

Your appointment with _____ is _____ at _____.

Please note that you will need to physically be in a state where your provider is licensed during your visit. For most this is only Utah, but please verify with your provider.

What should I do TODAY?

- 1** Open the email from Intermountain Connect Care
 - We suggest saving this email for easy access later
 - If you haven't received one, check your SPAM folder
 - If it's not there, contact your clinic to verify your email is correct
- 2** Set up your account (if you are new to Connect Care) by clicking the email link
- 3** Set up your device:
 - If you plan to use your smartphone for the visit (recommended): Go to the App / Play Store, search for "Connect Care", and download the app
 - If you plan to use your computer for the visit: Go to intermountainconnectcare.org and follow the "Test Computer" link at the top right. We strongly encourage you to use Google Chrome. You'll need a webcam and a microphone as well

What should I do on the DAY OF THE VISIT?

- 1** Find a quiet, private space with good internet connection
- 2** 10 minutes before the appointment time, open the email you received from Intermountain Connect Care
- 3** Click "Get Started" (if you're on a computer, please try to use Google Chrome)
- 4** Follow the instructions on screen
- 5** Wait for your provider to join
 - Please do not cancel out of the visit too soon. Just like an in-office visit, your provider may be running late

Troubleshooting Help

- Call **844-624-4686**
- If your visit disconnects, please contact your clinic and check for any emails with new visit links

FAQ

What if I never received the appointment confirmation email?

Please call your provider's office as soon as possible to make sure they have your correct email address.

What if I need to reschedule my appointment?

Please call your provider's office as soon as possible to reschedule.

What if I need an interpreter?

If you didn't tell your provider's office when you scheduled your appointment, please call your provider's office now. They can arrange for the interpreter to join your video visit.

What if I don't feel 100% comfortable with a video visit?

Don't worry! You can find a *Getting the Most Out of Your Visit* patient fact sheet on IntermountainHealthcare.org. This should help you feel more prepared.

My video visit disconnected. What do I do?

Please contact your clinic and check for any emails with new visit links. Oftentimes, your provider will be able to send you a new link immediately.

Need more help?

Call **844-624-4686** and we'll be happy to help you out!