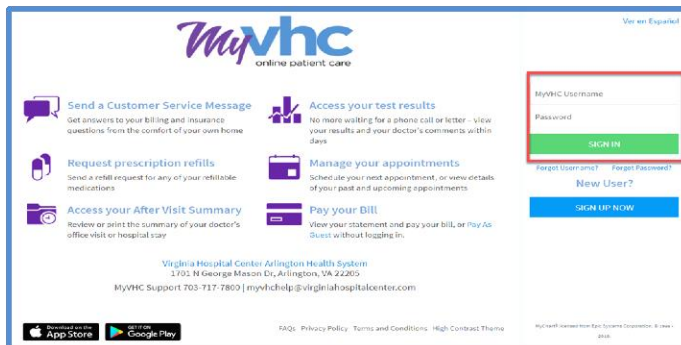




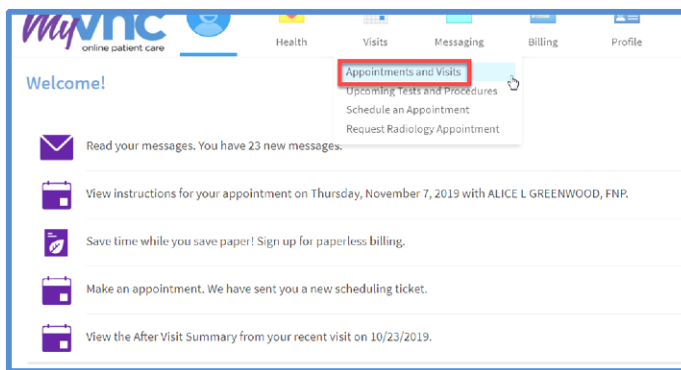
Let's Get Ready! MyVHC Video Visit Preparation:

Follow the instructions below in your MyVHC account from your computer prior to your appointment.

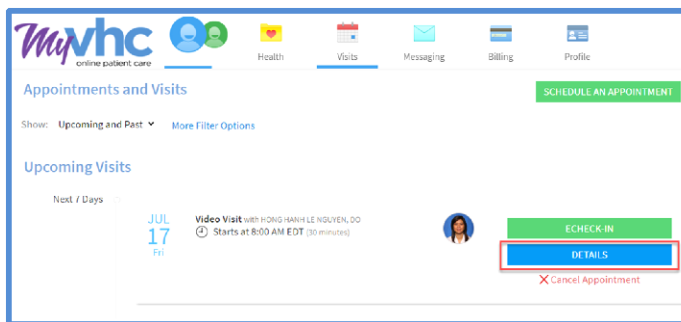
1. Log in to your MyVHC account from your computer.



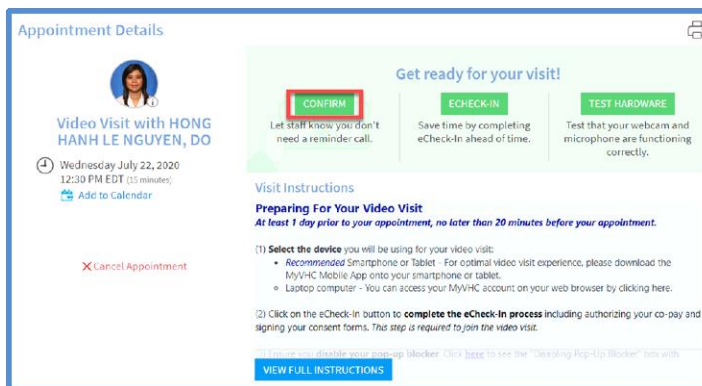
2. Hover over the “**Visits**” Icon on the MyVHC homepage and select “**Appointments and Visits**”.



3. Click on “**Details**” for the upcoming Video Visit appointment.



4. Click on “**Confirm**” to confirm your Video Visit appointment.



5. Click on **“ECHECK-IN”** and follow the instructions to eCheck-in.

Note: You will only be able to eCheck-in with the 7 days prior to your appointment.

Appointment Details

Video Visit with HONG HANH LE NGUYEN, DO

Wednesday July 22, 2020
12:30 PM EDT (15 minutes)

Cancel Appointment

Get ready for your visit!

CONFIRM
Let staff know you don't need a reminder call.

ECHECK-IN
Save time by completing eCheck-in ahead of time.

TEST HARDWARE
Test that your webcam and microphone are functioning correctly.

Visit Instructions

Preparing For Your Video Visit
At least 1 day prior to your appointment, no later than 20 minutes before your appointment.

- Select the device you will be using for your video visit:
 - Recommended Smartphone or Tablet - For optimal video visit experience, please download the MyVHC Mobile App onto your smartphone or tablet.
 - Laptop computer - You can access your MyVHC account on your web browser by clicking here.
- Click on the eCheck-In button to **complete the eCheck-In process** including authorizing your co-pay and signing your consent forms. *This step is required to join the video visit.*

VIEW FULL INSTRUCTIONS

6. Click on **“Test Hardware”** to test your webcam and microphone prior to your appointment.

Note: If needed, you can repeat this test on the day of your appointment up to 15 minutes prior to your appointment time.

Appointment Details

Video Visit with HONG HANH LE NGUYEN, DO

Wednesday July 22, 2020
12:30 PM EDT (15 minutes)

Cancel Appointment

Get ready for your visit!

CONFIRM
Let staff know you don't need a reminder call.

ECHECK-IN
Save time by completing eCheck-in ahead of time.

TEST HARDWARE
Test that your webcam and microphone are functioning correctly.

Visit Instructions

Preparing For Your Video Visit
At least 1 day prior to your appointment, no later than 20 minutes before your appointment.

- Select the device you will be using for your video visit:
 - Recommended Smartphone or Tablet - For optimal video visit experience, please download the MyVHC Mobile App onto your smartphone or tablet.
 - Laptop computer - You can access your MyVHC account on your web browser by clicking here.
- Click on the eCheck-In button to **complete the eCheck-In process** including authorizing your co-pay and signing your consent forms. *This step is required to join the video visit.*

VIEW FULL INSTRUCTIONS

7. Carefully read and follow the Video visit instructions **prior** to your appointment.

Appointment Details

Video Visit with HONG HANH LE NGUYEN, DO

Wednesday July 22, 2020
12:30 PM EDT (15 minutes)

Cancel Appointment

Get ready for your visit!

CONFIRM
Let staff know you don't need a reminder call.

ECHECK-IN
Save time by completing eCheck-in ahead of time.

TEST HARDWARE
Test that your webcam and microphone are functioning correctly.

Visit Instructions

Preparing For Your Video Visit
At least 1 day prior to your appointment, no later than 20 minutes before your appointment.

- Select the device you will be using for your video visit:
 - Recommended Smartphone or Tablet - For optimal video visit experience, please download the MyVHC Mobile App onto your smartphone or tablet.
 - Laptop computer - You can access your MyVHC account on your web browser by clicking here.
- Click on the eCheck-In button to **complete the eCheck-In process** including authorizing your co-pay and signing your consent forms. *This step is required to join the video visit.*
- Ensure you **disable your pop-up blocker**. Click [here](#) to see the "Disabling Pop-Up Blocker" box with detailed instructions.
- If you are using a computer, **test your computer's camera, microphone, and speakers** by clicking on the Test Hardware button prior to your appointment.

Starting Your Video Visit
Up to 15 minutes prior to your appointment.

- Starting 15 minutes prior to your appointment time, the "Begin Video Visit" button will be enabled for you to **click and start the video visit**.
 - If you are within 15 minutes of your appointment and the "Begin Video Visit" is not enabled, please ensure that you have completed eCheck-in and all the steps above and refresh your page.

Please click [here](#) for more detailed instructions with screenshots about any of the steps described above.

*Your video visit makes use of Epic's private, encrypted, and secure network used exclusively for telehealth purposes and supports HIPAA compliance.

8. Return to this screen on the day of your appointment and click on **“Begin Video Visit”** button to start your video visit.

Appointment Details

Thanks for using eCheck-In!
The information you've submitted is now on file.

Video Visit with PETER A. VASQUEZ, MD

Wednesday July 22, 2020
11:30 AM EDT (15 minutes)

This visit cannot be cancelled online. To cancel, please call your provider's office.

It's time to start your video visit!

You've confirmed this appointment!

BEGIN VIDEO VISIT
When you are ready to talk to your doctor, click the button.

Visit Instructions

Preparing For Your Video Visit
At least 1 day prior to your appointment, no later than 20 minutes before your appointment.

- Select the device you will be using for your video visit:
 - Recommended Smartphone or Tablet - For optimal video visit experience, please download the MyVHC Mobile App onto your smartphone or tablet.
 - Laptop computer - You can access your MyVHC account on your web browser by clicking here.
- Click on the eCheck-In button to **complete the eCheck-In process** including authorizing your co-pay and signing your consent forms. *This step is required to join the video visit.*
- Ensure you **disable your pop-up blocker**. Click [here](#) to see the "Disabling Pop-Up Blocker" box with

VIEW FULL INSTRUCTIONS