

# Telehealth Video Visit Through Patient Portal

After scheduling your video visit appointment with your healthcare provider, follow these steps to ensure your call is successful.



## STEP 01 Make Sure Your Patient Portal Is Active

After the receptionist confirms your email address and phone number, you will receive an email with a link to log in to the **patient portal**. If you already have access to your patient portal, you can skip this step.



## STEP 02 Join the Video Visit

At the time of your appointment, you will receive an email and text message to join the video call with your healthcare provider. You will have 10 minutes to log in to your patient portal and click "**Join Video Visit**." When prompted, be sure to allow access to your camera and microphone.



## STEP 03 Talk to Your Provider

During your call, you have the ability to mute your microphone. To end the session, close the tab you are on. If you get disconnected, simply log back into the patient portal and re-join the call.

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