

Telehealth Appointments

PHONE AND TABLET INSTRUCTIONS

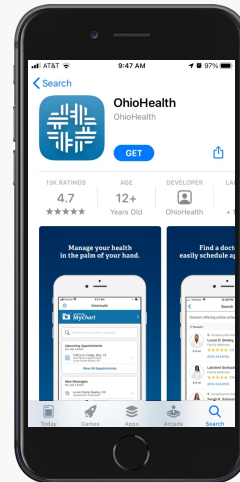
Prepare for your Video Visit in the OhioHealth app

Step 1: Download the app

- Download the [OhioHealth app](#) from the Apple App Store or Google Play.

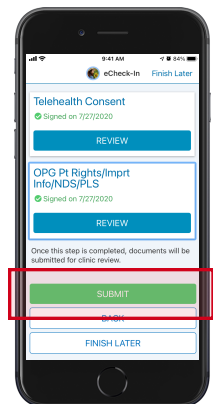
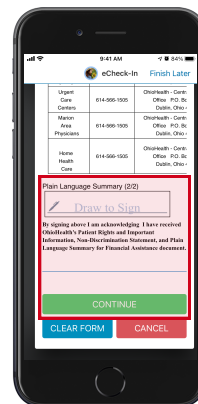
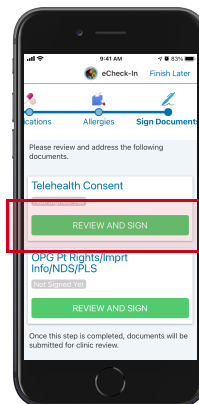
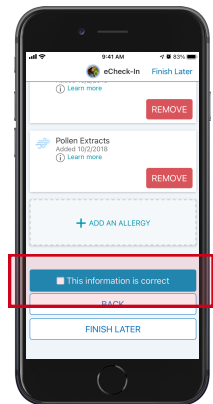
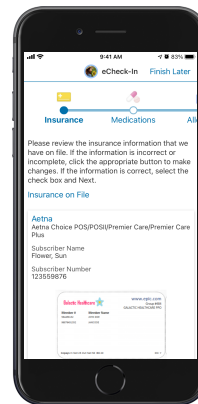
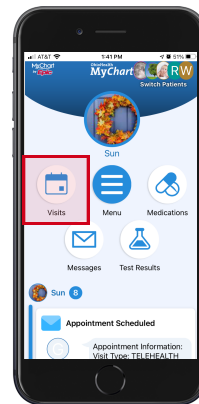


Tip: These images are of Apple devices. This process may look slightly different for Android devices.



Step 2: Complete eCheck-In in MyChart

- Open the OhioHealth app and sign in to MyChart.
- Tap **Visits** in the MyChart menu, then tap your telehealth appointment.
- Tap **eCheck-In**.
- Follow the prompts to verify or update personal information, insurance, medications, allergies, and travel history.
- Tap **This Information is Correct** at the bottom of each screen.
- Review and sign the consent for treatment and patient rights forms.
- Tap **Submit** on the final screen and you will see a message that says, "Thanks for using FirstStep."
- You have completed the eCheck-In process.
- Tap **Close** in the upper right corner of the screen.
- Your setup is complete, you are now ready for your telehealth video appointment.



Tip: You will only see these forms if you have not completed them within the last year.

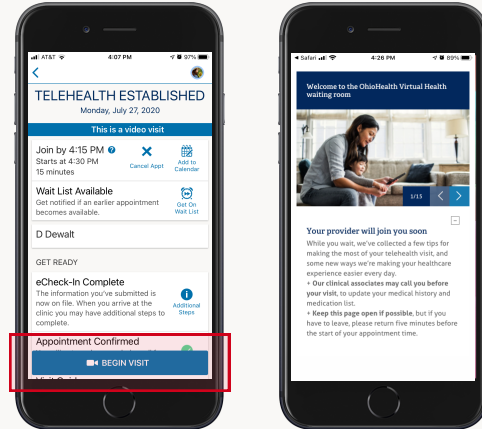
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Start your Video Visit in the OhioHealth app

Step 1: Begin your Video Visit

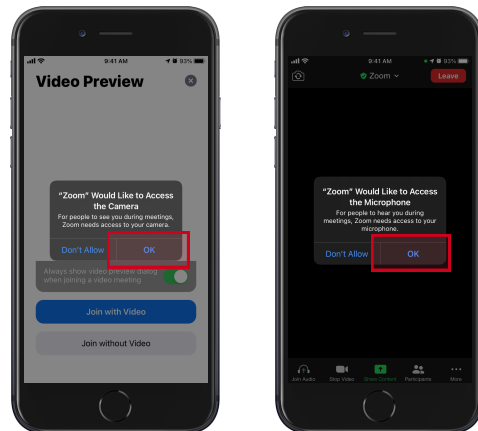
- Open the OhioHealth app and sign in to MyChart.
- Tap **Appointments** in the MyChart menu, then tap your telehealth appointment. Tap **Begin Visit**.
- You will be placed in the OhioHealth Virtual Health waiting room.



Step 2: Join your Video Visit

- Once your provider joins, tap **Join With Video**.
- Connect audio by tapping **Call Over Internet** or choose to use your phone for audio.
- If asked, give OhioHealth permission to use your camera and microphone.
- You are now connected and can speak with your provider.

Tip: Choose a well-lit room with a door that can close, to avoid interruptions and keep your conversation confidential.



Step 3: End your Video Visit

- Tap your screen to bring up the Zoom controls.
- Tap **Leave** in the top right, then **Leave Meeting**.

