

“IU Health Virtual Visits” app

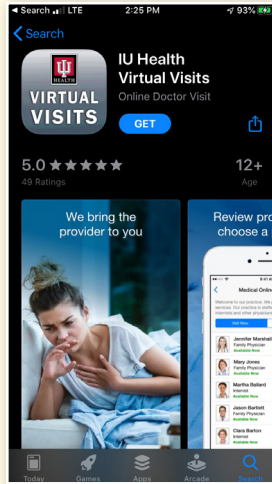
Download and enrollment guide

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.



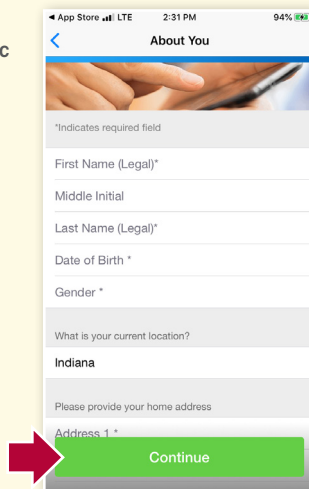
STEP 2

- Choose “Sign Up” on the bottom right corner.



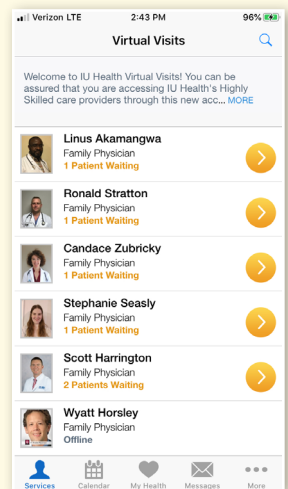
STEP 3

- Enter all of the required demographic information and select “Continue”
- If ready for appointment now, go to **STEP 4** and select provider.
- If **NOT** ready for appointment now, wait until ready and select provider.



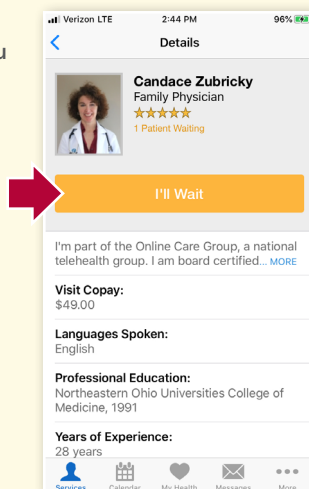
STEP 4

- Don't select provider until ready for your appointment.
- After you have registered, you will see the list of available providers. Providers with yellow and green circles to their right are available on-demand. All of the providers listed under them are available by appointment only.
- If you want to see the provider profile, tap on provider photo.
- To see a provider immediately, please select one of the providers with a yellow or green circle to the right of their photo.



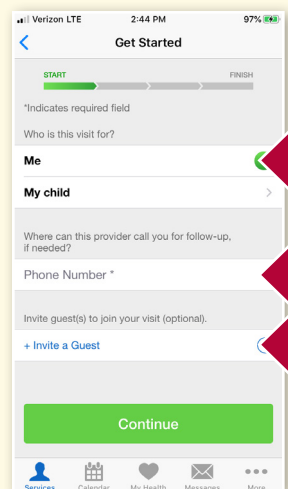
STEP 5

- After you have chosen a provider, you arrive to a page where you can read information about that provider.
- To continue on to have a visit with him or her, please choose “I'll Wait.”



STEP 6

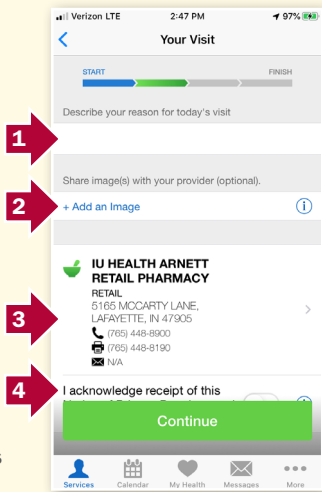
- Once you get to the “Get Started” screen, you will need to fill out some information.
- Select who the visit is for
 - Enter a phone number that the provider can use to follow up with you if necessary
 - Invite a guest to virtually join your visit (optional)



STEP 7

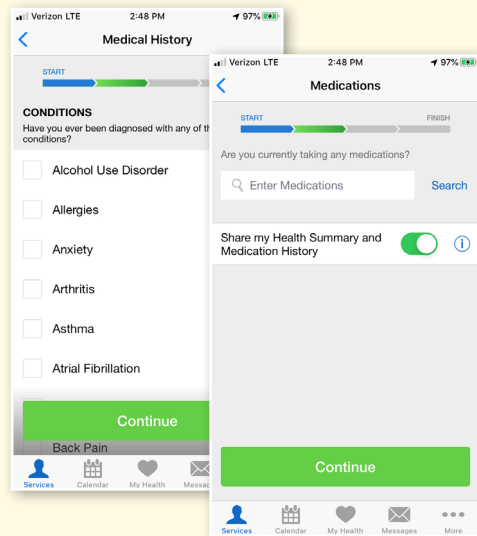
▪ Please continue to fill out information about your upcoming visit.

1. Describe the reason for today's visit
2. (Optional) add an image for the provider to review ahead of the visit
3. Add the pharmacy that the provider should use to send any necessary medications
4. Acknowledge the privacy practices and informed consent



STEP 8

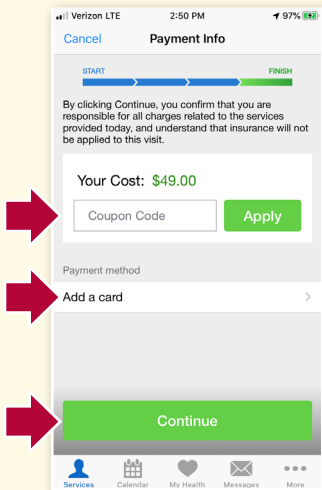
▪ Continue by filling out your medical history and medications



STEP 9

- If you have a coupon code, enter it on the payment screen and click **"Apply"**
- If additional payment is required, click **"Add a card"** and enter your information.
- If you already have a credit card on file select **"Continue."**

IMPORTANT: If waiting for a virtual care room at one of our clinics, don't press **"Continue"** until you are in the room.



STEP 10

- This will bring you to the virtual waiting room. Your provider will connect with you.
- Following your visit, please remember to rate your experience.
- If you need a work or school note, tell the provider during the visit.

