

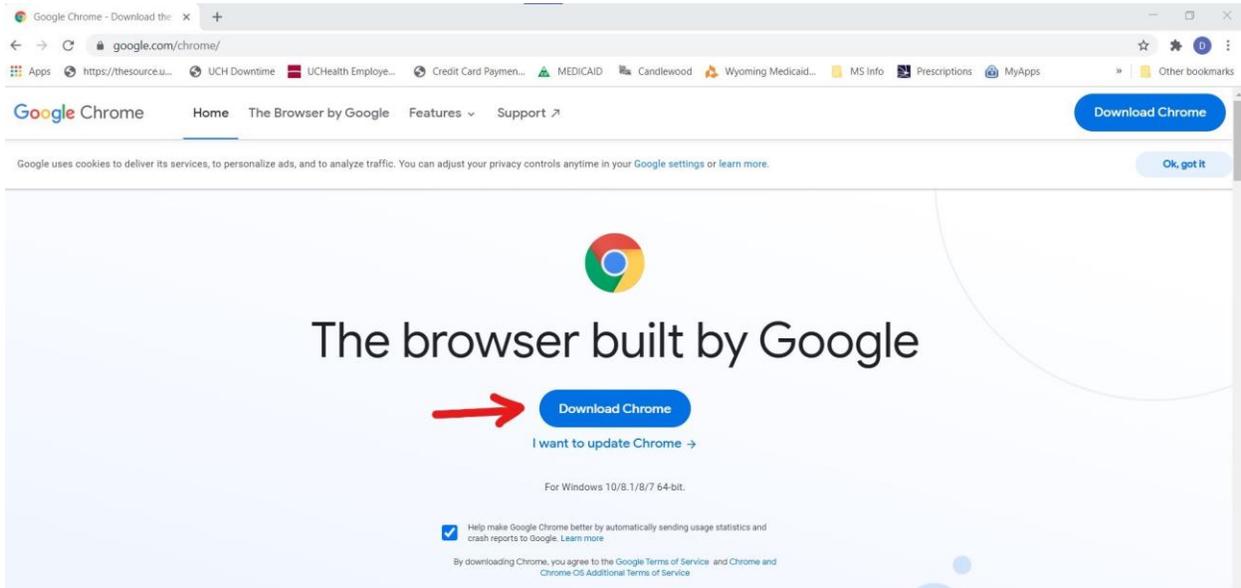
IF YOU ARE USING A COMPUTER:

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

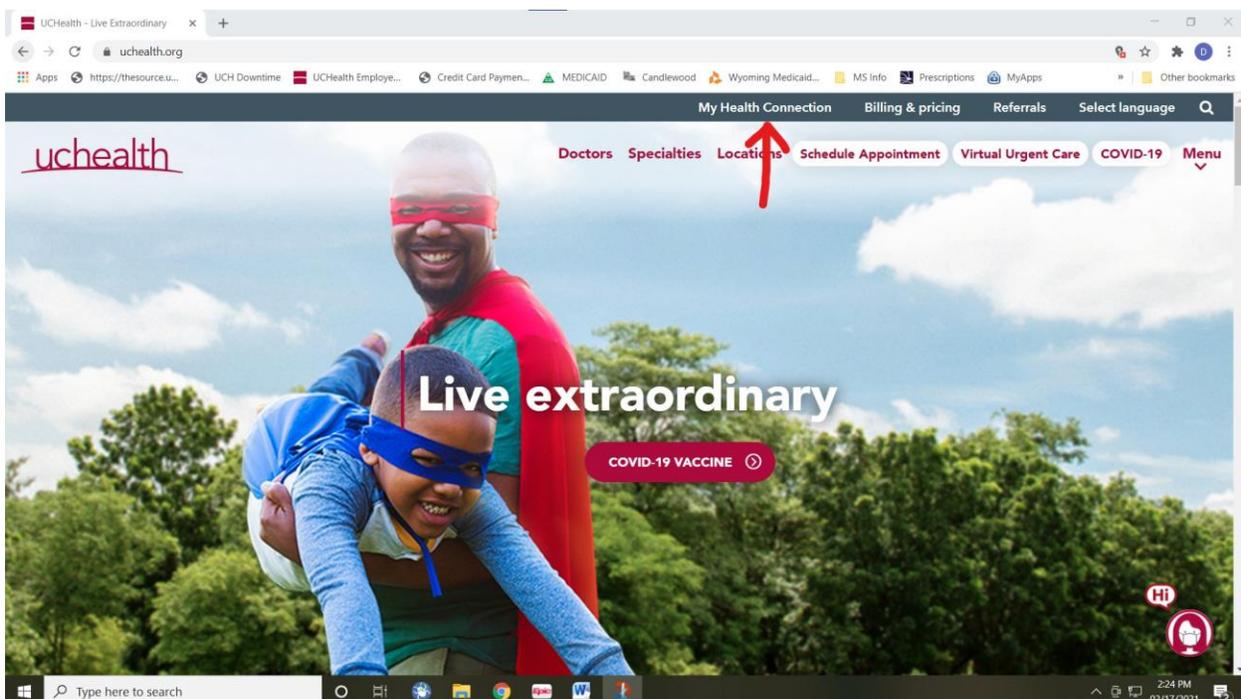
-If you are unable to do any of these steps, you may call our office for help at 970-226-6111 option 0

-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 <https://www.google.com/chrome/> and following the prompts after clicking 'Download Chrome'



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



STEP 3: 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’

My Health Connection

Vaccines have arrived and we are implementing the distribution plan in coordination with the state of Colorado.

- If you have a My Health Connection account, you are added to the vaccine list and will automatically receive updates (via email and in the app) regarding the vaccine.
- If you do not have a My Health Connection account or are new to UCHealth, create a My Health Connection account to be placed on our list to receive the COVID-19 vaccine when it is available for your phase, according to the state's plan.

For more information, visit our COVID-19 vaccine page.

My Health Connection username
Password
Log in
Forgot username | Forgot password
New user? Sign up now
Download on the App Store | GET IT ON Google Play

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

My Health Connection - Home

mychart.uchealth.org/MyChart/inside.asp?

Health Record Tools Appointments Messaging Billing Settings Log Out

Welcome

COVID-19 vaccines have arrived, and we are implementing the distribution plan in coordination with the state of Colorado.

For more information:
UCHealth patients, go to our COVID-19 vaccine page.
If you're not a UCHealth patient, please visit your hospital or provider's website.

To keep you safe and provide the best possible care, we have made the following updates to our patient and visitor policies:

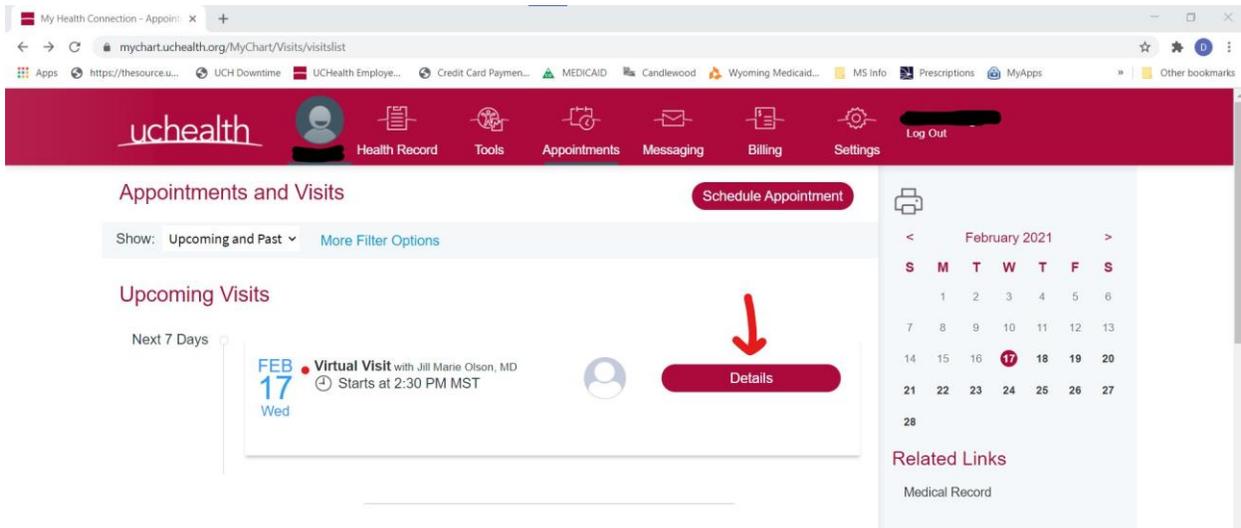
- All patients and visitors will be screened for symptoms of COVID-19 before being allowed to enter. You can use the UCHealth mobile app to answer symptom screening questions before you arrive. If you don't have the mobile app, you can download it from either the Apple App Store or from Google Play. Log in with your My Health Connection account and look for the screening checklist on the app home screen.
- Wear your mask at all times.
- If you have a fever, a cold, flu symptoms, or if you think you have been exposed to COVID-19, call your clinic's office before your appointment. Please tell staff as soon as you arrive.
- 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.

Information on UCHealth COVID-19 vaccines
Learn about convalescent plasma donation

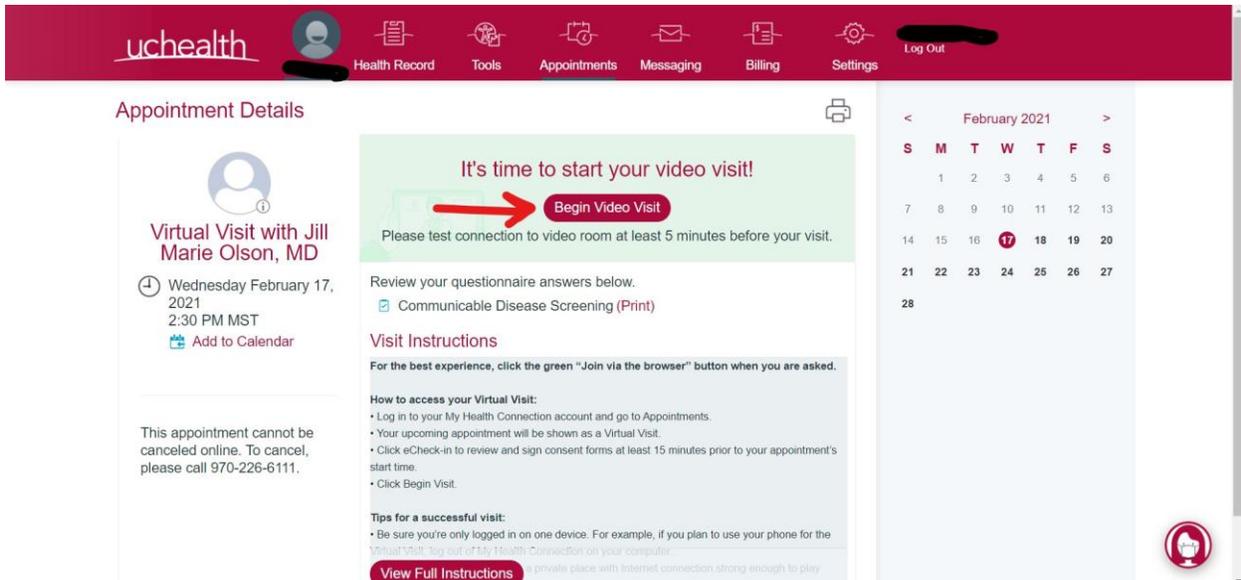
Quick Links

- View Visit Notes and After Visit Summary
- Schedule COVID-19 Testing
- Research Opportunities
- View Test Results
- Ask a Medical Question
- Schedule Appointment
- Billing Estimates
- Refill Medications
- Review Health Information
- Information Transparency
- Technical Support

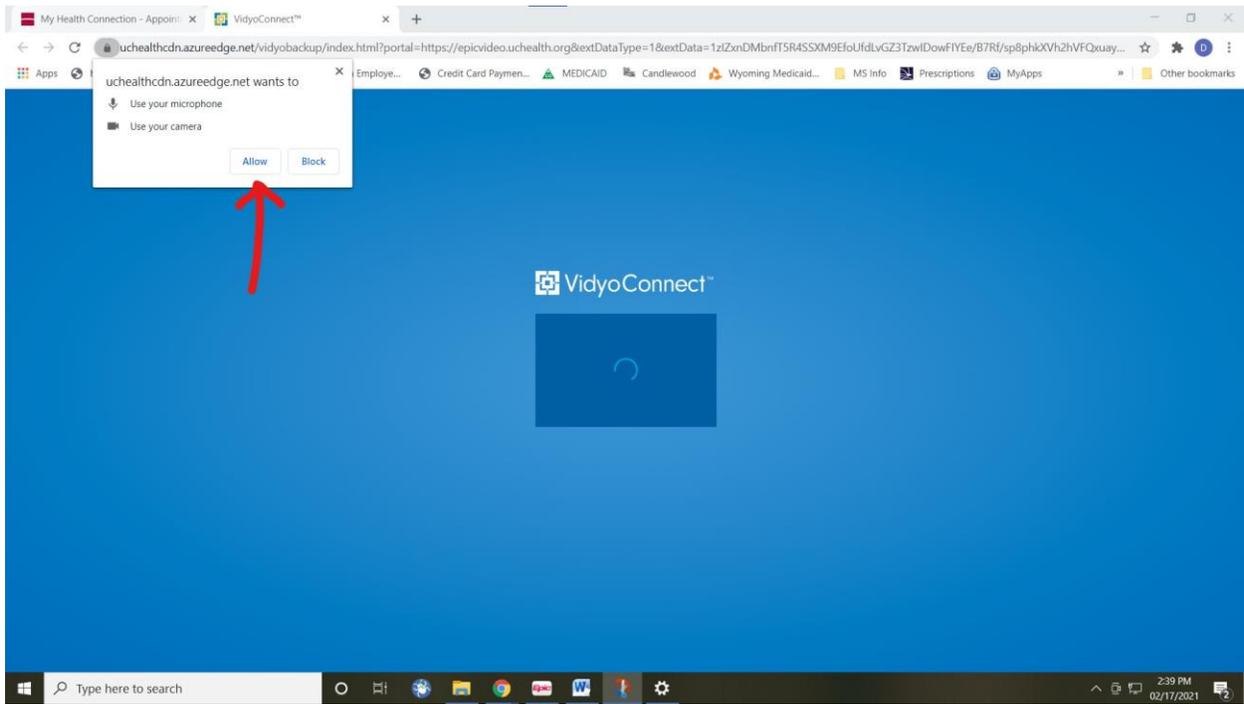
STEP 5: Here you can see a virtual visit with your doctor (in this case, Jill Olson, MD) as well as the time and date of your appointment. Click on the 'Details' button.



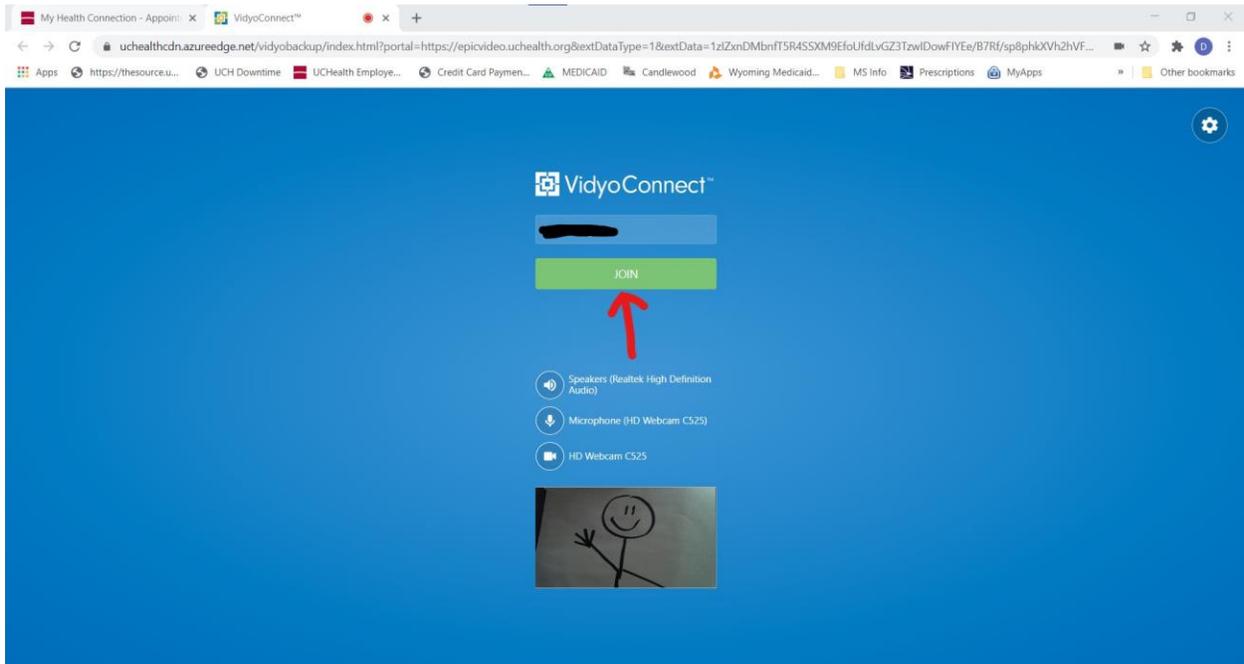
STEP 6: Click 'Begin Video Visit' to start your visit. At this point, it may also ask you to complete an e-Check in if you have not done one recently. Please complete this if it prompts you to, but if it does not, don't worry about it. If it asks, be sure to join via the browser. DO NOT JOIN VIA THE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



STEP 7: 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).



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.

