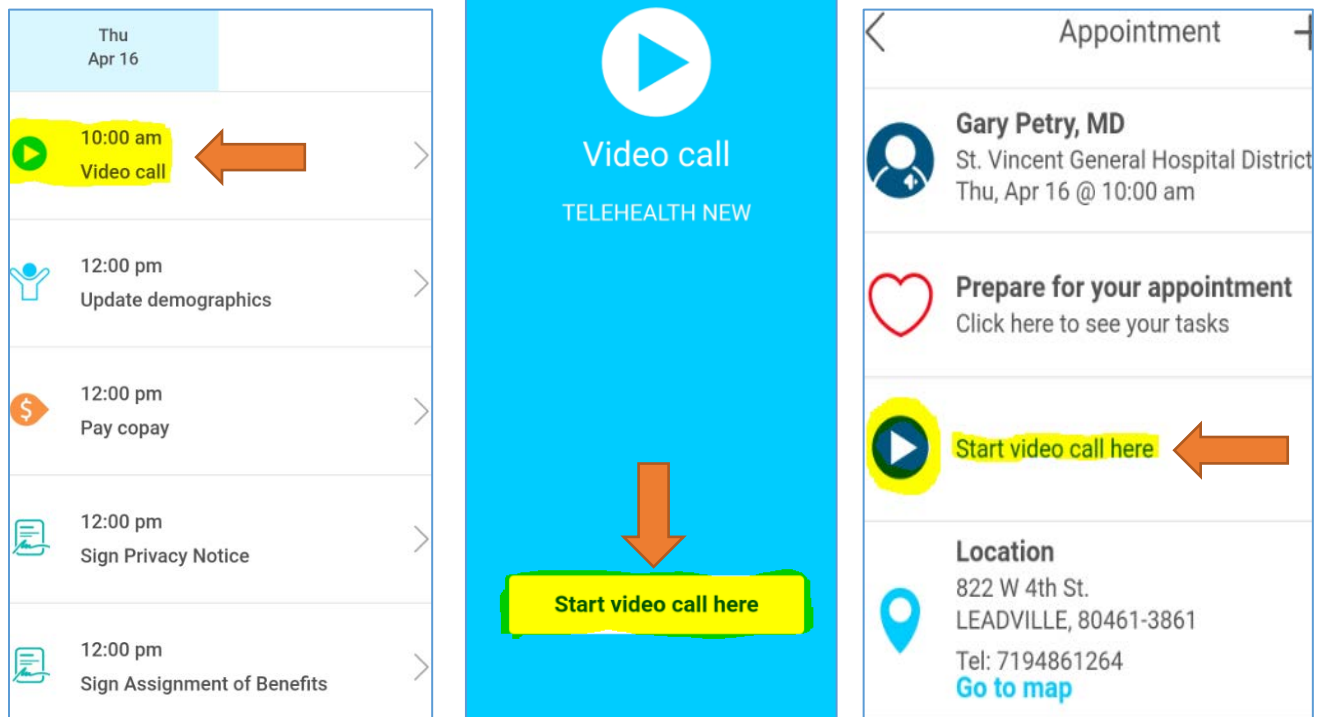
- 2) Upon launching the app, you will see the login screen. Click LOG IN.
Enter the Username and Password you created after Email 1 and log in



3) Prepare for your Appointment by Updating Demographics, Signing Forms, and Paying Copay. Click on the desired sections and follow the prompts.

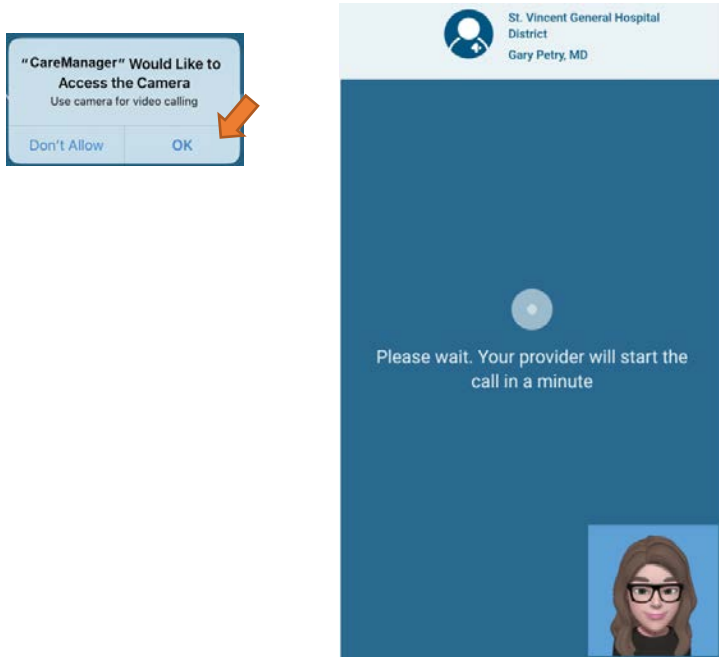


4) A few minutes prior to your visit, expand the [Video Call](#) section to access your appointment. Click [Start Video Call Here](#) button and then click [Start Video Call Here](#) button one more time.



5) Your video call has been started. You will now wait for the medical assistant or provider to join.

Note: Approve any popups requesting camera or microphone permissions



6) Once the provider joins, you will see several new buttons. The camera button (1) will switch the cameras view and the phone button (2) will end the call.

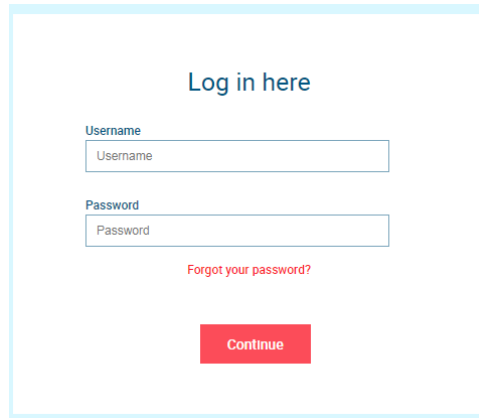


How to Use the Computer to Join the Video Call

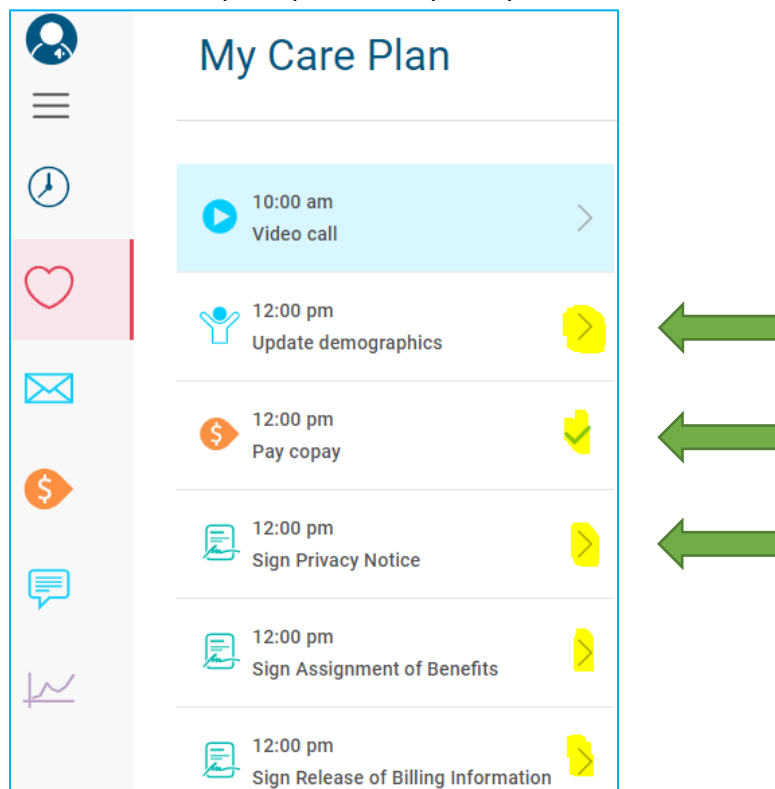
Note: You must have a camera and microphone on your computer/laptop

- 1) Go to www.my-care-plan.com

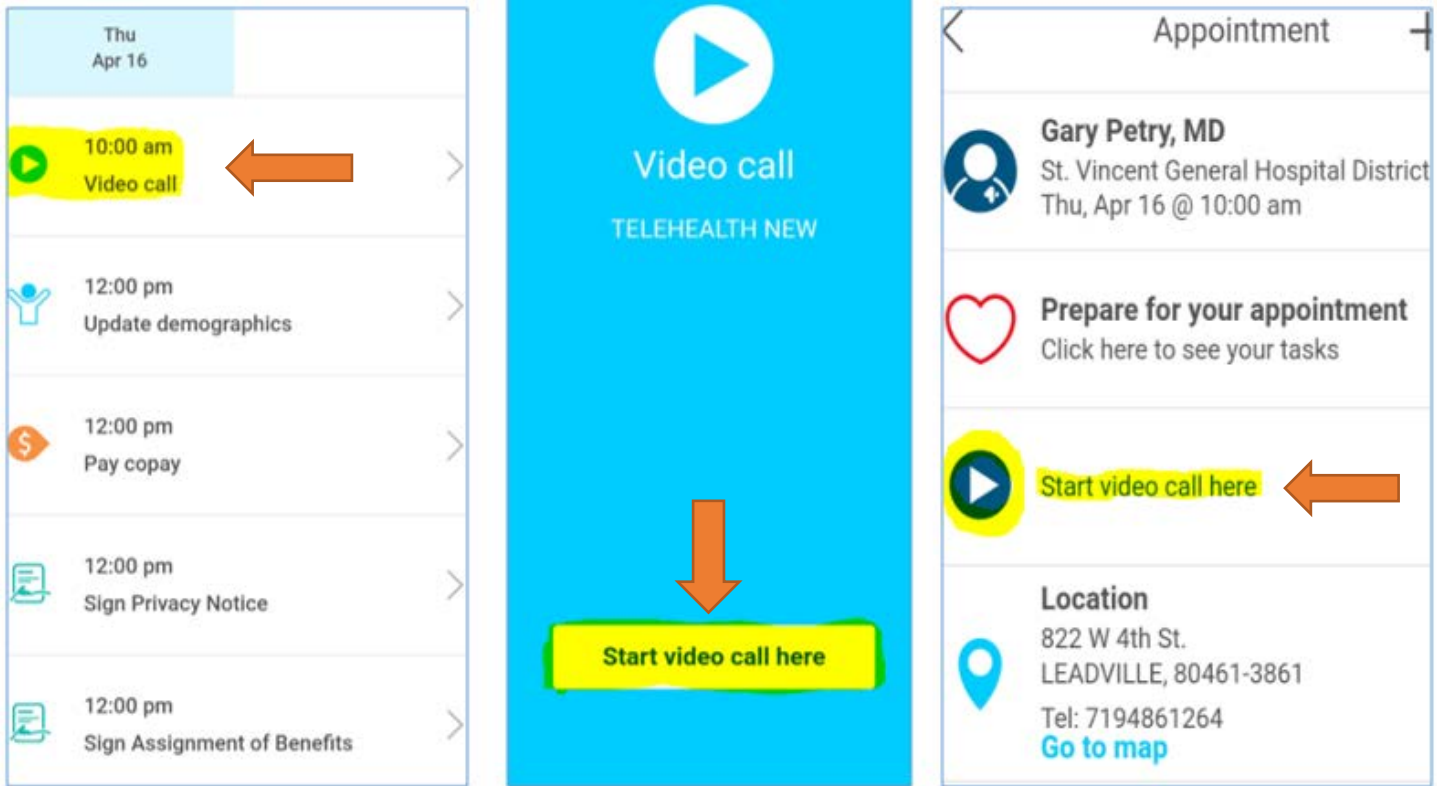
Once the webpage opens, click the **Login** button and enter your username and password.



- 2) Prepare for your Appointment by Updating Demographics, Signing Forms, and Paying Copay. Click on the desired sections and follow the prompts to complete your tasks.

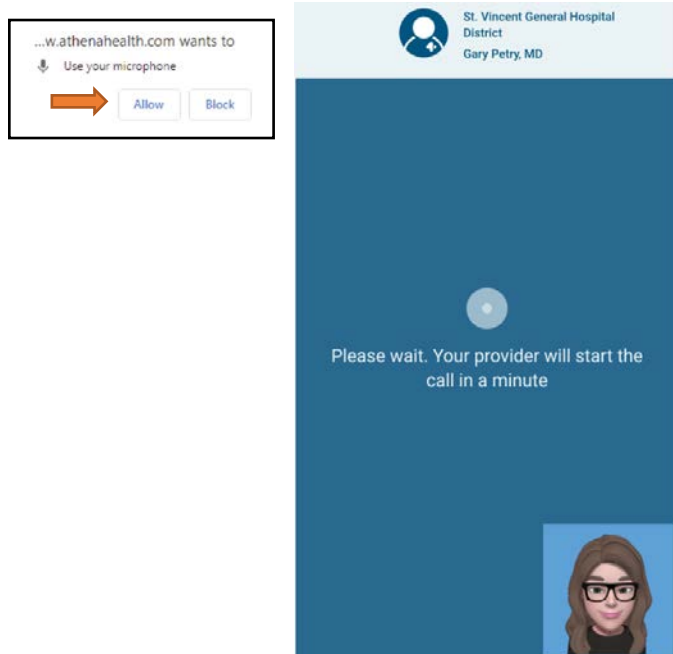


- 3) When you are ready to start your visit, expand the **Video Call** section to access your appointment. Click **Start Video Call Here** button and then click **Start Video Call Here** button one more time.

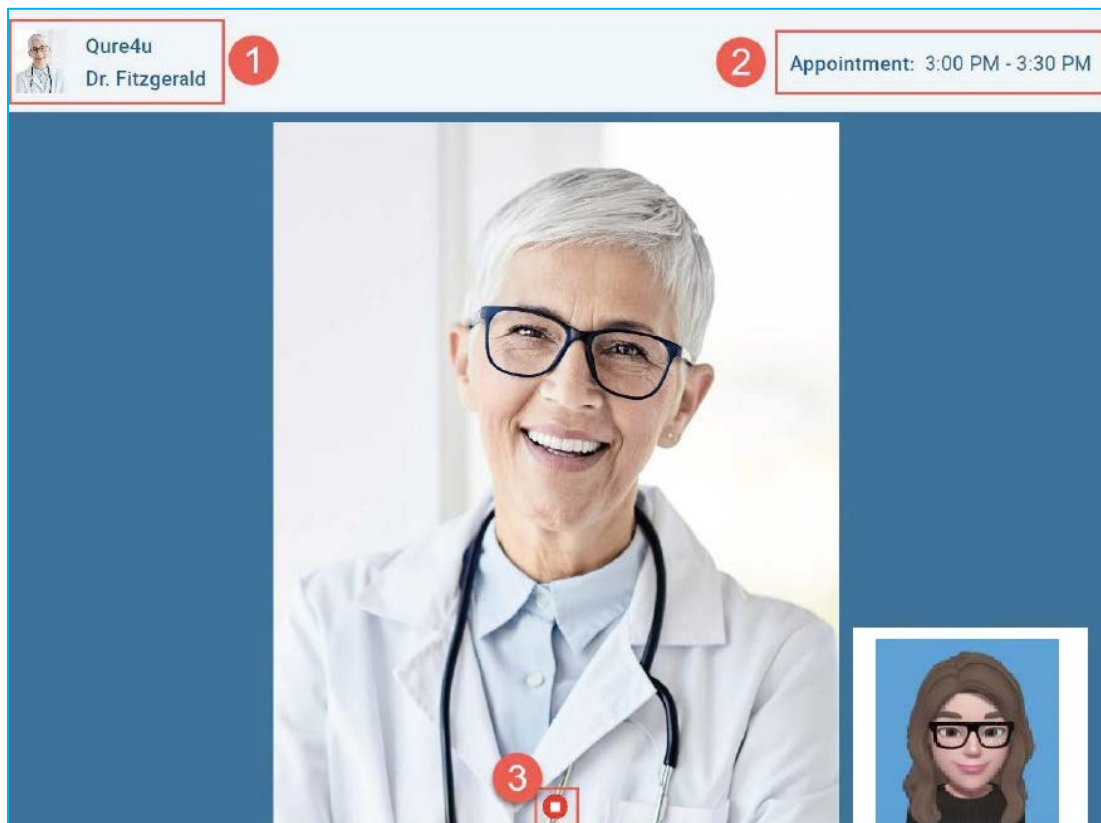


- 4) Your video call has been started. You will now wait for the medical assistant or provider to join. Approve any camera or microphone permissions that pop up.

Note: Approve any popups requesting camera or microphone permissions



- 5) Once the provider joins, the providers name will display in the left corner (1), the appointment timeframe will display in the right corner (2), and the stop button (3) at the bottom will end the telehealth call.

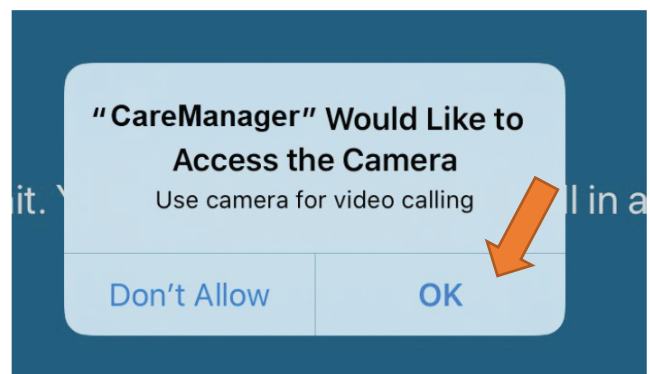


Enabling your Device/Browser Microphone and Camera

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.

...w.athenahealth.com wants to

Use your microphone



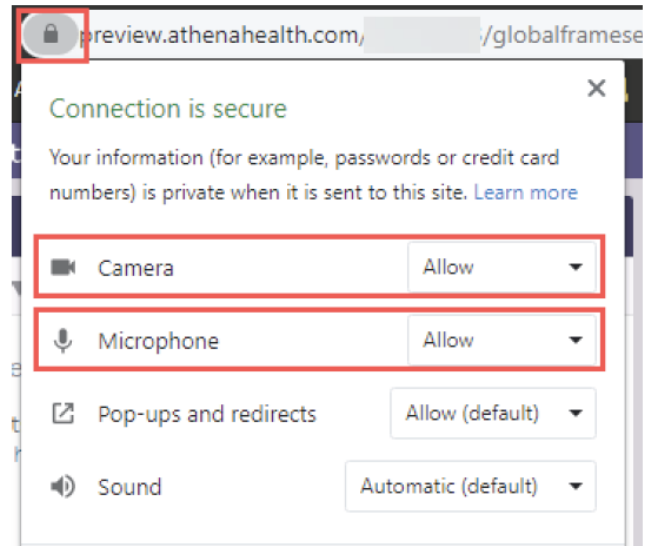
Allow

Block

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.

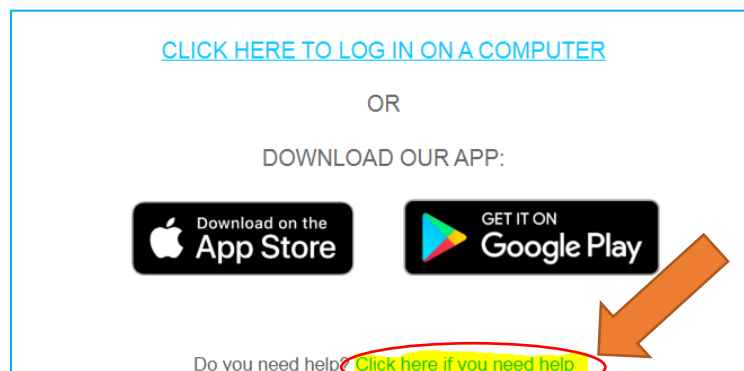
Select the dropdown then select "allow" for both the Camera and Microphone.



[If you need help](#)

If you are experiencing technical difficulties, you can reach out to MyCarePlan/Qure4u in 2 ways:

- 1) Go to [Email1](#) and select the [Click here if you need help](#) link



- 2) Call the Support Phone Number at 1-844-961-2226
 - If there is not an available technician, you can leave a voicemail and they will call you back.
 - Support is available 730AM-8PM EST Mon-Friday.