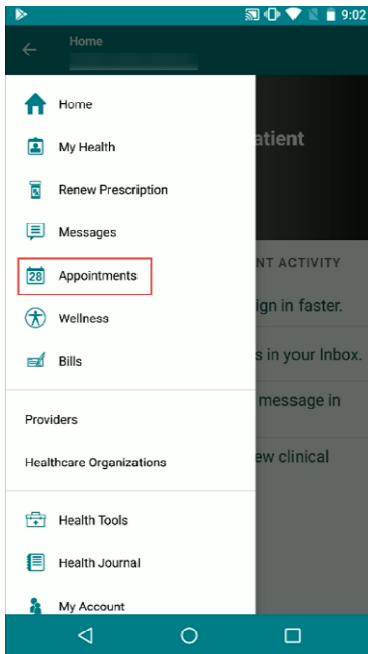


Telehealth Video Visit Instructions for Android

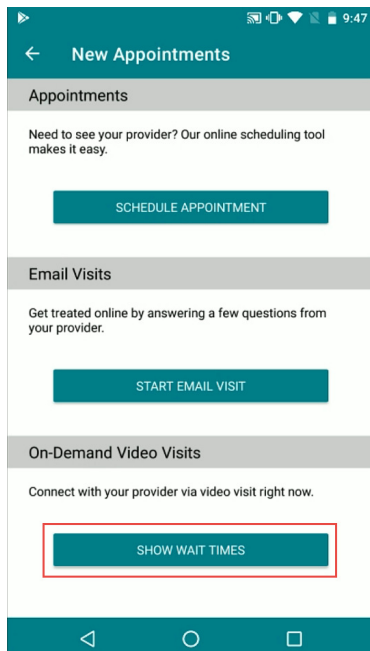
1. Sign in to your account on the FMH mobile app
2. Tap the Menu and select Appointments



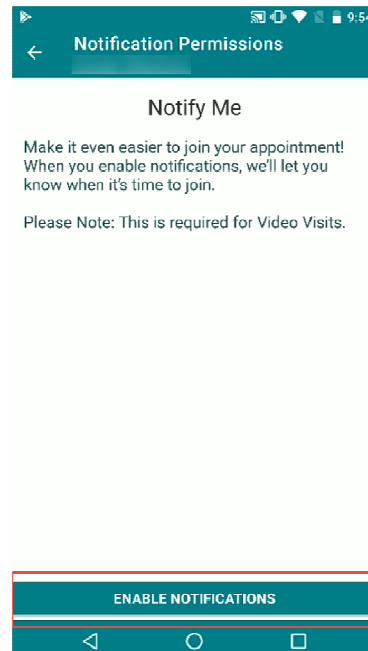
3. Via the Appointments screen, tap to create an Appointment



4. Via the On-Demand Video Visits, tap “Show Wait Times”

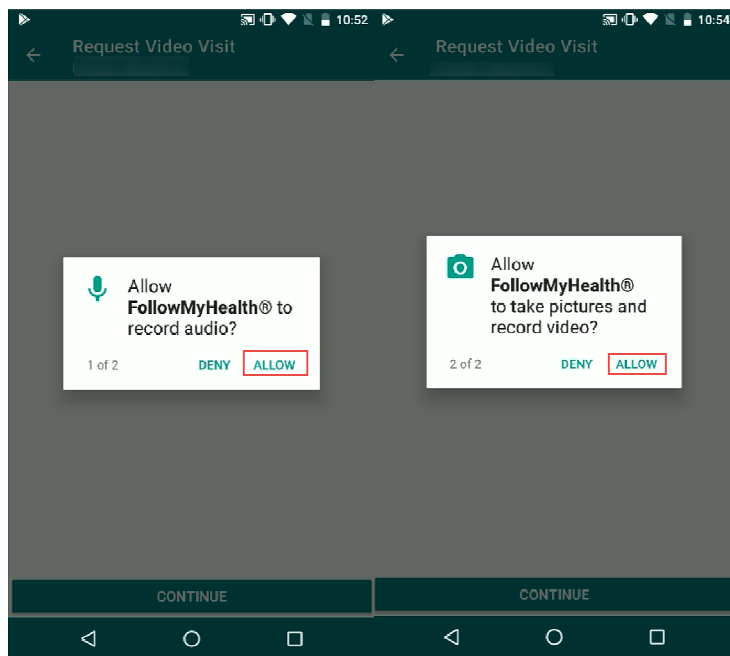


5. You will need to enable notifications
FollowMyHealth® to receive notifications of
The status of your appointment. This is required
For Video Visits.

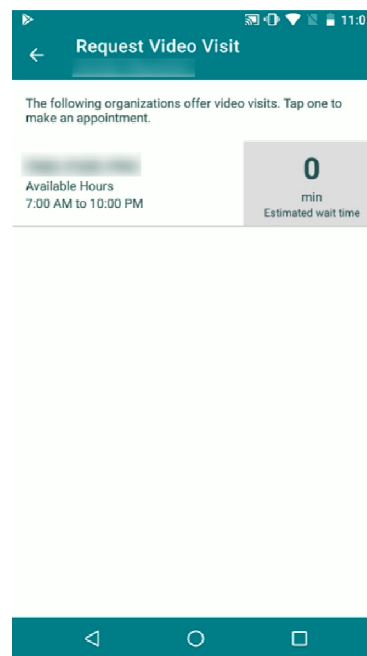


Telehealth Video Visit Instructions for Android

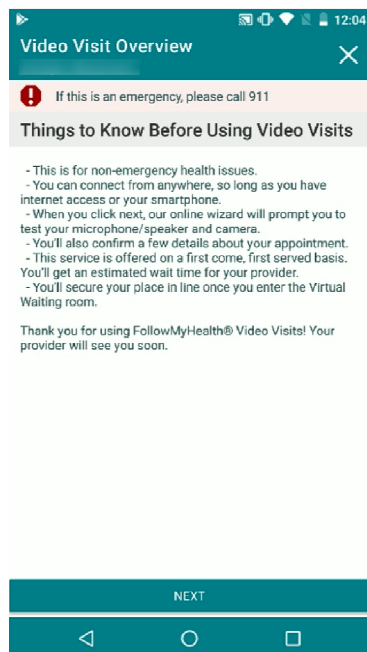
6. For Video Visits to function, you will need to allow FollowMyHealth® mobile app to access your device Camera and microphone.



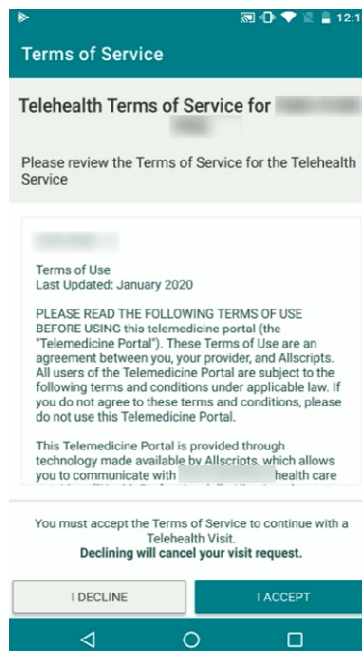
7. Once you have allowed FollowMyHealth® access, you will then be directed to the screen that displays the Organization(s) that you are connected to and that allow video visits. The organization(s) will display the available hours for the day that video visits are able to be scheduled as well as the estimated wait time for the next available appointment. Tap on the healthcare organization to continue.



8. The “Things to Know Before Using Video Visits” screen displays providing information regarding video visits. Tap “Next” to continue.



9. If the Telehealth Terms of Service has been updated or previously not accepted, the Terms of Service will display. Acceptance is required to continue with a Telehealth Visit.



Telehealth Video Visit Instructions for Android

10. Tap “Select Reason For Visit” to choose from a list of available reasons for today’s visit. Optionally, you can add additional information for the provider and upload an image (if the organization accepts images).

The first screenshot shows the 'Request Video Visit' screen with the 'Select Reason For Visit' dropdown menu open. Below it is the 'Information about your visit' text area with a character count of 0 / 500. At the bottom, there is an 'Attach File(s)' button and a note: 'You can add up to 5 files, each up to 8MB in size.' The second screenshot shows the 'Cold/Allergy Symptoms' selected in the dropdown. The text area now contains 'I've been sneezing all day and feel a lot of sinus pressure.' with a character count of 61 / 500. The 'Attach File(s)' button and note are still present.

11. Via the Preferred Contact Screen, confirm and/or add your preferred phone and pharmacy information. If your organization requires payment prior to your visit, you’ll be prompted to “Pay Now”. Otherwise, you’ll be asked to “Submit” your information.

The 'Preferred Contact' screen shows the 'Preferred Phone Number' section with a text input field and a country code dropdown set to '+1'. Below it is the 'Preferred Pharmacy' section with a text input field and a 'Change Pharmacy' button. At the bottom, there is a 'PAY NOW' button.

12. Once all information and payment (if required) is submitted, you have scheduled your visit and awaiting the provider. The following screen displays all the information you have submitted. To return to your account, tap “OK” and you’ll be returned to the Upcoming Appointments list and your video visit appointment displays in the list.

The 'Video Visit' confirmation screen shows the status 'You are all checked in.' and the time '1:12 PM EDT'. It also displays the submitted information: 'Reason for Visit: Cold/Allergy Symptoms', 'Information about your visit: I've been sneezing all day and feel a lot of sinus pressure.', 'Preferred Contact Number', and 'Preferred Pharmacy'. At the bottom, there is an 'OK' button.

13. Video Visit appointment information also displays within the list of Action Center items on the Home screen. Tapping the item will navigate you back to the Upcoming Appointments screen.

The first screenshot shows the 'Appointments' screen with a list of upcoming appointments. The second screenshot shows the 'Home' screen with the 'ACTION CENTER' section displaying the 'Video Visit' item with the status 'Waiting for Provider'.

Telehealth Video Visit Instructions for Android

14. Once the provider is ready for your visit, you will be notified and placed into a video conference with the provider.

