

What You Need to Know for Your 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?

- 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.
 - If you plan to use your computer for the visit, go to intermountainconnectcare.org. Click on "Test Computer" in the top right corner of your screen. Follow the instructions. The app works best when using Google's Chrome browser. You'll also need a webcam and a microphone.



What should I do on the day of my visit?

- 1 Find a quiet, private space with a good internet connection.
- 2 Open the email for your appointment at least 10 minutes before your appointment time.
- 3 Click "Get Started." (Be sure to only use the Google Chrome browser if you are using a computer.)
- 4 Follow the instructions on the screen.
- 5 Wait for your provider to join. Please do not cancel out of the visit too soon. Just like in an in-office visit, your provider may be running late.

Troubleshooting Help

- Call 844-624-4686.
- If you get disconnected, contact your clinic and check for any emails with new visit links.

Frequently Asked Questions:

What if I never received the appointment confirmation email?

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 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?

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 and we'll be happy to help you out!

Notes

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