

IU Health Virtual Visits: Scheduled visits instructions

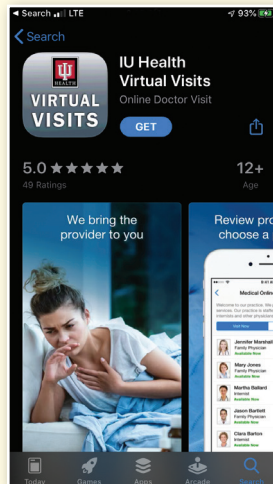
Download and first time registration

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**.

Note

If your healthcare provider's office completed the enrollment for you, you will receive three emails with your username, temporary password and appointment notice, and you will not need to complete the registration process described above.

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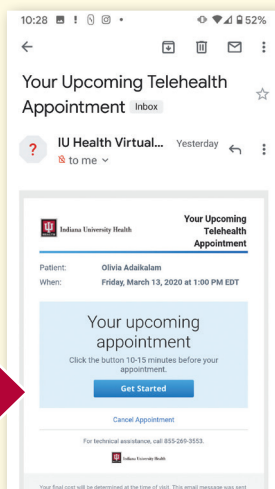
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iuhealth.org/virtualvisits

Connecting to a virtual visit from your smart device

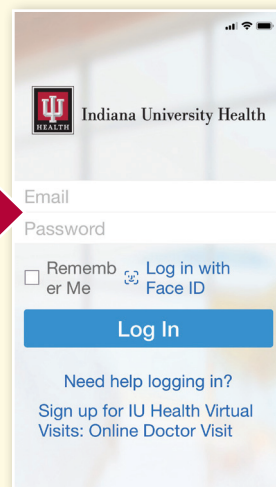
Step 1

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



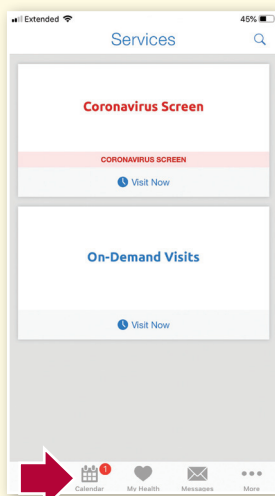
Step 2

Log in with your email and password used during registration.



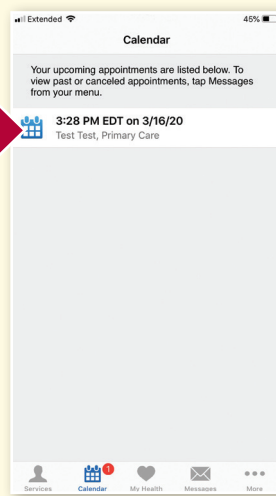
Step 3

Select the calendar icon at the bottom of the screen.



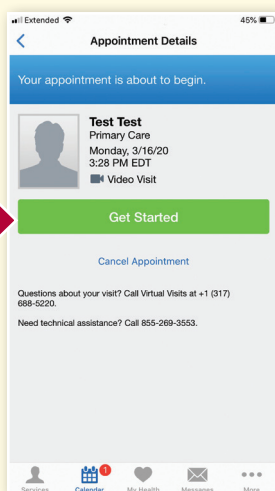
Step 4

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



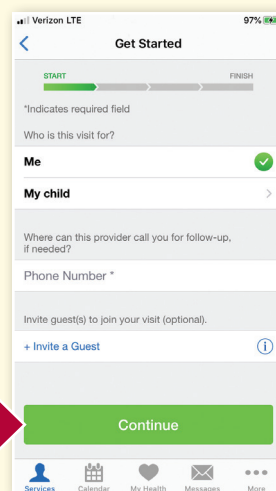
Step 5

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**.



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Connecting to a virtual visit from your smart device, continued

Step 7

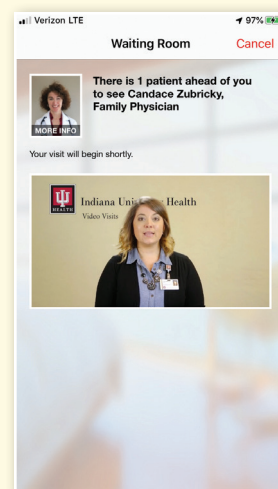
Please continue to fill out information about your upcoming visit.

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

Verizon LTE 97%
Your Visit
START FINISH
Describe your reason for today's visit
Share image(s) with your provider (optional).
+ Add an Image
IU HEALTH ARNETT
RETAIL PHARMACY
5185 MCCARTY LANE,
LAFAYETTE, IN 47905
(765) 448-8900
(765) 448-8190
N/A
I acknowledge receipt of this
Continue
Services Calendar My Health Messages More

Step 8

- 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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