

# How to Access TeleHealth Visits

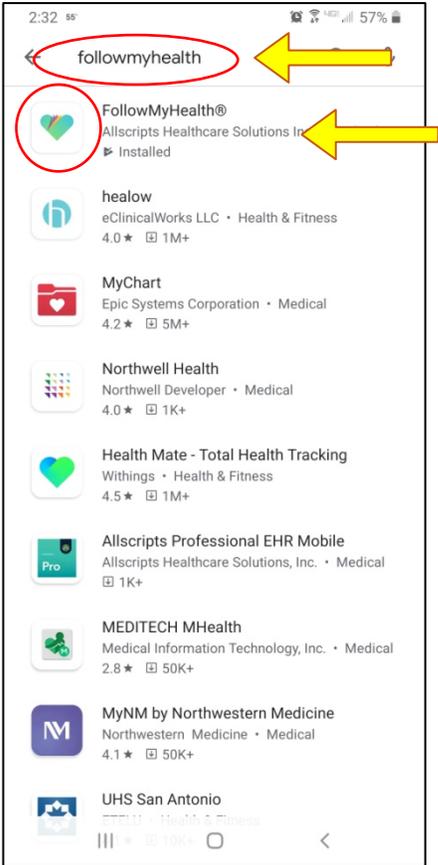
We are excited to be offering audiovisual TeleHealth visits at Casper Orthopedics. To help you get started with using this service we have prepared this How-to manual to walk you step-by-step through the process of accessing your first TeleHealth encounter with our providers. In this manual we will be reviewing first [how to set up the FollowMyHealth app](#) on your mobile device and then will show you how to [use the app to access your visit](#). Please note that if you don't already have your FollowMyHealth account set up you will need to do this at least 24 hours before your visit.

## Step 1: Setting up your FollowMyHealth account

### 1. Download the FollowMyHealth App

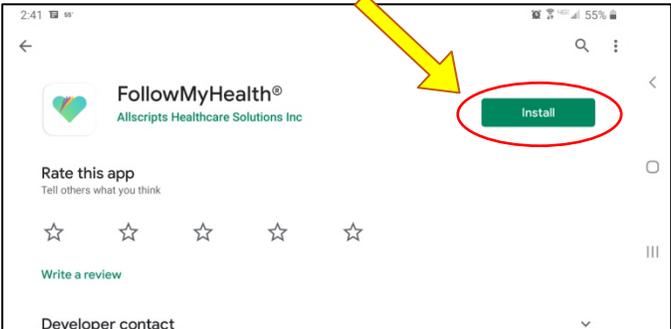


Go to the App Store, you can find it by looking for one of these icons depending on your model of iPhone



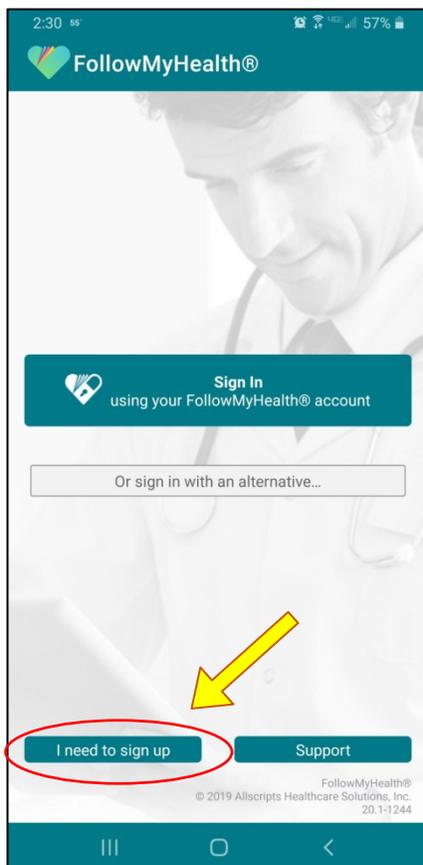
Click on the "Search" function at the top of the window and type FollowMyHealth then select the top option.

Click on the "Install" button and follow the instruction to give your phone permission to download the app.



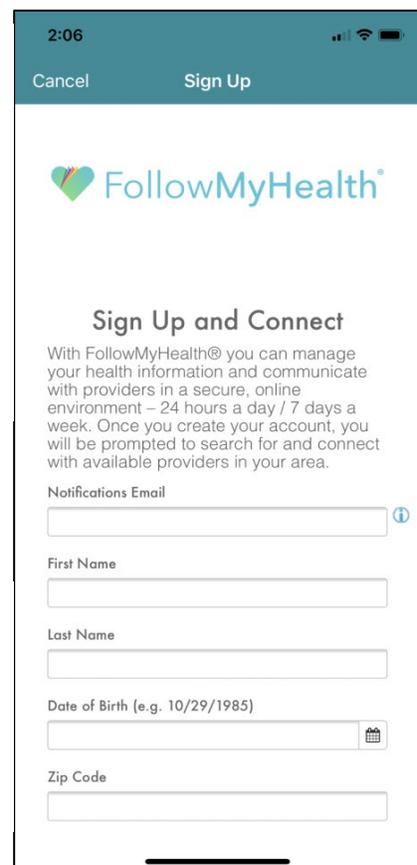
## 2. Set up your FollowMyHealth account

After the app is downloaded this icon will be on your homescreen. Click on it to open the FollowMyHealth App. With this app you can not only access your Casper Orthopedic health records and visits, but also many other physician offices in the area.



When you click on the FollowMyHealth app it will pull up this screen on the left which is the home log in screen. From this screen click on the "Sign Up" button at the bottom left of the screen.

This screen on the right will now be open. On this screen you will put in your personal information to create your account.



2:08

Cancel Sign Up

Notifications Email

First Name

Last Name

Date of Birth (e.g. 10/29/1985)

Zip Code

Home Phone Number (optional)

Social Security Number (optional)

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Fill in all the fields (Social Security Number is optional) and then press "Confirm and Continue" at the bottom of the page.

2:08

Cancel Sign Up

FollowMyHealth®

FollowMyHealth Universal Health Record

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Welcome to the FollowMyHealth Universal Health Record. All users of this web site, as well as the FollowMyHealth Universal Health Record and all related products and services (collectively, the "Service"), are subject to the following terms and conditions of use (these "Terms of Use"). Please read these Terms of Use carefully before accessing or using any part of the Service. By accessing or using the Service, you agree that you have read, understand, and agree to be bound by these Terms of Use, as amended from time to time, and agree to be bound by FollowMyHealth Privacy Policy which is hereby incorporated into these Terms of Use. If you do not

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When you click Confirm and Continue the next page that will open will be the Terms of Use for FollowMyHealth. Read this agreement and then click "I Accept" at the bottom of the page if you'd still like to use the app.

2:08

Cancel Sign Up

General Legal Terms

For purposes of clarification, these Terms of Use are for end users of the Service. From time-to-time, Allscripts may require licensees of components of the Service and other Allscripts offerings to enter into a separate agreement with Allscripts related to such components or offerings. If there is any conflict between such agreement and these Terms of Use, the separate agreement will control with respect to the specific product or service.

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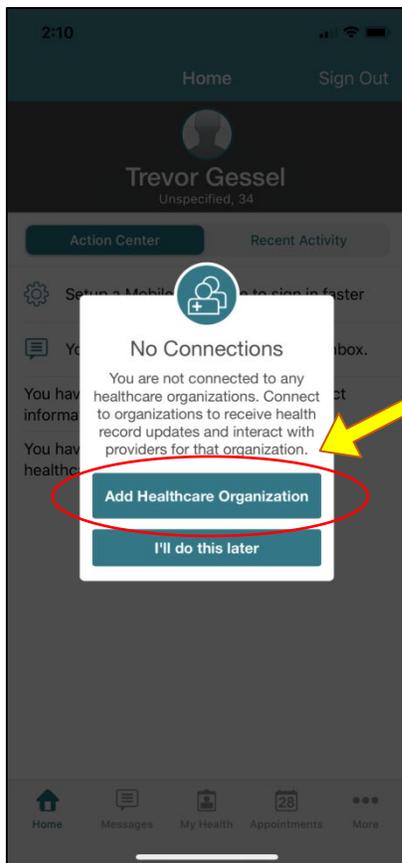
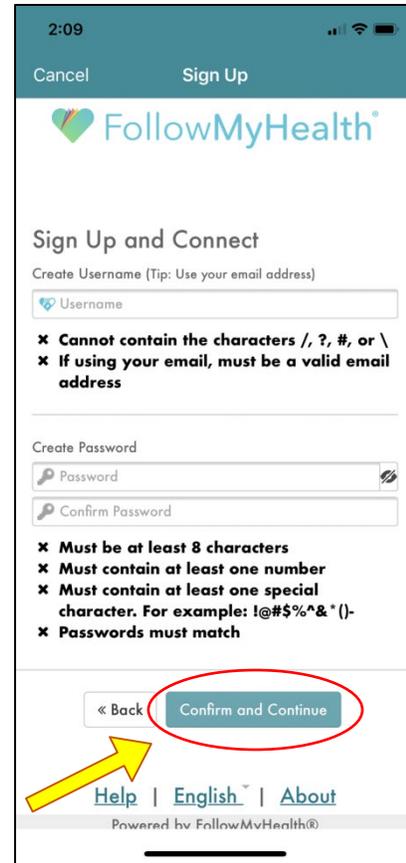
Date last modified: November 13, 2019

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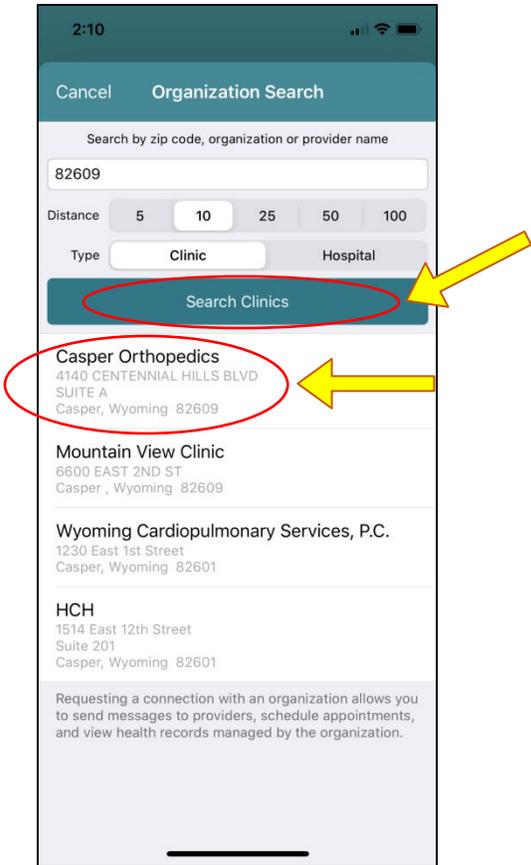
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After agreeing to the Terms of Use you will see this page to set up your Username and Password. Choose these and follow the directions on the page carefully. Make sure you choose a username so you can remember them, or keep a record of them somewhere. Then click "Confirm and Continue" at the bottom.



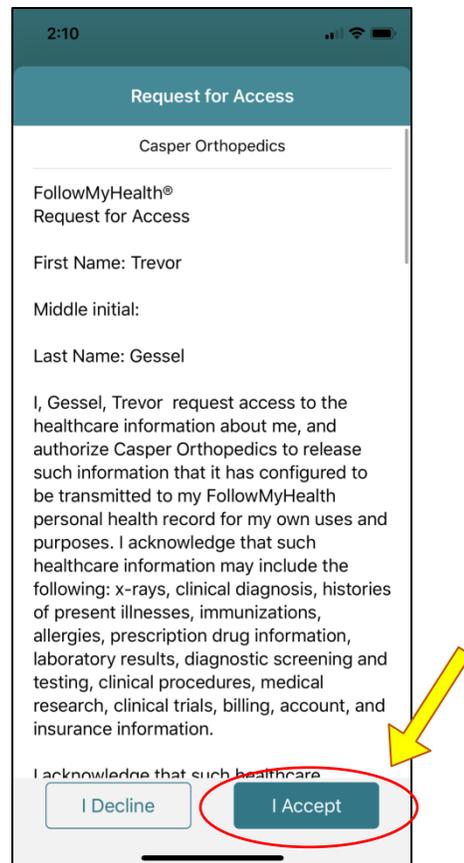
### 3. Link your FollowMyHealth account to Casper Orthopedics

Your FollowMyHealth app will now be open and there will be a few notifications that pop up, including this one which will notify you about your connections. It is important to use this notice to add Casper Orthopedics to your FollowMyHealth account. Click on the first button which says, "Add Healthcare Organization."

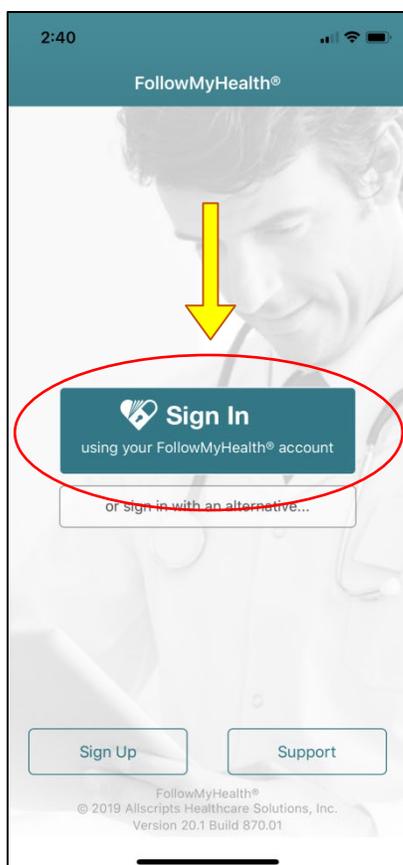
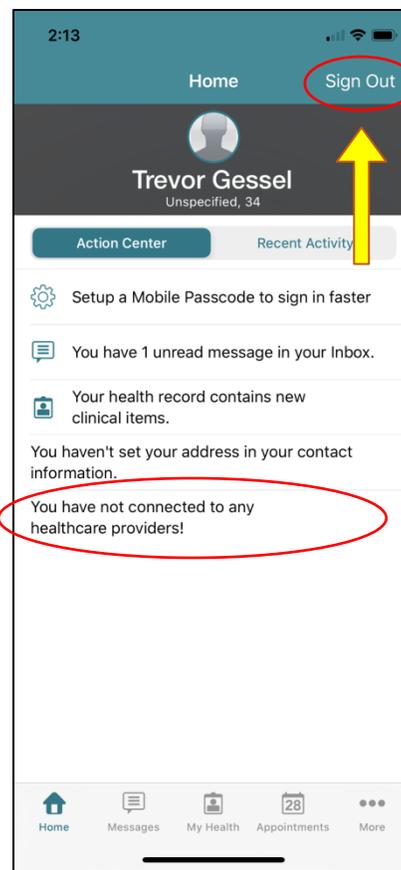


In the window that pops up go to the search bar at the top of the window and type the zip code of Casper Orthopedics, 82609. Then click "Search Clinics" and a menu of clinics will appear. Scroll to find Casper Orthopedics and select that option.

After you select Casper Orthopedics you will see this screen which outlines the request for access from Casper Orthopedics. Click on "I Accept." This will send a request to our clinic to approve your account access which can take up to 24 hours. **This is the reason you must set up the account at least 24 hours prior to your TeleHealth visit.**



You will then be directed back to this screen. Note at the bottom of the home screen you will see that you are not currently connected to any healthcare providers. This is because our office has not yet had an opportunity to review your request and allow you access. Give us some time to get that done. Also, sign out of the account (the button on the top right) as you may have already been granted access and your app has simply not refreshed.



When you sign out you will be taken back to the sign in screen. To get back into your account simply click on "Sign In" and enter the username and password you created earlier.