



## Why video visits?

Our commitment to providing safe, reliable ways to access healthcare remains a top priority. Video visits are an additional option for care that make it easy to connect with your provider from home for routine follow-up appointments and urgent care\*, without the hassles of arranging transportation or sitting in traffic.

## What you need:



Reliable internet connection  
(Wi-Fi is best)



Smartphone, tablet, or computer  
that supports video calls

*\*Some appointment types are only done in-person to provide the best care and ensure your safety. For a life-threatening emergency, call 9-1-1.*

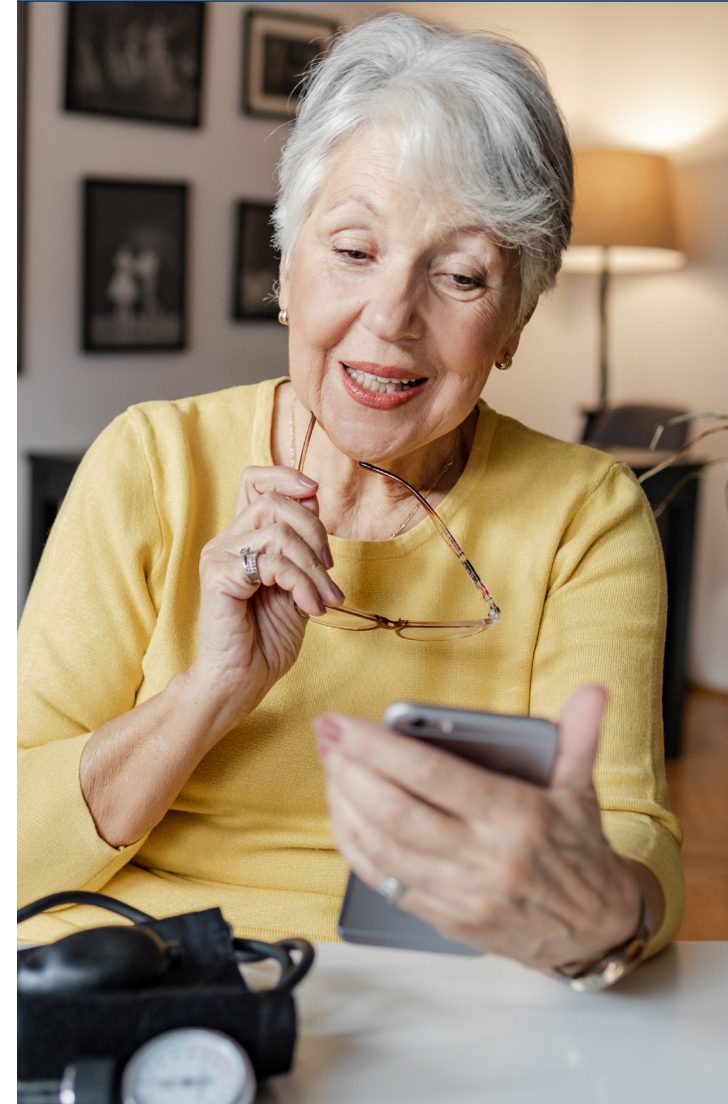


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## Video Visits

SEE YOUR PROVIDER FROM  
THE COMFORT OF HOME.

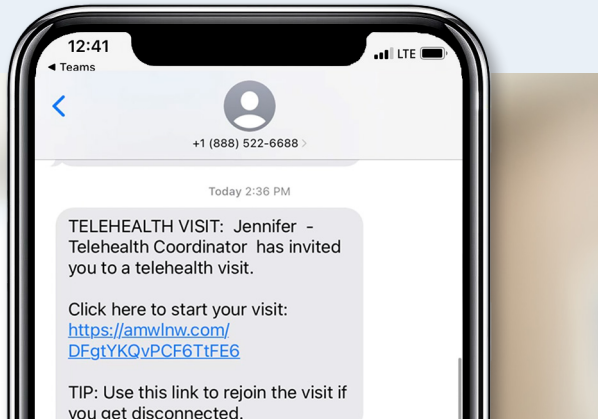


# Getting started

If you're scheduled for a video visit, follow these steps to connect with your provider.

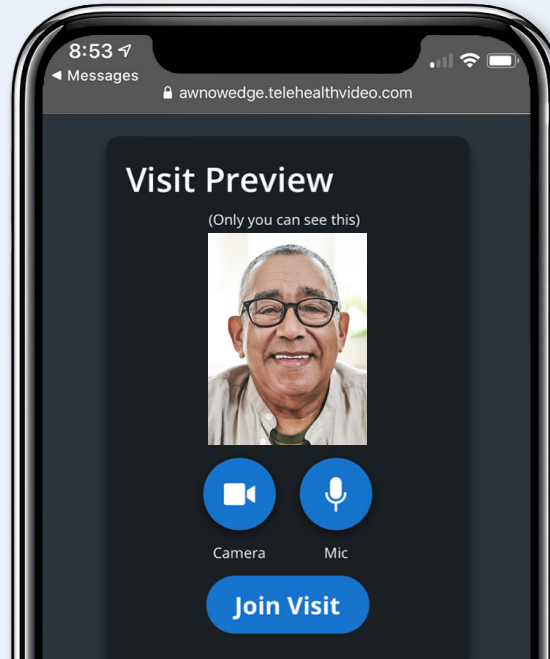
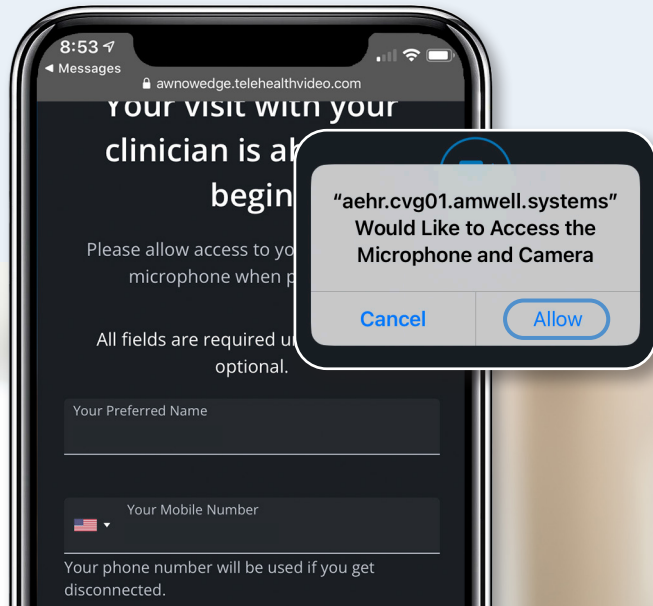
## STEP 1:

At your appointment time, you'll receive a text or email with a link to join the visit.



## STEP 2:

Click the link, enter your name and phone number, agree to the terms of use, tap "Next", then allow access to the microphone and camera on your device.



## STEP 3:

On the visit preview page, click "Join Visit". If you join before your provider, the screen will say "You're Connected. Please wait for others to join."

You can invite family members to your visit and chat with your provider using the buttons at the bottom of your screen.

If you have been waiting a long time for your visit to start, please call your doctor's office for assistance.



## Tips for your video visit

- Choose a quiet, private space with good lighting.
- Check that you have a strong internet connection. Connecting to Wi-Fi is usually best.
- Make sure all applications are closed on your device so you can connect to your visit easily.
- Set your device up at or above face level and sit in front of a simple background, such as a plain wall or door, so your provider can clearly see you.
- Consider using headphones in case there is unexpected background noise.
- Remember to look directly at your camera instead of the screen.
- Never launch a visit while you are driving or operating any kind of vehicle.



## Tech Support

If you need help with your device, call (801) 442-2323 or visit [IntermountainNV.org/Telehealth](https://IntermountainNV.org/Telehealth) for more troubleshooting tips.