

IU Health Virtual Visits: Scheduled visit instructions for Expressions breast pump consultations

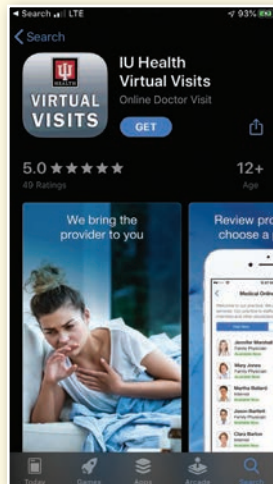
Download and first time registration

Step 1

Go to the App Store* and download **IU Health Virtual Visits**.

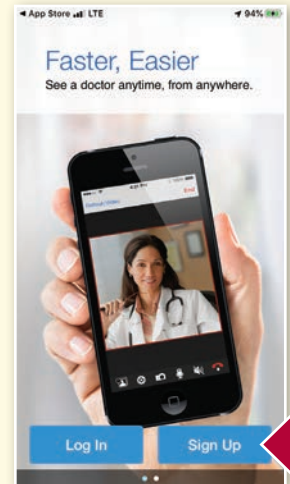
Note: Wi-Fi connection is recommended for download.

**Also available for Android devices on the Google Play store.*



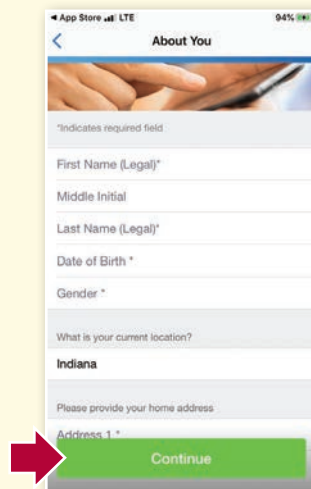
Step 2

Choose **Sign Up** on the bottom right corner.



Step 3

Enter all of the required demographic information and select **Continue**.



Schedule appointment

Call a Home Care Expressions representative at **844.231.1627** to discuss a date and time for your **free** virtual consultation.* Your Expressions representative will schedule the appointment through the IU Health Virtual Visits app.

**Representatives are available Monday - Friday, 8 am - 4:30 pm for phone consultations or to schedule virtual visits. Voicemail messages left after hours will be returned next business day.*

(continued on next page)



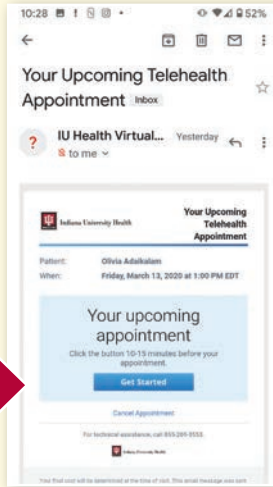
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Connecting to a virtual visit from your smart device

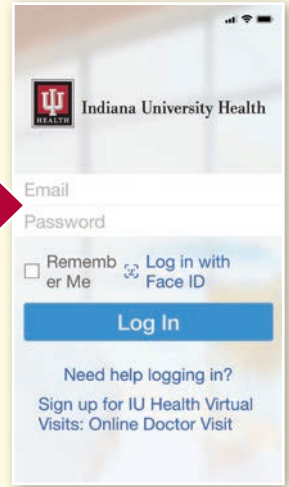
Step 1

Connect to your appointment by clicking on the Virtual Visits app or by clicking on the get started button in your confirmation email.



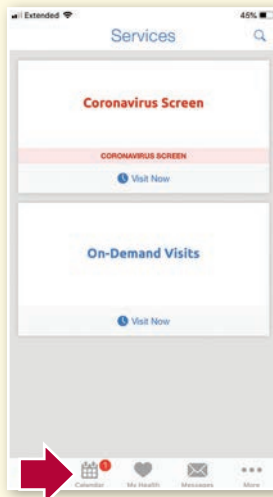
Step 2

Log in with your email and password used during registration.



Step 3

Select the calendar icon at the bottom of the screen.



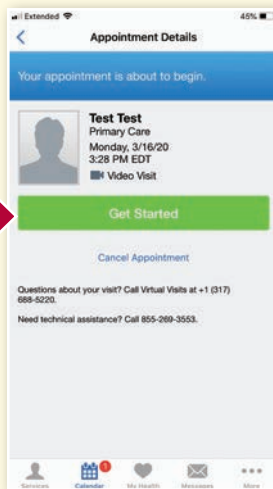
Step 4

Your appointment with your provider will be listed at the top of the screen. Select the appointment to begin your visit.



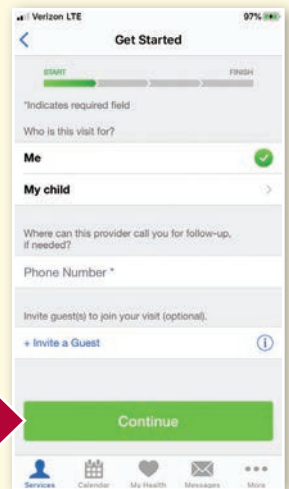
Step 5

Select **Get Started**



Step 6

Verify that your name and phone number are correct on this screen. You also have the option to invite someone else to this visit. Select **Continue**.



Connecting to a virtual visit from your smart device, continued

Step 7

Accept the Notice of Privacy Practices and Informed Consent. Select **Continue**.

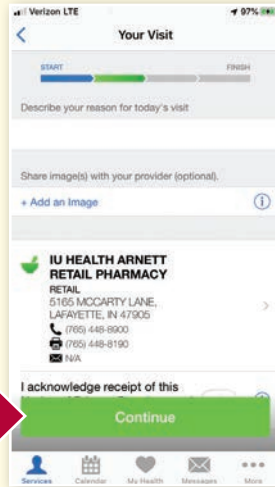
Note: You do not need to choose a pharmacy for this visit when you receive this pop-up.

The next three screens will ask you to load information on your medical history, medications, and vitals.

This information is not necessary.

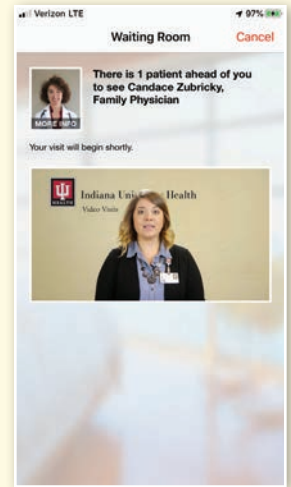
Please select **Continue** on all three screens to proceed.

You **do not** need to enter your insurance information. Home Care **will not** bill you for the virtual visit. This is a service that we offer **free of charge** to our Expressions patients. Please select **My Plan isn't listed/skip this step** and then select **Continue**.



Step 8

- This will bring you to the virtual waiting room. Your Expressions representative will connect with you.
- Following your visit, please remember to rate your experience.



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