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.

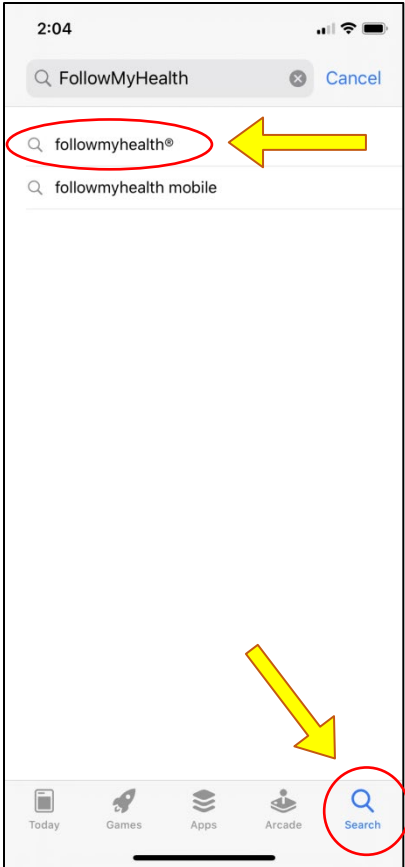## Step 1: Setting up your FollowMyHealth account
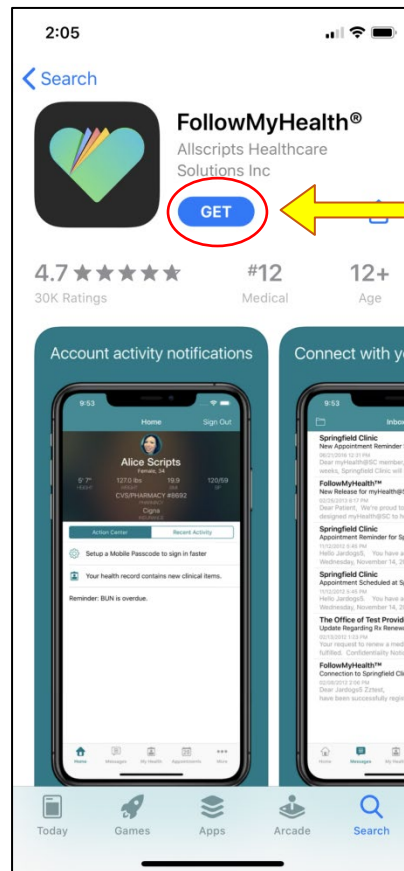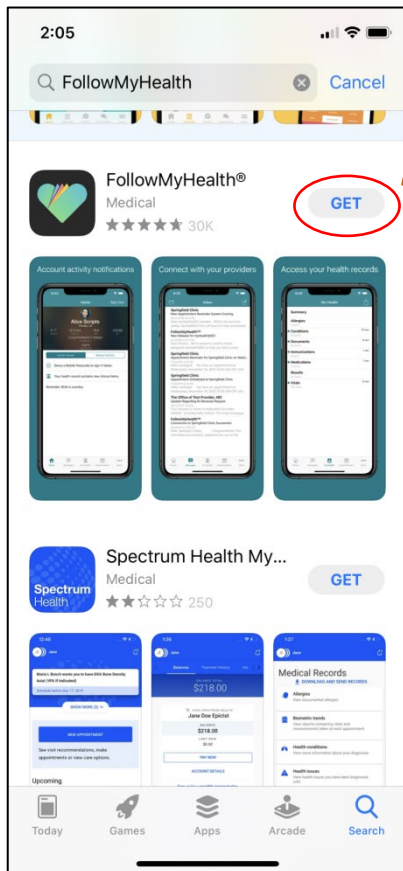
1. Download the FollowMyHealth App

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

Choose the "Search" function at the bottom right of the window. Then in the search bar at the top type FollowMyHealth and select the top option.

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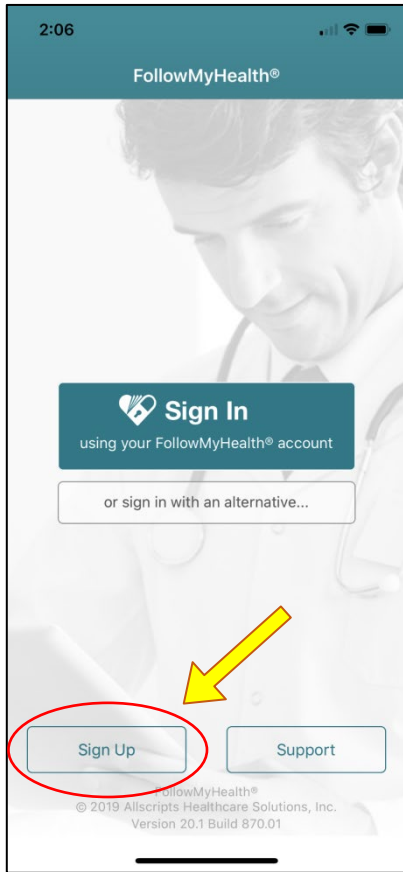
When you click on the FollowMyHealth app it will pull up this screen which is the home log in screen. From this screen click on the "Sign Up" button at the bottom left of the screen.

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

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

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.

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.
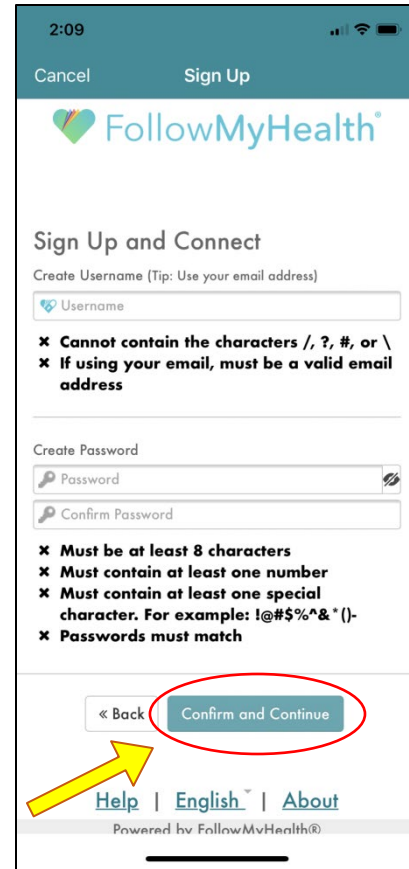
3. Link your FollowMyHealth account to Casper Orthopedics

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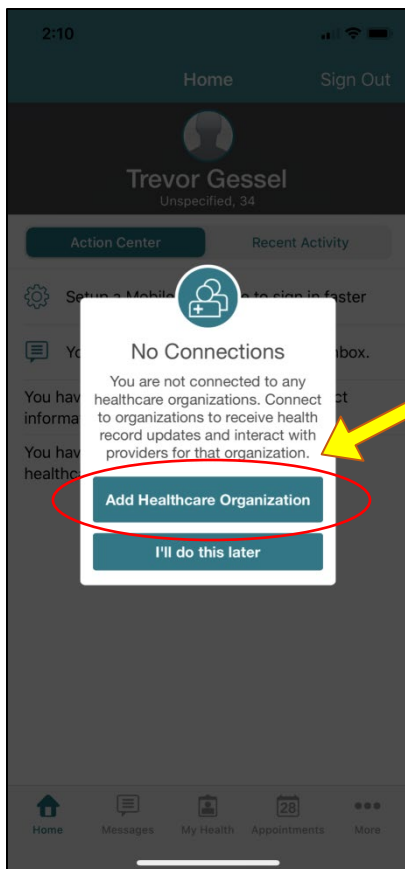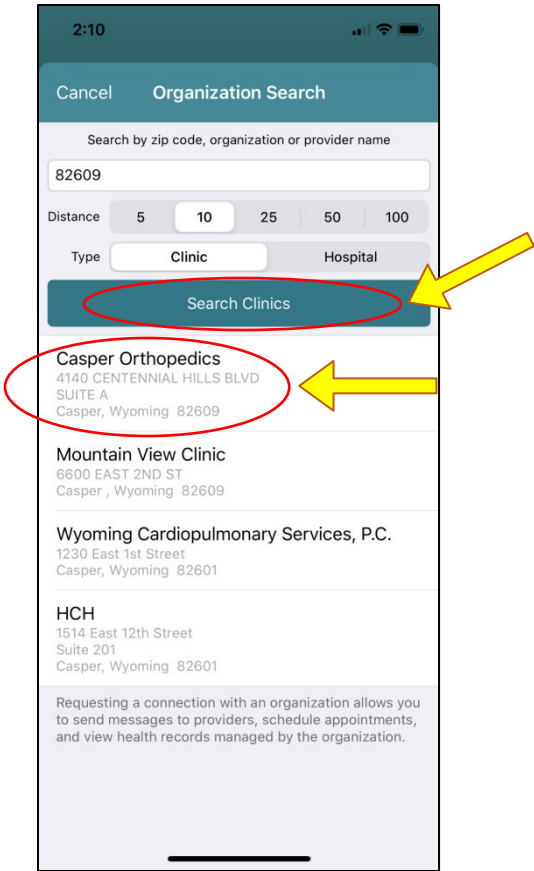
In the window that pops up go to the search bar at the top of the window and type the zip code of Casper Orthopedics, 82609. Then click "Search Clinics" and a menu of clinics will appear. Scroll to find Casper Orthopedics and select that option.

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.**
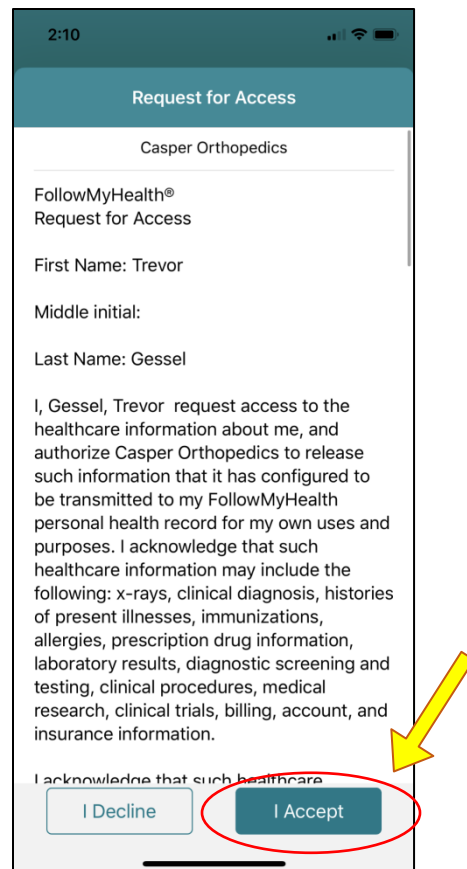
You will then be directed back to this screen. Note at the bottom of the home screen you will see that you are not currently connected to any healthcare providers. This is because our office has not yet had an opportunity to review your request and allow you access. Give us some time to get that done. 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.
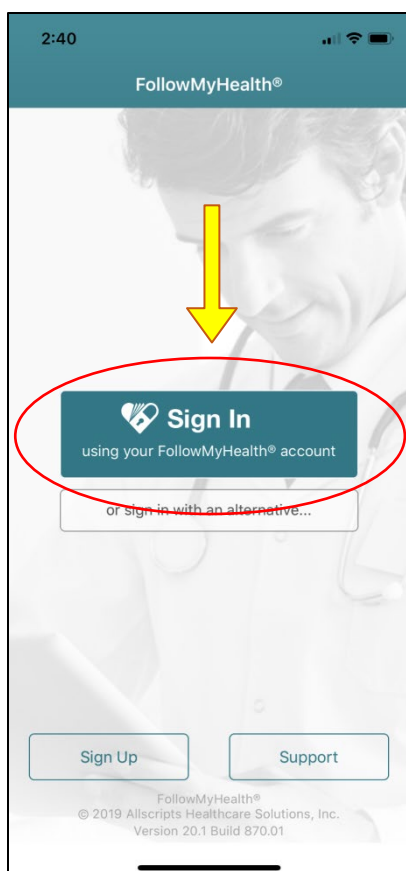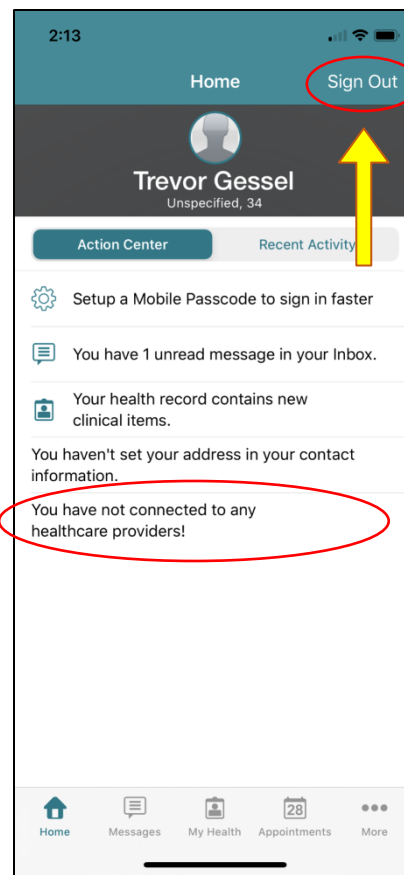
When you sign out you will be taken back to the sign in screen. To get back into your account simply click on "Sign In" and enter the username and password you created earlier.