Pocket Patient™

Telehealth Video Visit Through PocketPatient™
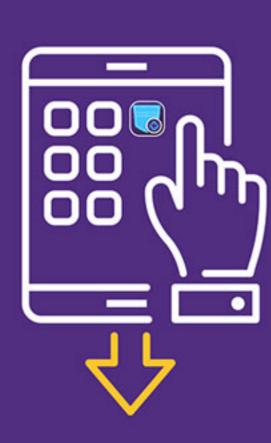
After scheduling your video visit appointment with your healthcare provider, follow these steps to ensure your call is successful.

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 — Download the App

If you haven't already, download the app from the App Store or Google Play for use on your iPhone (iOS12 and above) or Android device (v. 7.0 and above). When downloaded, log in to the app using your patient portal username and password.

STEP 03 — 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 the PocketPatient™ app and click "Join Video Visit." When prompted, be sure to allow access to your camera and microphone.

JOIN VIDEO VISIT

STEP 04 — Talk to Your Provider

During your call, you have the ability to switch between your front and back camera. You can also use your phone's flashlight. If you get disconnected, simply log back into the app and re-join the call.

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