## **IF YOU ARE USING A COMPUTER:**

\*\*\*Please first check that you have a camera and microphone on your computer.

-If you are unable to do any of these steps, you may call our office for help at 970-226-6111 option 0 -Please log in early so that you have time to trouble shoot any technical issues. 15-30 minutes may be necessary depending on your comfort with technology.

**STEP 1:** Use Google Chrome to access the appointment (do NOT use Internet Explorer, Safari, Firefox, etc.). If you do not have Google Chrome, you can download it at <u>https://www.google.com/chrome/</u> and following the prompts after clicking 'Download Chrome'



**STEP 2:** Once you have Chrome, please visit <u>www.uchealth.org</u> and click on the *My Health Connection* button indicated by the red arrow below



<u>STEP 3:</u> Log in to My Health Connection with your username and password. Advanced Neurology does not have access to your username or password, so if you have forgotten these you will need to follow the prompts that you 'forgot username' or 'forgot password'. My Health Connection Support through UC Health can also be reached to assist you at 855.395.9031 (M-F 8 am to 5 pm MST and Sat – Sun 8 am to 4:30 pm MST). Press 'Log in'



STEP 4: Use the mouse to hover over 'Appointments' then click on 'Appointments and Visits'

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Welcome Appointments and Visits Schedule Appointment	Quick Links	
COVID-19 vaccines have arrived, and we are implementing the dis state of Colorado.	View Visit Notes and After Visit Summary	
For more information: UCHealth patients, go to our COVID-19 vaccine page.	Schedule COVID-19 Testing	_
If you're not a UCHealth patient, please visit your hospital or provider's website.	Research Opportunities	
To keep you safe and provide the best possible care, we have made the following updates to our patient and visitor policies:	View Test Results	
All patients and visitors will be screened for symptoms of COVID-19 before being allowed to enter. You can	Ask a Medical Question	
use the UCHealth mobile app to answer symptom screening questions before you arrive. If you don't have the mobile app, you can download it from either the Apple App Store or from Google Play. Log in with your	Schedule Appointment	
My Health Connection account and look for the screening checklist on the app home screen.	Billing Estimates	
<ul> <li>Wear your mask at all times.</li> <li>If you have a fever, a cold, flu symptoms, or if you think you have been exposed to COVID-19, call your</li> </ul>	Refill Medications	
clinic's office before your appointment. Please tell staff as soon as you arrive.	Review Health Information	
<ul> <li>Our current UCHealth visitor policies are still in place. Anyone with symptoms of COVID-19 will not be allowed to visit patients for the safety of all patients, providers and staff.</li> </ul>	Information Transparency	
Information on UCHealth COVID-19 vaccines	Technical Support	
Learn about convalescent plasma donation	My Providers a	
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**<u>STEP 5</u>**: Here you can see a virtual visit with your doctor (in this case, Jill Olson, MD) as well as the time and date of your appointment. Click on the '*Details*' button.

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**<u>STEP 6</u>**: Click '*Begin Video Visit*' to start your visit. At this point, it may also ask you to complete an *e*-*Check in* if you have not done one recently. Please complete this if it prompts you to, but if it does not, don't worry about it. If it asks, be sure to join via the browser. DO NOT JOIN VIA THE APP ON A COMPUTER.

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please call 970-226-6111.	please call 970-226-6111. start time.													
	Click Begin Visi	it.												
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**<u>STEP 7</u>**: Click 'Allow' to allow access to the Camera and Microphone so that the doctor can see you and hear you. If you do not allow this, you will not be able to have your appointment.



**STEP 8:** Click the green 'JOIN' button. Where you see the stick figure below is where you will see your own video (you should see your own face).

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**STEP 9:** You are done! You will be able to see the doctor when they join the call close to your scheduled appointment time. It is not abnormal for the doctor to be a bit behind schedule, so please wait at this screen until the doctor shows up. If it has been more than 15 minutes since your appointment was supposed to start and the doctor has not showed up, feel free to call 970-226-6111 option 0 to ask for an update.

