

What You Need to Know for Your Scheduled Video Visit

Your appointment with _____ is on _____ (date) at _____ (time).

Video visits with healthcare providers are only available to patients who are in the same state in which their provider is licensed. Most Intermountain providers are only licensed to practice in Utah. If you live outside of Utah, ask your provider if they can treat you.

What should I do today?

If you need an interpreter and haven't scheduled one yet, please reach out to your clinic.

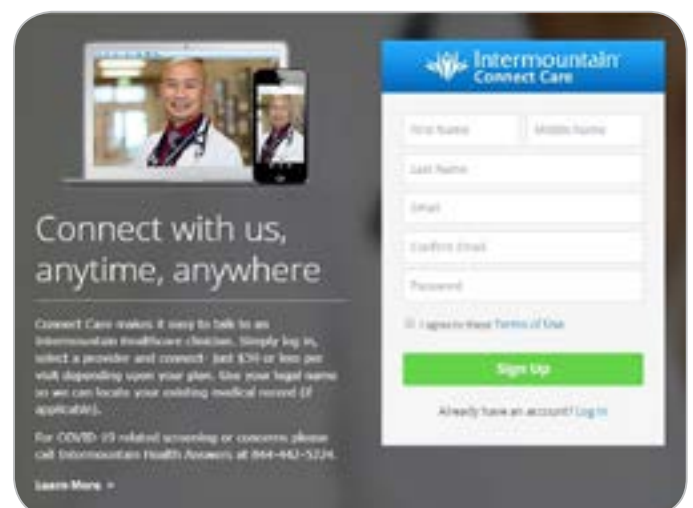
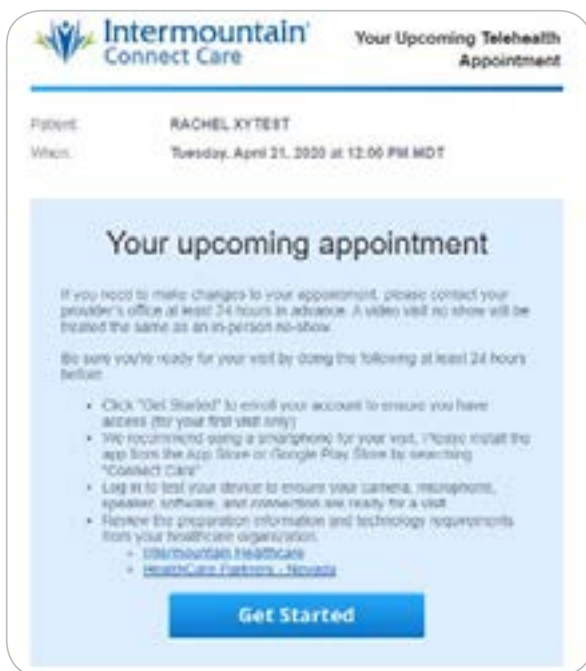
- 1 Open the email you received from Intermountain Connect Care. Save it on your computer or smartphone for easy access later. If you haven't received an email, check your spam (junk email) folder. If it's not there, contact your clinic to make sure your email address is correct.

- 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 Store for iPhones or Google Play for Android phones. Search for "Connect Care," and download the app.



- Enter your email address and create a password.



– Enter your location, date of birth, gender, phone and address. Click **Continue**.

The screenshot shows the Intermountain Connect Care registration form. At the top, it says "Intermountain Connect Care". Below that, it says "We need a few more details to create your profile." The form includes fields for "Current Location", "Date of Birth" (with Month, Day, and Year dropdowns), "Gender" (Male and Female radio buttons), "Phone Number", and "Please provide your home address" (with Address 1, Address 2, City, State, and ZIP Code dropdowns). A green "Continue" button is at the bottom.

4 Click **Skip this step**. Click **Finish**.

The screenshot shows the Intermountain Connect Care insurance selection screen. It asks "Do you have health insurance?" with "Yes" selected. Below that, it says "Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit." There is a "Health plan" dropdown menu. Below that, there are "No" and "Skip this step / My plan isn't listed" radio buttons. The "Skip this step / My plan isn't listed" option is circled in red. Below that, there is a "Service Key" section with a text input field. A green "Finish" button is at the bottom.

What should I do on the day of my visit?

- 1 Find a quiet, private space with a good internet connection.
- 2 Ten minutes before the appointment time, open your Connect Care app or go www.intermountainconnectcare.org to start your visit. Login using your email and password.

NOTE: Your appointment won't be visible until 30 minutes before it starts. If you try to access it early, you will only see a list of urgent care providers. Don't search for your provider here. Wait until you appointment pops up.

- 3 When your appointment is about to begin, a message will pop up to let you know. Click on "Get Started."

The screenshot shows the Intermountain Connect Care appointment details screen. At the top, it says "Appointment Details". Below that, it says "Your appointment is about to begin." There is a placeholder for a provider's profile picture, followed by "SYICSVV PROVIDERT...", "Family Physician", "1:45 PM MDT", "Wednesday, 4/15/2020", and "Video Visit". A green "Get Started" button is in the center. At the bottom, it says "Need technical assistance? Call 844-624-4686."

- 4 Answer some short questions about your visit. Enter a call-back phone number and click continue. If you want to invite others to join your visit, click **Invite a Guest** and follow the prompts.

1:49 83%

Get Started

START FINISH

* Indicates required field

Who is this visit for?*

Me ✓

Where can this provider call you for follow-up, if needed?

(208) 431-9925

Invite guest(s) to join your visit (optional). ⓘ

+ Invite a Guest

Continue

- 5 Put the reason for your visit (example: cough) in the space provided. Read and check the consent boxes. If your provider has asked you share a file or image, click **Add an Image** and follow the prompts. Click **Continue** to enter the waiting room.

1:50 83%

Your Visit

START FINISH

Describe your reason for today's visit

Share image(s) with your provider (optional) ⓘ

+ Add an Image

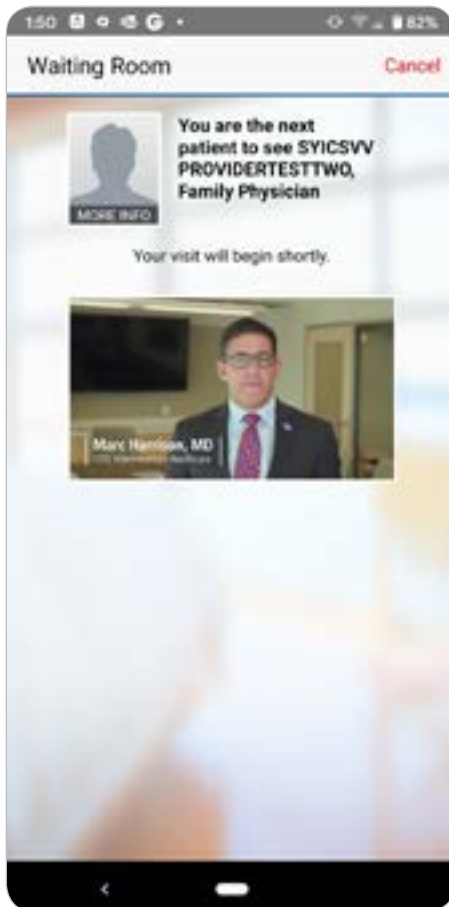
I acknowledge receipt of this Notice of Privacy Practices and Consent to Treat ⓘ

Share my Health Summary and Medication History ⓘ

Continue

6 Stay in the waiting room until your provider arrives.

- On the desktop version, you can choose to receive a text when your provider is available.
- On the mobile version, do not leave or your session may time out.



Frequently Asked Questions:

What if I didn't get the email confirming my appointment?

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?

Call your provider's office as soon as possible to reschedule it.

What if I need an interpreter?

If you need an interpreter for your visit, call your provider's office right away to let them know you need one. They can arrange to have one join your video visit.

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

Read through the Intermountain fact sheet [Getting the Most Out of Your Visit](#) on intermountainhealthcare.org. This should help you feel more prepared.

Need more help?

Call 844-624-4686 for assistance.

Troubleshooting Help

- Call 844-624-4686.
- If you get disconnected, contact your clinic and check for any emails with new visit links.
- If you have problems connecting on your mobile device, try turning off your WiFi.
- The desktop version works best with Google Chrome.

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