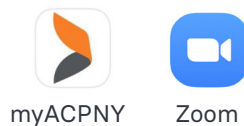


PATIENT INSTRUCTIONS FOR VIRTUAL VISITS **Mobile Device**

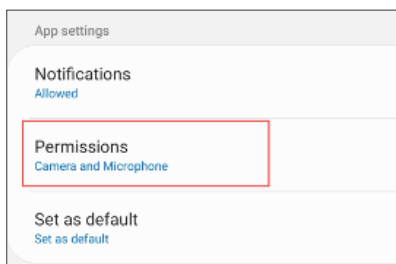
Once you have scheduled a virtual visit, you will need to prepare your mobile device with the right apps, permissions, and settings to ensure successful audio and video connections.

You may then check in for your appointment up to 30 minutes before it begins.

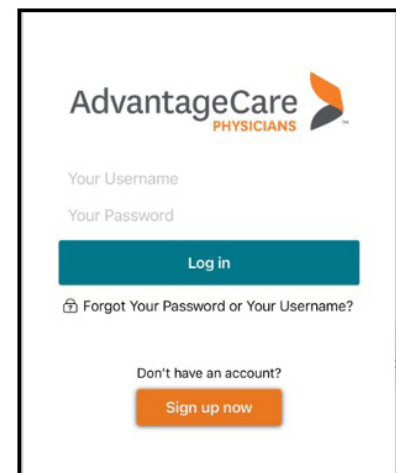
1. Download myACPNY and Zoom Cloud Meetings from the Apple App Store or Google Play store on your mobile device. Look for these icons:



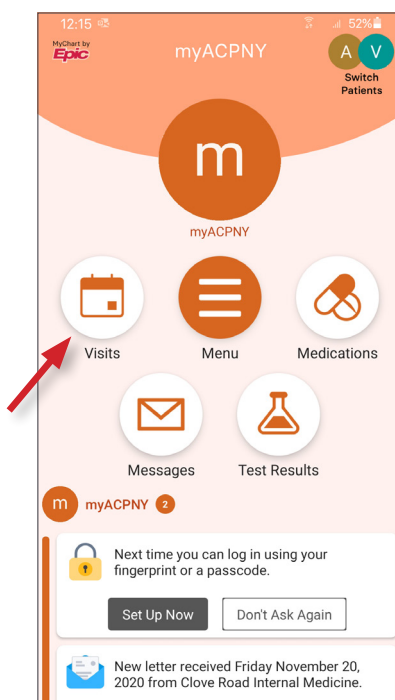
Note: Check your app settings to ensure the myACPNY and Zoom Cloud Meetings apps have access to your microphone and camera. This is very important for conducting virtual visits.



2. Launch the myACPNY app and log in with your username and password.

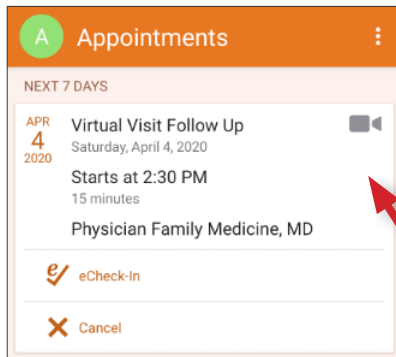


3. Click on the **Visits** icon.

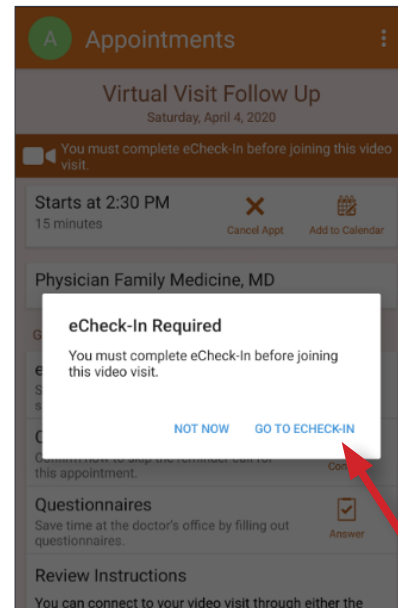


VIRTUAL VISITS: MOBILE DEVICE

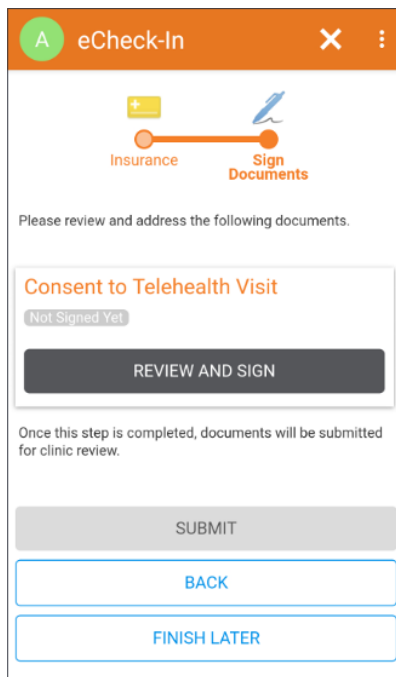
4. You will see your scheduled visit, indicated by the video icon. Click on your **Appointments** tile.



5. You will now be prompted to begin the eCheck-in process. Click on **Go to eCheck-in**.

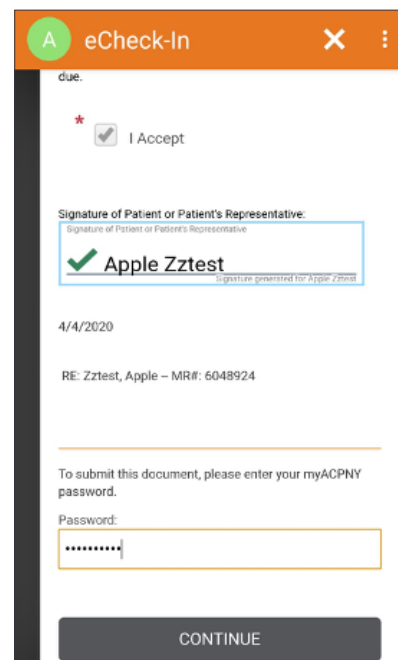


6. You must complete all eCheck-in steps, including the Consent to Telehealth Visit. To sign this document, click on **Review and Sign**.



7. To complete acceptance of the telehealth consent required to receive telehealth services from AdvantageCare Physicians:

1. Check the **I Accept** box.
2. Tap the signature field to sign.
3. Enter your myACPNY password to authenticate your digital signature.
4. Click **Continue**.



VIRTUAL VISITS: MOBILE DEVICE

8. Complete the remaining steps of the eCheck-in process. Then click **Submit**.

The screenshot shows the 'eCheck-In' screen. At the top, there's a progress bar with 'Insurance' and 'Sign Documents'. Below it, a message says 'Please review and address the following documents.' A box titled 'Consent to Telehealth Visit' shows 'Signed on 4/4/2020' with a green checkmark. There is an orange 'REVIEW' button. Below that, a note states 'Once this step is completed, documents will be submitted for clinic review.' At the bottom is a large grey 'SUBMIT' button.

Click on the **X** to exit the eCheck-in process.

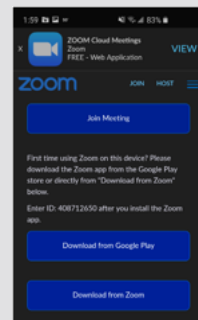
This screenshot shows the confirmation screen after eCheck-in. It says 'Thanks for Using eCheck-In! The information you've submitted is now on file.' A red arrow points to the 'X' icon in the top right corner of the orange header bar.

9. You are now ready to begin your video visit by clicking **Begin Visit**.

The screenshot shows the 'Appointments' screen for a 'Virtual Visit Follow Up' on Saturday, April 4, 2020. It indicates 'This is a video visit' and shows the start time as 2:30 PM for a 15-minute session. There are links to 'Cancel Appt' and 'Add to Calendar'. The physician is 'Family Medicine, MD'. Under 'GET READY', it shows 'eCheck-In Complete' with a green checkmark, 'Confirm Appointment' with a checkmark, and 'Questionnaires' with a checkmark. A 'Review Instructions' section explains how to connect to the video visit. At the bottom is a large green 'BEGIN VISIT' button. A red arrow points to the 'BEGIN VISIT' button.

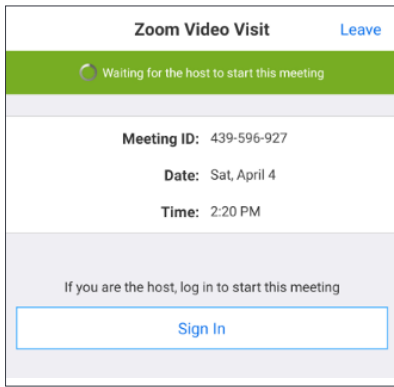
ZOOM CLOUD MEETINGS APP DOWNLOAD

If you have not yet downloaded the Zoom Cloud Meetings app, you will be prompted to do so.



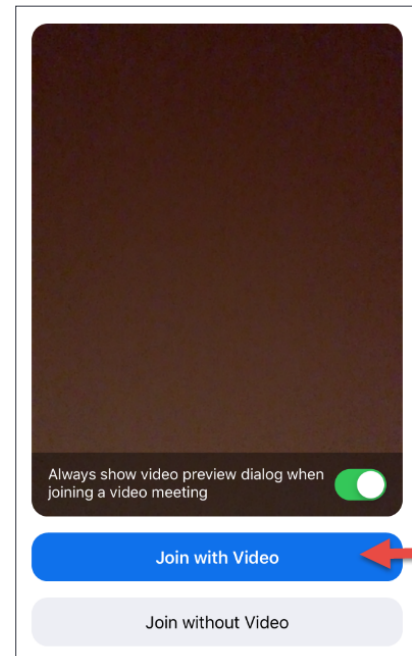
VIRTUAL VISITS: MOBILE DEVICE

10. Once connected, you will see this message:
"Waiting for the host to start this meeting".

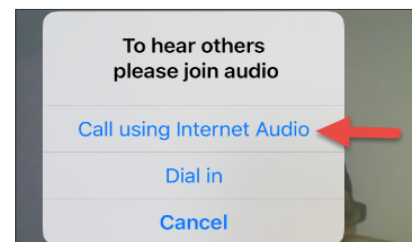


11. When the provider has connected, select
Join with Video, and then select **Call using Internet Audio**.

Video Preview



12. Confirm that your camera and microphone are enabled, indicated at the bottom of the Zoom window.



CHAT FEATURE

If for any reason you or the provider are unable to hear, click the **More** option at the bottom of the screen and select **Chat**. A screen will open for you to chat with the provider over text.

