



Instruction to FollowMyHealth Telehealth Visit Using Desktop Computer or Laptop

Before you begin

Make sure your camera, speakers, and microphone is in working order.

1. Sign in to the Allscripts FollowMyHealth® Patient Access portal by visiting our website at www.mscaatl.org and click “Patient Login”.
2. From the FollowMyHealth Portal **Home > Appointments**, click **Join Visit**.
3. (Optional) Attach files that are related to your condition that your provider needs to review.
Scheduled video visits
You can attach files in either of the following ways.
> Drag and drop files from a folder on your computer to **File Upload**.
> Click **Click here to attach a file** to browse and select files from a folder on your computer.
You can add up to five files in .jpg, .jpeg, or .png file formats. The maximum file size is 8MB.
After a file is uploaded, a thumbnail is displayed. Upon completing the video visit, the file is accessible to the provider through the video visit message template.
4. Click **Next** to display your demographic information.
5. Confirm your phone number contact and preferred pharmacy information and make changes if necessary. When the video visit starts, and the video page opens, this information is shown in the right pane. Your healthcare provider can use this information to contact you or send a prescription promptly after the video visit.
6. Click **Go to Virtual Waiting Room**. You are now in the virtual waiting room and are an active patient in the provider's patient queue. The reason for your visit, the organization with which you are associated, and the approximate time that your visit starts are shown. You can change your audio and video settings from the **Virtual Waiting Room**. Click **Change Audio/Video Settings** to open **Virtual Waiting Room Audio Video Settings**. The reason for your visit, additional information that you entered during the video visit process, preferred phone number and pharmacy are shown under **Summary**.
7. (Optional) Leave the video session. If you leave the visit during the session, you can rejoin the same session. Chapter 9 Video visits Click **Leave** to close video page. The video session closes. To return, click **Video Visit in Progress – Reconnect** on the **Home** tab under **Get Treated Now** and the session reconnects. The video page reopens, and you can continue with the video visit.
8. Click **End**.
9. (Optional) Plan your follow-up visit. If you requested that the provider send you a visit summary through email, check your **Messages** tab to view the visit summary.