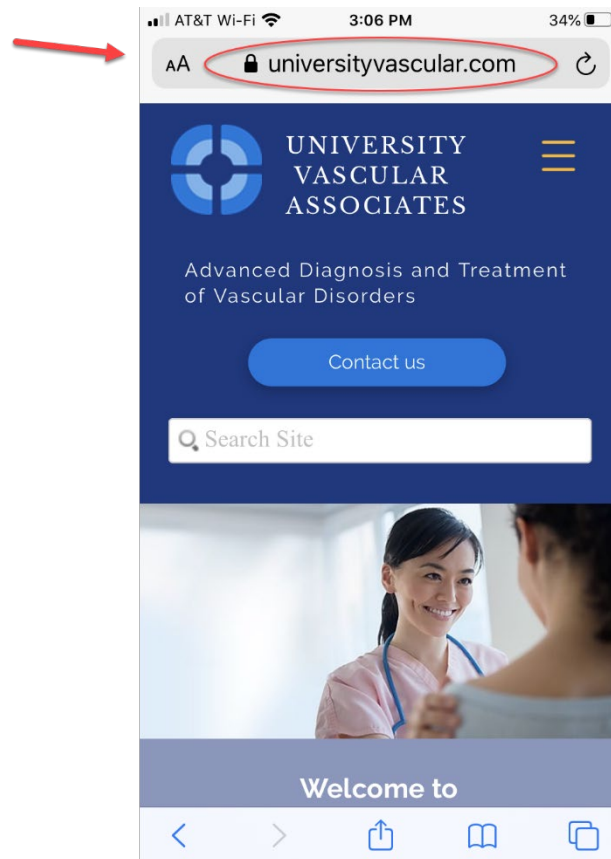


## TELEHEALTH INSTRUCTIONS FOR UVA PATIENTS

### USING YOUR SMART PHONE

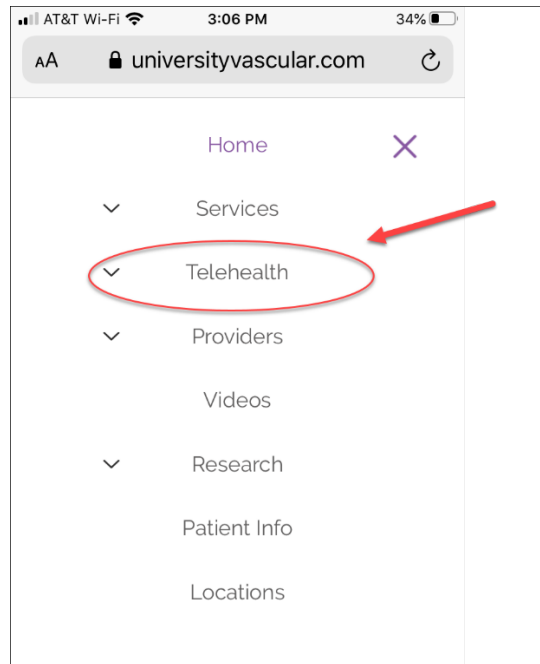
1. Open a browser on your phone. On iPhones and iPads, you must use Safari 11+ as your browser. On other devices, you may use Chrome, Firefox, or Safari 11+.



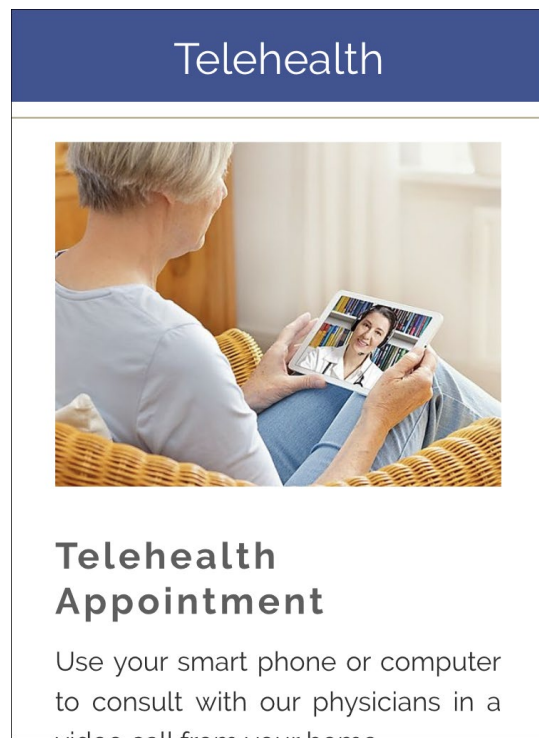
2. Tap on the 3 bars at the top.



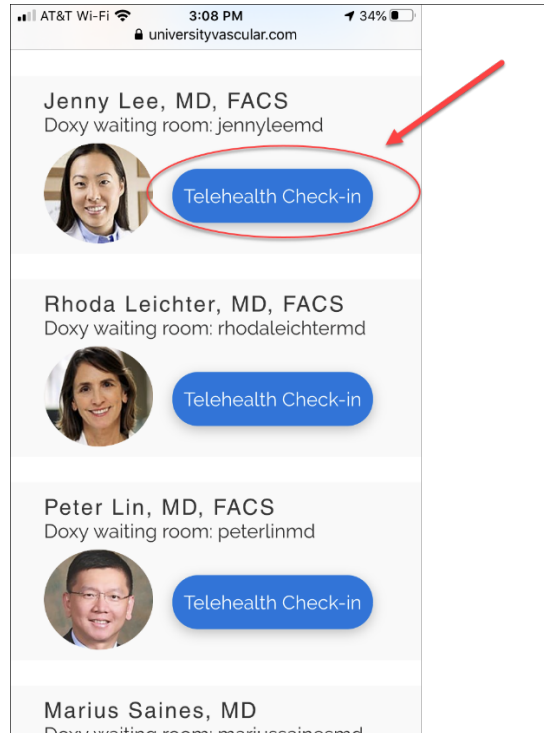
3. Tap on “Telehealth”.



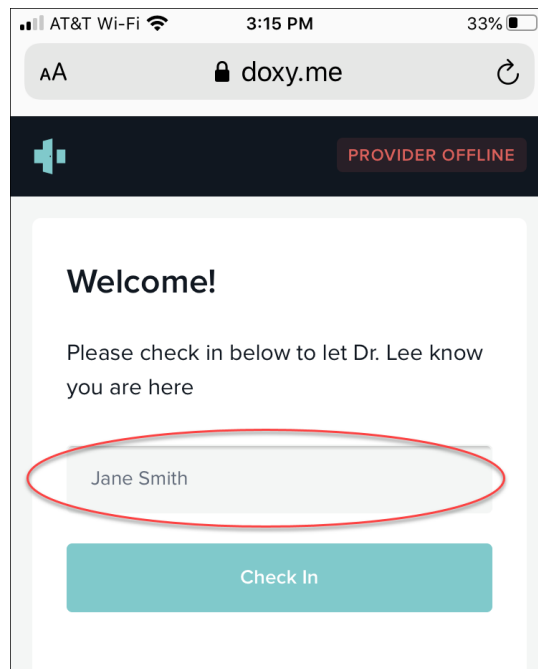
4. This takes you to the Telehealth section.



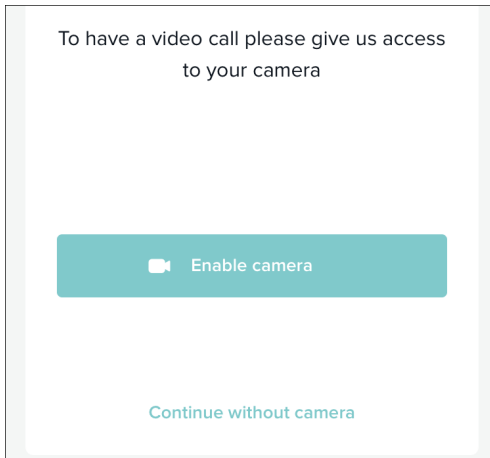
5. Scroll down to find your provider. Tap on the blue “Telehealth Check-in” button for your provider.



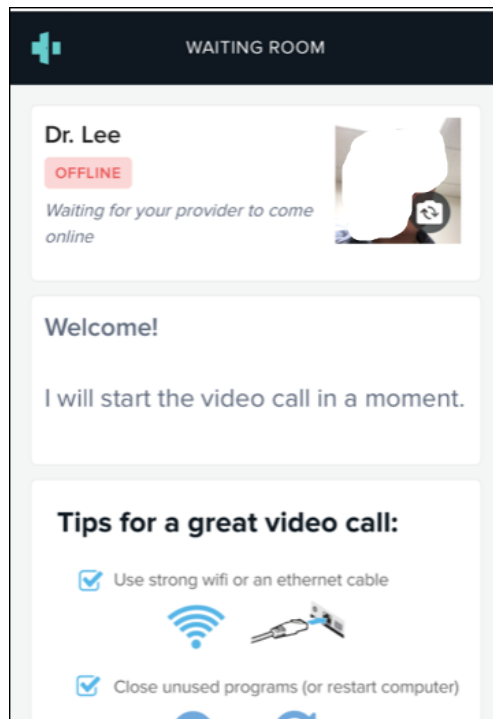
6. Enter your name and tap on “Check In”.



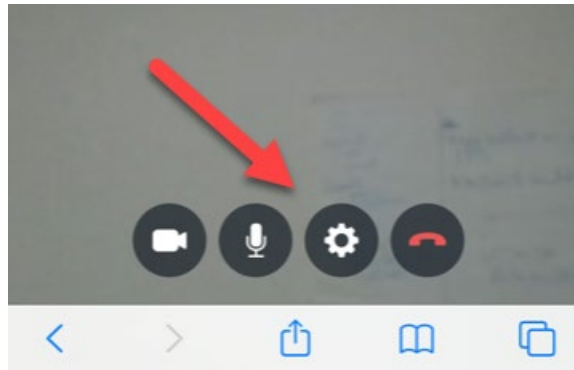
7. You may be prompted to enable your camera and microphone. If you had blocked them, you will have to go to your settings to unblock them.



8. You will then be placed in a virtual waiting room to wait for you physician. When your physician connects to you, you will be able to see and hear each other.



9. Sometimes, you might need to switch to the camera on the back of the phone to show your physician your foot, for example. To switch cameras, slide to the bottom of the screen. You will see a little gear box icon. Tap on the icon to open it.



10. Click on the drop-down to switch cameras.



11. When you're done with the call, tap on the handset icon. If you don't see it, swipe down to the bottom of the screen.

