FITZGIBBON MEDICAL CLINICS Instructions for Joining Your Video Visit

Video Visit appointments are accessed through your FitzChart Patient Portal account by using either (1) the HealtheLife app on your mobile device (see below), or (2) a web browser on your computer/laptop or mobile device (see page 3).





Need to set up a portal account? Go to www.fitzgibbon.org/portal

or scan the QR code from your mobile device and click on "Click here to register." You may also call Fitzgibbon Hospital Medical Records at (660) 831-3733 from 8 a.m. to 4:30 p.m., Monday-Friday.

Using the "HealtheLife" app from your mobile device

- 1. Download the "HealtheLife" app (by Cerner Corporation) from the app store.
- 2. Open the app and select "Sign in to your account" by entering your FitzChart Patient Portal username and password.
- 3. From the main (Home) screen, select "Menu" in the lower right corner.

4. Select "Appointments", then "View Upcoming Appointments."



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Viewing means
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No Known Allergies



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FITZCHART

Fitzgibbon Homepage
Find Us On Social Media
Pay My Bill
Medical Record Question

Allergies

Latest Results

You should see your scheduled Vic	deo Visit appointment.
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Video Visit-Family Practice (FITZ)

Using the "HealtheLife" app from your mobile device (cont.)

5. Select "Join Now" when you are ready to join the video visit.

- On the Acknowledgement screen, review the terms and check "I agree," then select "Join Video Visit."
- FITZCHART Appointments Below is a list of your currently scheduled appointments. Monday, Aug 10, 2020 Your video visit is ready to join Video Visit-Family Practice (FITZ) Join Now Options 🗸 10:00 a.m. CDT For BABY ZZTEST with Romney, Lorenzo D.O. FITZCHART Acknowledgement Θ Participating health care providers with \sim \equiv whom you have connections may offer medical consultation through video visits. If you initiate a video visit with a participating provider, you represent that you meet all applicable criteria for the video visit that are defined when you start the process. Information you provide to your health care provider during a video visit must be true, accurate, and complete. This tool is not responsible for any false or misleading information you provide, or any other misrepresentations you make, during your video visit. 🖌 agree Join Video Visit
- 7. You will automatically be directed to your internet browser.

IMPORTANT: Be sure to "allow" the website access to your camera and microphone so the provider can see and hear you.

8. Select "Join Meeting" to launch the Video Visit.

The provider will join the session shortly.

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Select your is visit. You e call.	audio and video peripherals prior to joining can change your selections any time during
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Default	





Using a web browser from your computer/laptop/mobile device

1. Go to <u>www.fitzgibbon.org/portal</u>, or scan the QR code with your mobile device.





2. Click on the FitzChart Patient Portal logo, or "Click here to login" and enter your username and password.



3. From the main (Home) screen, click on "Appointments", then "View Upcoming Appointments."

From your mobile device, select the menu button in the top left corner, then Appointments.





You should see your scheduled Video Visit appointment.

Your video visit is ready to join. Test your connection.

■ Video Visit-Family Practice (FITZ)

Using a web browser from your computer/laptop/mobile device (cont.)

4. Click on "Join Now" when you are ready to join the video visit.



5. On the Acknowledgement screen, review the terms and check "I agree," then click on "Join Video Visit."

Acknowledgement	0	ointm
Participating health care providers with whom you have connections may offer medical consultation through video visits. If you initiate a video visit with a participating provider, you represent that you meet all applicable criteria for the video visit that are defined when you start the process. Information you provide to your health care provider during a video visit must be true, accurate, and complete. This tool is not responsible for any false or misleading information you provide, or any other misrepresentations you make, during your video visit.	р Г	
□ l agree		

 You may be asked to give access to your microphone and/or video camera. Be sure to click "allow."

fitzgibbon.iqhealth.com wants to $\qquad imes$			ass Sharep.
Use your microphone			
Allow	Block		

7. Click on "Join Meeting" at the bottom of the screen. The provider will join the session shortly.

Troubleshooting/Help

- If you need help with your Patient Portal username and/or password or are experiencing difficulties joining the session, please call the Cerner help desk at 877-621-8014.
- If the provider has not joined within 10 minutes of the scheduled Video Visit time, please call the provider's office.

Akeman McBurney Medical Clinic (660) 529-2251

Grand River Medical Clinic (660) 548-3161

Fitzgibbon Family Health (660) 248-2900

Marshall Family Practice Fitzgibbon Mental Health (660) 886-7800

Mid-Missouri Family Health (660) 831-1175

Pilot Grove Medical Clinic (660) 834-5100