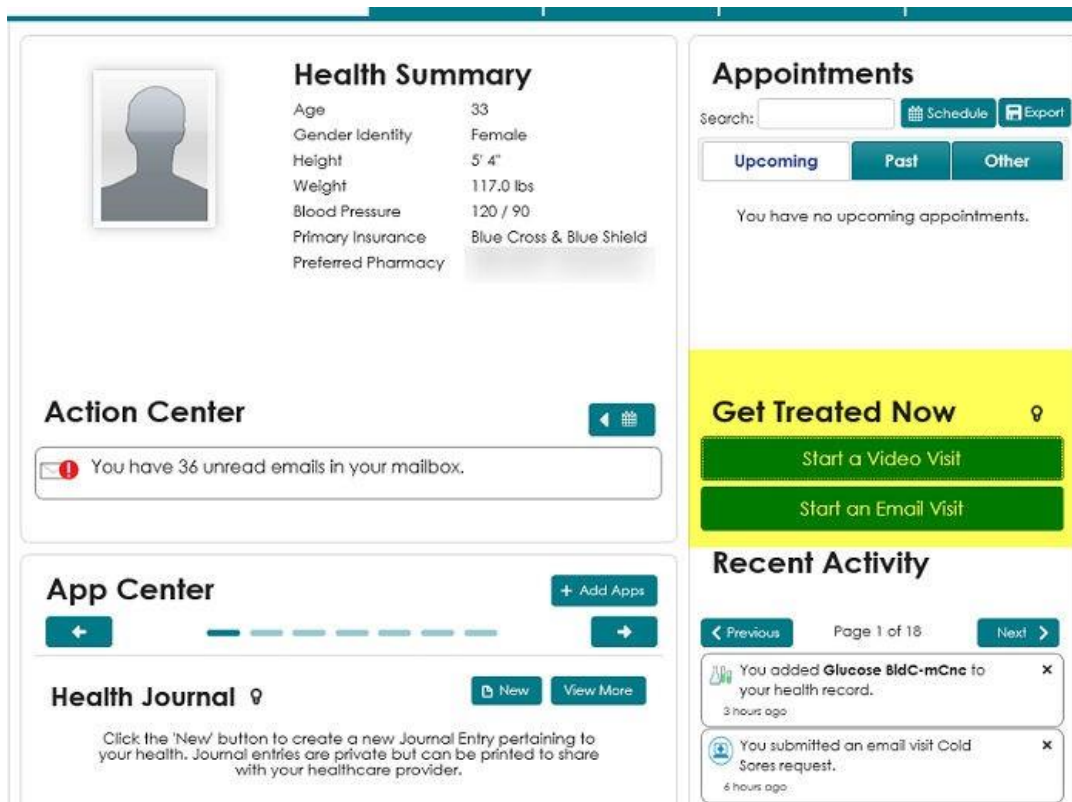


# On-demand video visits

Use the FollowMyHealth Video Visit feature to participate in a live clinical consultation with a provider through a video conference.

**Note:** To participate in a video visit using Internet Explorer®, you must have version 10 or later.

You can participate in on-demand video visits with a provider in your healthcare organization. An on-demand video visit is started when you click **Start a Video Visit** from the **Get Treated Now** section on your patient portal **Home** tab.



In this workflow, you can select a provider who is available for a video visit on the same day.



#### On-demand video visits

You must have a connection with an organization that supports on-demand video visits to see the **Start a Video Visit** button.

If the provider with whom you connected in the video visit supports payment features, you can pay for your video visit at the time of the service.

If the healthcare organization to which your provider belongs has enabled support for attachments, you can share attachments with the provider during the video visit.

**Note:** If the on-demand video visit is not available, the **Appointment** section of the **Home** page still displays upcoming appointments, where you can manage your appointments (for example, cancel, reschedule, and so on.).

## Start an on-demand video visit

On-demand video visits are a convenient alternative to traveling to your healthcare organization for a visit with a provider. You can consult with a provider from a remote location using a desktop computer or tablet through your patient portal account.

### Before you begin

When you start the video visit and **Request a Video Visit** opens, the application detects whether you have installed the most current plug-in and supported browser. A message is displayed if these requirements are missing. A link is available to download the latest plug-in, or you can use a browser that is already supported by the video service.

**Plug in Required for Browser:** This browser requires you to download a plugin to use this feature of FollowMyHealth. Please download the plugin [here](#) or use a different browser.

[Download Vidyo Plugin](#)

### About this task

As you progress through a video visit, the **Action Center** on your patient portal **Home** tab includes notifications. See the related topic, “Action Center video visit notifications” to learn more about the notifications you see during the video visit workflow.

### Procedure

1. Sign in to the Allscripts FollowMyHealth® Patient Access portal.
2. On the **Home** tab, go to **Get Treated Now** and click **Start a Video Visit**.  
The organizations that are available for an on-demand video visit are displayed with available office hours under **Video Visit Practices**. The estimated wait time is displayed next to the organization.
3. Click **Select** next to the organization with which to initiate a video visit.  
Review the “Things to know” items before continuing.
4. Click **Next**.  
**Telehealth Terms of Service** is displayed if you have not yet accepted the terms of service.
5. Click **Accept**.

Start an on-demand video visit

6. Review your current audio and video settings.

**Note:**

If your application detects that you do not have the correct plug-in, the following error message is shown.

**Plug-in Required for Browser:** This browser requires you to download a plug-in to use this feature of FollowMyHealth. Please download the plug-in here or use a different browser.  
[Download Vidyo Plug-in](#)

Click **Download Vidyo Plug-in** to install the correct plug-in.

Follow the prompts to install the video plug-in. After installation is complete, you are automatically signed out of the patient portal. When you sign back in, the video and audio settings are filled.

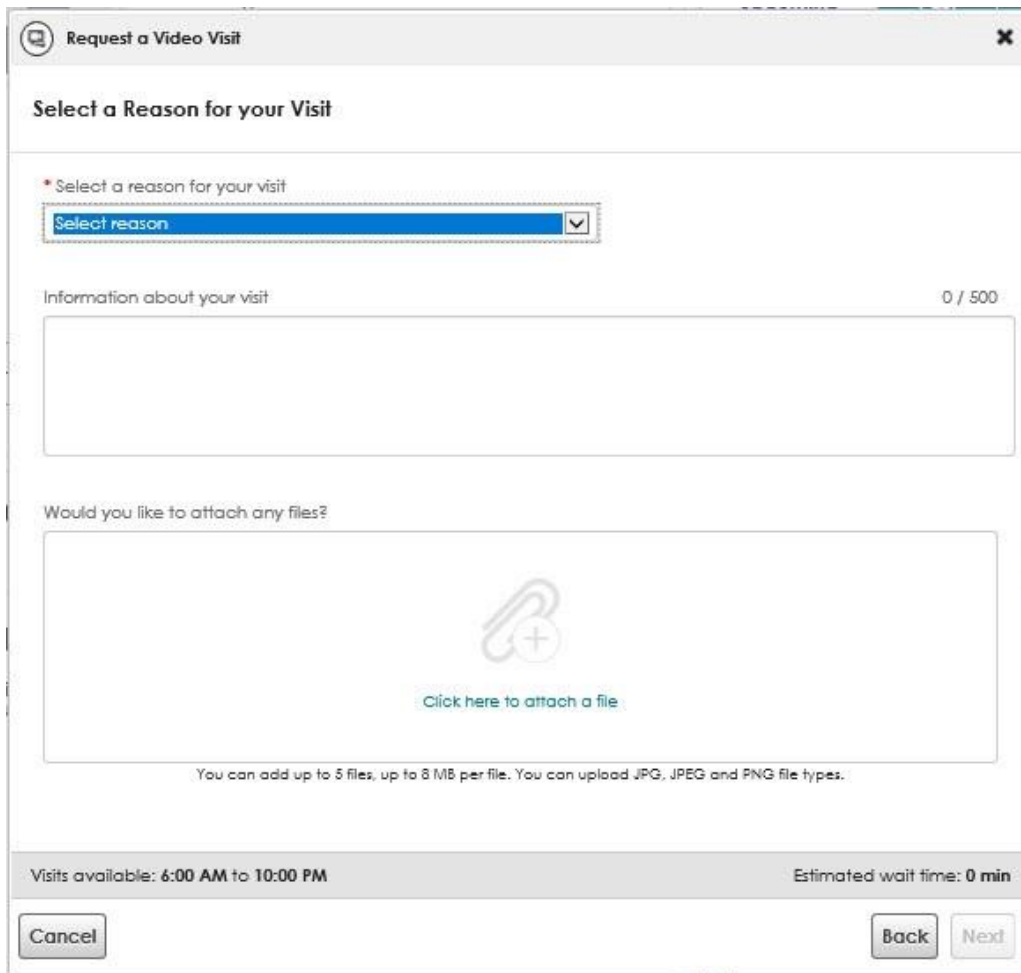
7. Optional: Modify the video and audio connection sources as needed.

If you need assistance with audio and video settings, click **Need help**.

A link is available to find answers on the **Frequently Asked Questions** support page.

8. Click **Next**.

9. Click **Select reason** to display a list of symptoms, and then select a symptom from the list.



When the video visit starts and the video page opens, the reason for your visit is listed under **Summary**.

10. Optional: Enter additional information (up to 500 characters) about the reason for your visit that your provider.
11. Optional: Attach any files that provider needs to review.  
 This option is available only if your provider has the attachments option enabled. You can attach files in either of the following ways.
  - > Drag and drop files from a folder on your computer into **File Upload**.
  - > Click **Click here to attach a file** to browse and select files from a folder on your computer.
 Add up to five files in .jpg, .jpeg, or .png file formats. The maximum file size is 8MB. After a file uploads, a thumbnail view is displayed.

Start an on-demand video visit

Request a Video Visit
✕

**Select a Reason for your Visit**


\* Select a reason for your visit

Earache
▼

Information about your visit 48 / 500

Cannot hear, ear hurts, drainage, red behind ear

Would you like to attach any files?



HurtingEar.jpg

1 file(s) attached. You can add up to 4 more file(s), up to 8 MB per file. You can upload JPG, JPEG and PNG file types.

Visits available: 6:00 AM to 10:00 PM Estimated wait time: 0 min

Cancel
Back
Next

Upon completing the video visit request, the file is accessible to the provider through the video visit message template.

12. Click **Next** to display your demographic information.
13. Review your phone contact and preferred pharmacy information to confirm that the information is correct and make changes if necessary.  
When the video visit starts, and the video page opens, this information is displayed in the right pane. Verify that you provide the preferred phone number and pharmacy so that your healthcare provider can contact you or send a prescription promptly after the video visit.
14. Click **Go To Payment Page** or **Go To Virtual Waiting Room**, depending on the following scenarios.

**Go To Payment Page** is displayed if your organization enables the on-demand video visit payment feature. **Go To Virtual Waiting Room** is displayed instead of **Go To Payment Page** if your organization has not enabled the on-demand video visit payment feature.

- > If on-demand visit payment is enabled, enter your credit card or bank account information, click **Pay Now**, and complete the required information. A payment receipt and a summary of your payment is displayed and a confirmation email is sent to your messages folder.

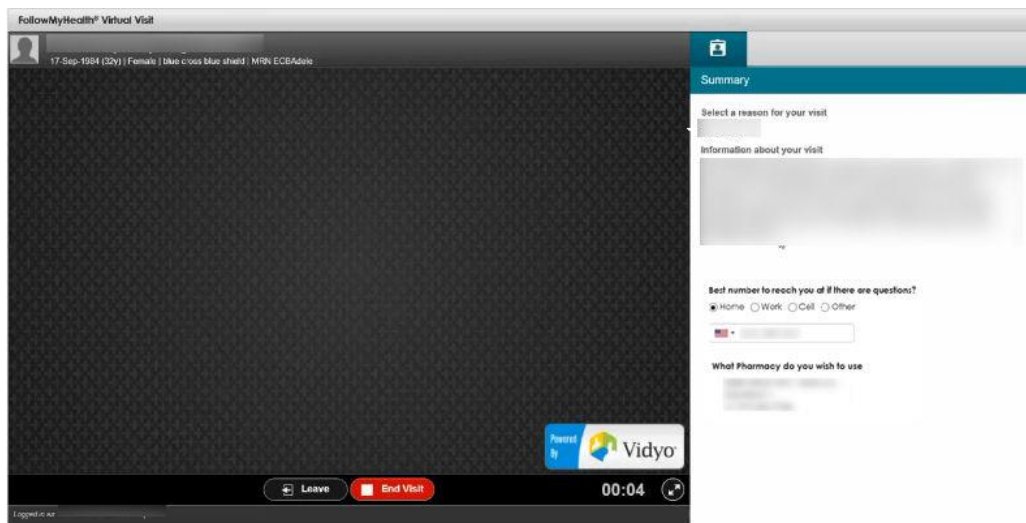
15. If on-demand visit payment is not enabled, click **Go to Virtual Waiting Room**. You are now in the virtual waiting room and are an active patient in the provider's patient queue. The reason for your visit, the organization associated with your visit, and the approximate time that your visit starts are shown.

If needed, click **Change Audio/Video Settings** to change settings from the **Virtual Waiting Room**.

Your provider can send a notification to update you on the wait time. A notification is displayed on **Virtual Waiting Room** or sent to you through email or text.

When the provider selects you in the queue, your on-demand video visit begins automatically. The video page opens and the provider is available.

The reason for your visit and additional information that you entered during the video visit process are displayed in the right pane under **Summary**. Your preferred phone number and pharmacy are also displayed in the right pane.



16. Optional: Leave the video session.  
To leave the visit during the session, you can rejoin the same session.  
Click **Leave** to close video page.



Start an on-demand video visit

To return, click **Video Visit in Progress – Reconnect** on the **Home** tab under **Get Treated Now** and the session reconnects.

The video page reopens, and you can continue with the video visit.

17. Click **End** to end the on-demand video visit.
18. Optional: Plan your follow-up visit. If you requested that the provider send you a visit summary through email, check your **Messages** tab to view the visit summary.