

# Instructions for Joining Your Video Visit

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

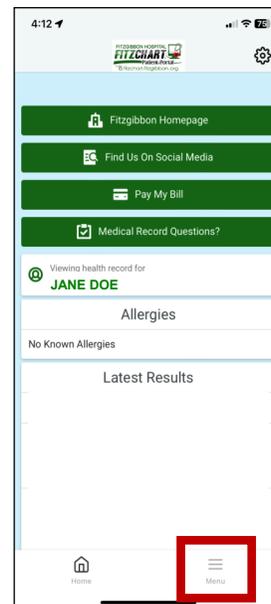


**Need to set up a portal account?** Go to [www.fitzgibbon.org/portal](http://www.fitzgibbon.org/portal) or scan the QR code from your mobile device and click on "Click here to register." You may also call Fitzgibbon Hospital Medical Records at (660) 831-3733 from 8 a.m. to 4:30 p.m., Monday-Friday.

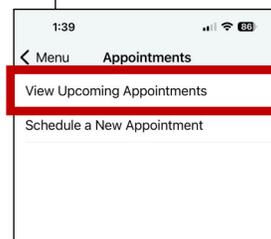
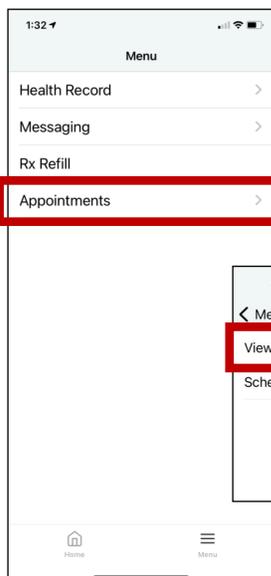
## Using the "HealthLife" app from your mobile device



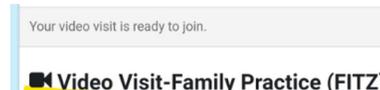
1. Download the "HealthLife" app (by Cerner Corporation) from the app store.
2. Open the app and select "Sign in to your account" by entering your FitzChart Patient Portal username and password.
3. From the main (Home) screen, select "Menu" in the lower right corner.



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

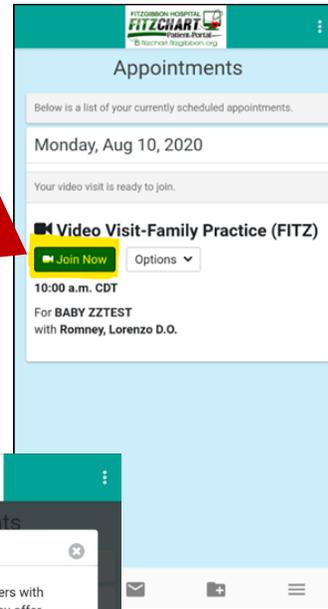


You should see your scheduled Video Visit appointment.

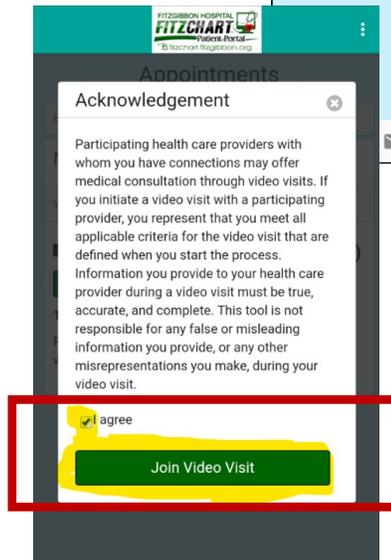


# Using the "HealtheLife" app from your mobile device (cont.)

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

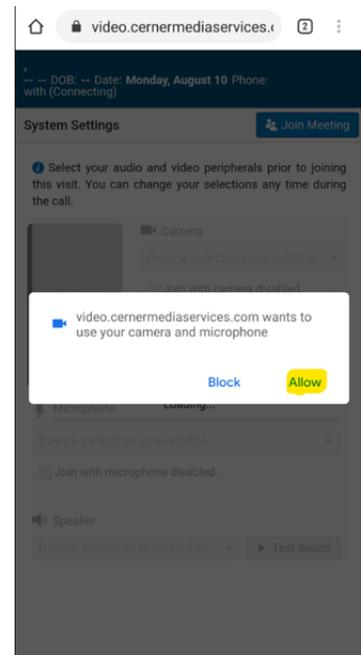


6. On the Acknowledgement screen, review the terms and check "I agree," then select "Join Video Visit."



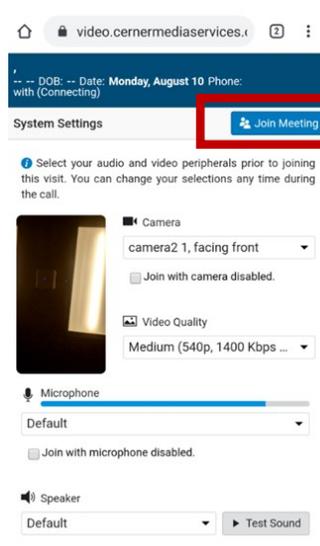
7. You will automatically be directed to your internet browser.

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



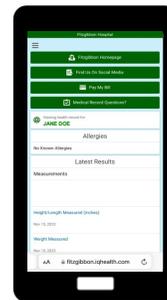
8. Select "Join Meeting" to launch the Video Visit.

The provider will join the session shortly.



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

1. Go to [www.fitzgibbon.org/portal](http://www.fitzgibbon.org/portal), or scan the QR code with your mobile device.

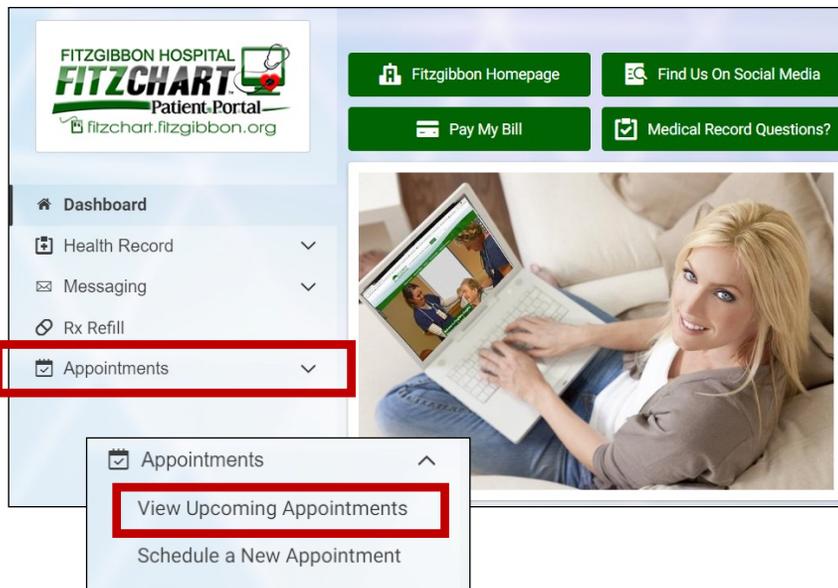
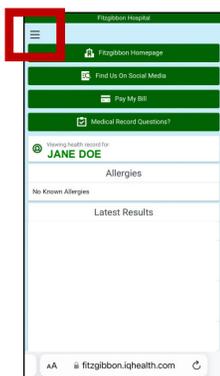


2. Click on the FitzChart Patient Portal logo, or "Click here to login" and enter your username and password.



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.



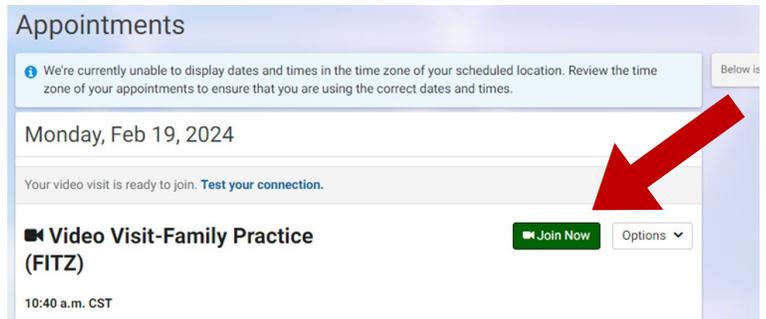
Your video visit is ready to join. [Test your connection.](#)

You should see your scheduled Video Visit appointment.

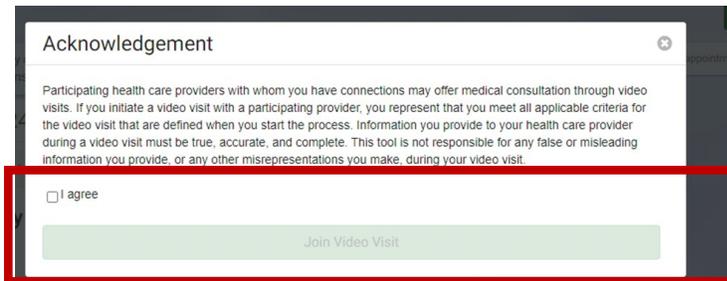
Video Visit-Family Practice (FITZ)

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

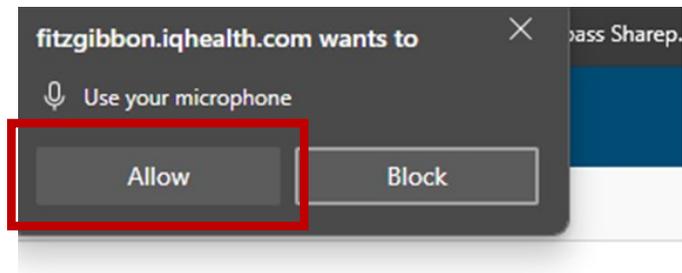
- Click on "Join Now" when you are ready to join the video visit.



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



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



- 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