

# IU Health Virtual Visits app

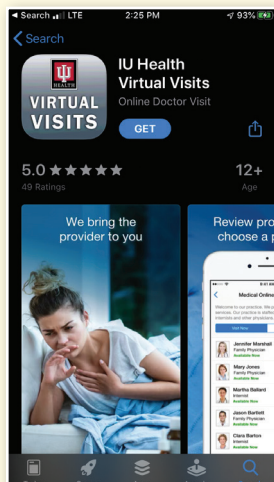
## Download and enrollment guide

### 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.*



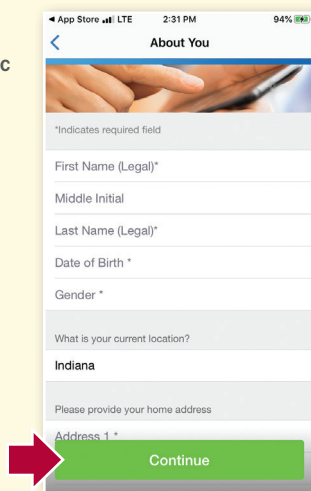
### Step 2

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



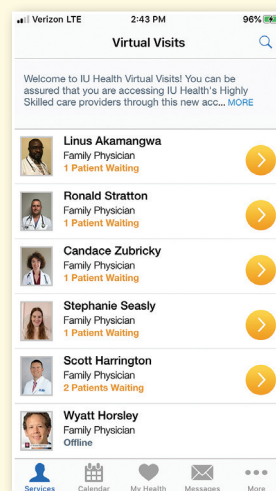
### Step 3

- Enter all of the required demographic information and select **Continue**.
- If you are ready for an appointment now, go to **Step 4** and select a provider.
- If you are **not** ready for an appointment now, wait until you are ready and select a provider.



### Step 4

- Don't select a provider until you are 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's profile, tap on the provider's photo.
- To see a provider immediately, please select one of the providers with a yellow or green circle to the right of their photo.



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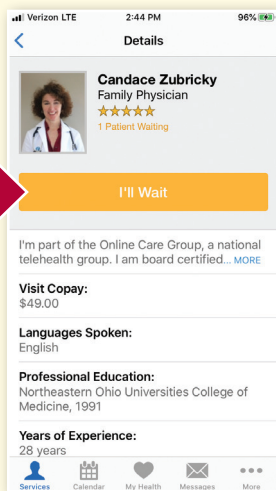


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[iuhealth.org/virtualvisits](https://iuhealth.org/virtualvisits)

## Step 5

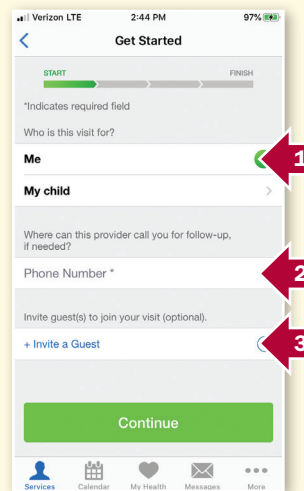
- After you have chosen a provider, you arrive to a page where you can read information about that provider.
- To continue on to have a visit with him or her, please choose **I'll Wait**.



## Step 6

Once you get to the **Get Started** screen, you will need to fill out some information.

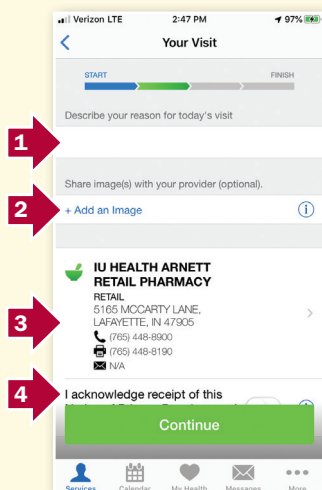
- Select who the visit is for.
- Enter a phone number that the provider can use to follow up with you if necessary.
- Invite a guest to virtually join your visit (optional).



## Step 7

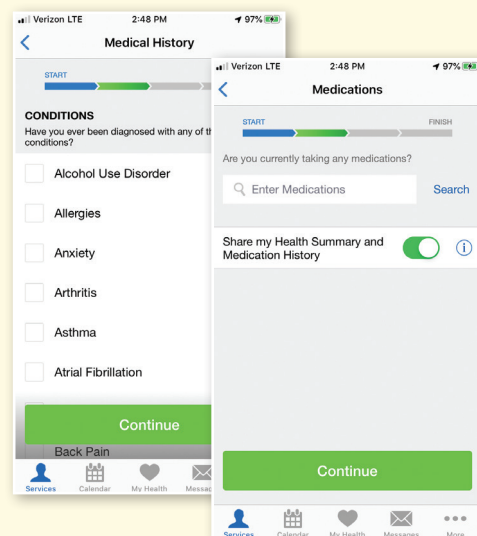
Please continue to fill out information about your upcoming visit.

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



## Step 8

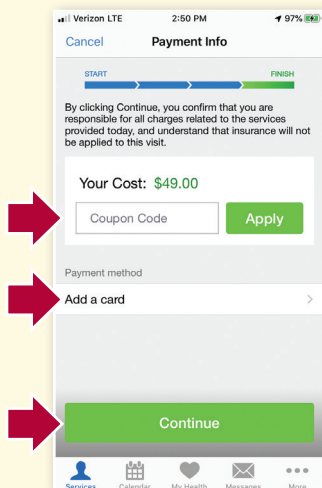
Continue by filling out your medical history and medications.



## Step 9

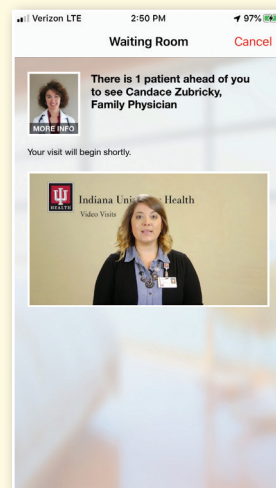
- If you have a coupon code, enter it on the payment screen and click **Apply**.
- If additional payment is required, click **Add a card** and enter your information.
- If you already have a credit card on file select **Continue**.

**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.



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