

Virtual Visit Check-In

To access your telehealth appointment with your provider, locate the email or text message your provider sent you regarding your upcoming appointment.

DO NOT CHECK IN TO YOUR VIRTUAL VISIT WHILE OPERATING A MOTOR VEHICLE

In the body of the email or text message, select the link or copy and paste the link into your preferred web browser.

Supported browsers include: Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari on iOS (iPhone and iPad). We recommend using the most up-to-date version of these browsers along with the most current operating systems on Windows, Apple, and Android devices.

If you plan on using a bluetooth device (e.g., bluetooth headphones), you must connect your bluetooth device to your phone, laptop, etc. prior to starting your call.

On mobile devices, the virtual visit audio plays through your browser's default audio output, which is typically your device's speakerphone. If you do not want your virtual visit audio played through your device's speakerphone, connect headphones before the visit, or change the audio output settings for your mobile browser.

Checking-In

To enter your provider's telehealth waiting room, select the I am a patient radio button, enter your first and last name, and date of birth. The **Check in** button is disabled until you acknowledge the privacy policy by selecting the checkbox for "I have read and acknowledged the privacy policy". Select **Check in** when finished.

Telehealth Help



Welcome to Greenway Health Telehealth!

Join Your Telehealth Call

I am a patient I am attending a patient's appointment

Patient's First Name *	Patient's Last Name *	Patient's Date of Birth (MM/DD/YYYY..)
Megan	Andrews	01/01/1990

I have read and acknowledged the [privacy policy](#).*

Check in

Tips for a great video call:

- ✓ Use a device that is connected to a strong WIFI network or with an ethernet cable
- ✓ Close any programs or browser tabs on your computer that you are not using
- ✓ Use the latest version of Edge, Chrome, Firefox, iOS or Safari
- ✓ Ensure that you are not in a public area so that healthcare information is kept private
- ✓ If you are planning on using a bluetooth device, ensure that it is connected prior to starting your call

Help:

If you have technical difficulties, please contact your doctor's office at (555) 555-5555.

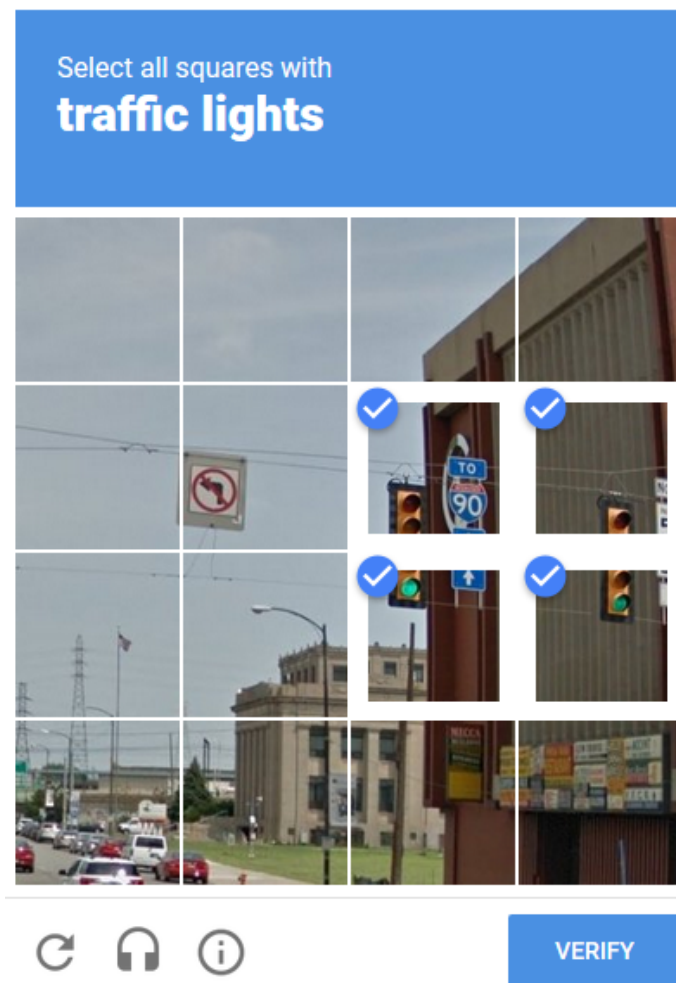
For parents, caregivers, guardians, or family members who are checking in to a telehealth appointment for a patient (for example, a minor child or elderly family member), be sure to select the **I am a patient** radio button, and enter the patient's first and last name and date of birth as given to the patient's health care provider.

If you have trouble checking in to your appointment, please contact your provider's office.

After selecting the **Check in** button, you may see a CAPTCHA window, which is a security measure to prevent unauthorized access. Select the relevant images per the instructions. Select **Verify** when

complete. For audio instructions, select the headphone icon  . For a new challenge, select the

refresh icon  .



CAPTCHA is a security measure that helps to prevent unauthorized access.