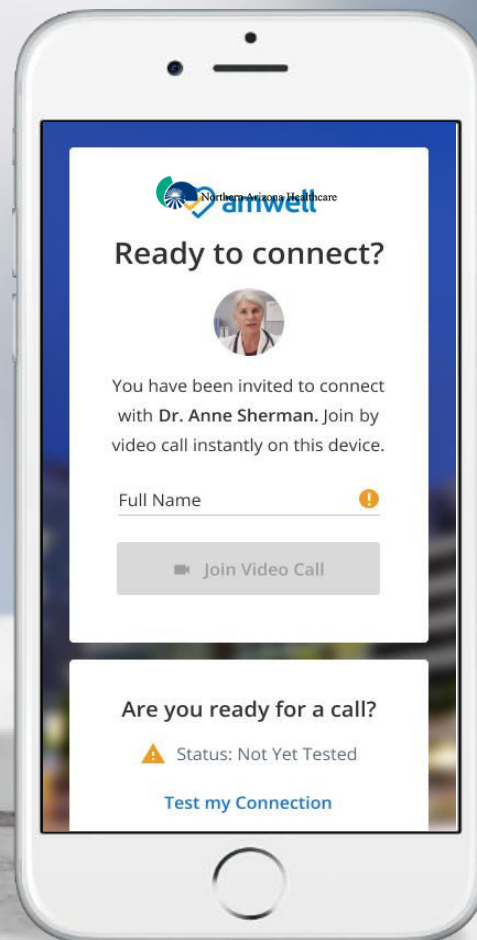


# NAH Virtual Visits

## Patient Quick Start Guide



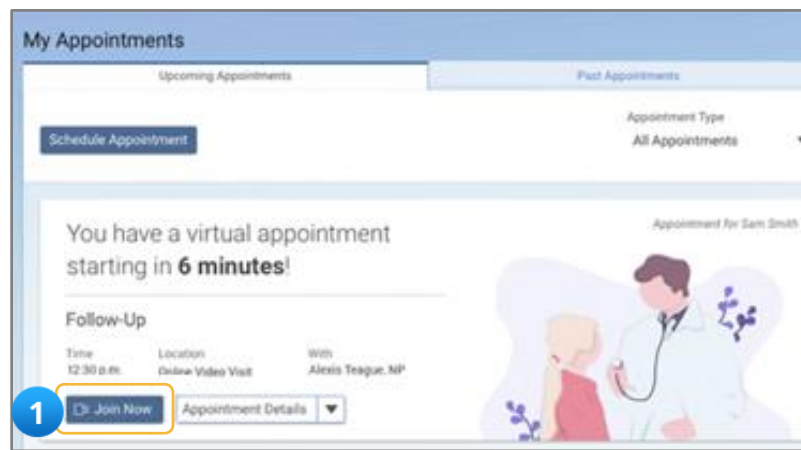
## Joining a Virtual Visit

Once your virtual visit is confirmed, you will receive reminders based on your account settings.

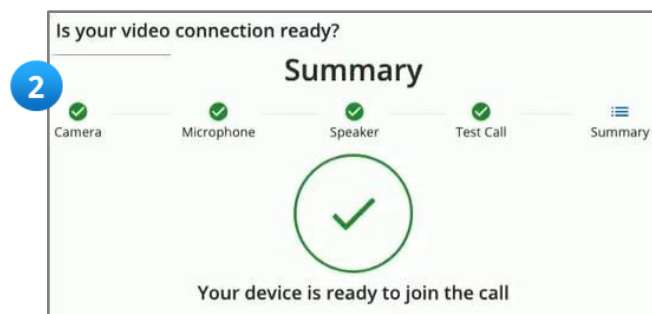
You can join a virtual visit using a computer, smartphone, or tablet. There is no required app download.

### Joining a Visit from the NAH Patient Portal

1. Once you complete the check-in within the NAH patient portal (mynahealthcare.com), you will be able to join the visit by selecting **Join Now**.



2. You will then go through a pre-visit technology check. This ensures your audio and video are set up for a successful virtual visit. Testing areas include:
  - **Camera:** Can you see yourself?
  - **Microphone:** Can you see the audio bar moving when you talk out loud?
  - **Speaker:** Can you hear the test audio?
  - **Test Call:** Is the test call working? It may take up to 30 seconds to connect.
  - **Summary:** Is your default phone number correct? This will populate based on your NAH patient portal profile; however, it can be updated here.



If there are any issues during your pre-visit tech check, you will be guided through troubleshooting tips. You can also contact support at any time.

Is your video connection ready?

## Microphone Test

Camera Microphone Speaker Test Call Summary

### Microphone Test Help

Need help with your microphone? Try any of the options below:

- Allow your browser permissions. Please click [here](#) for instructions.
- If you have an external microphone plugged in, unplug and plug-in your microphone.
- Close and restart your browser.
- Try using another browser.
- Try another computer.
- Call [support](#) for help.

[Continue](#) [Try Again](#)

If you need assistance you can [contact support](#) at any time.

3. Once the pre-visit testing is complete, you may be prompted to confirm consent. Simply check the box and select **Enter the Waiting Room!**

Is your video connection ready?

By giving your consent you agree to be treated by a virtual clinic provider. You agree and understand there are limitations to what can be diagnosed and treated by phone or video.

☒ Check if you consent for treatment

**3 Enter the Waiting Room!**

Is your video connection ready? [Edit](#) ✓


By giving your consent you agree to be treated by a virtual clinic provider. You agree and understand there are limitations to what can be diagnosed and treated by phone or video.

[Example link to consent content](#)

☒ Check if you consent for treatment

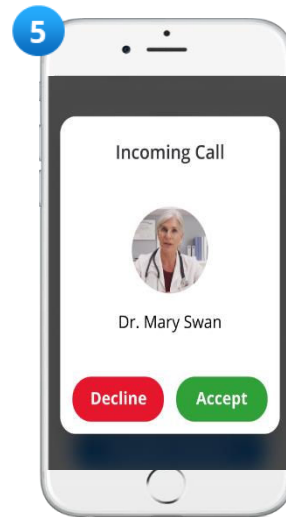
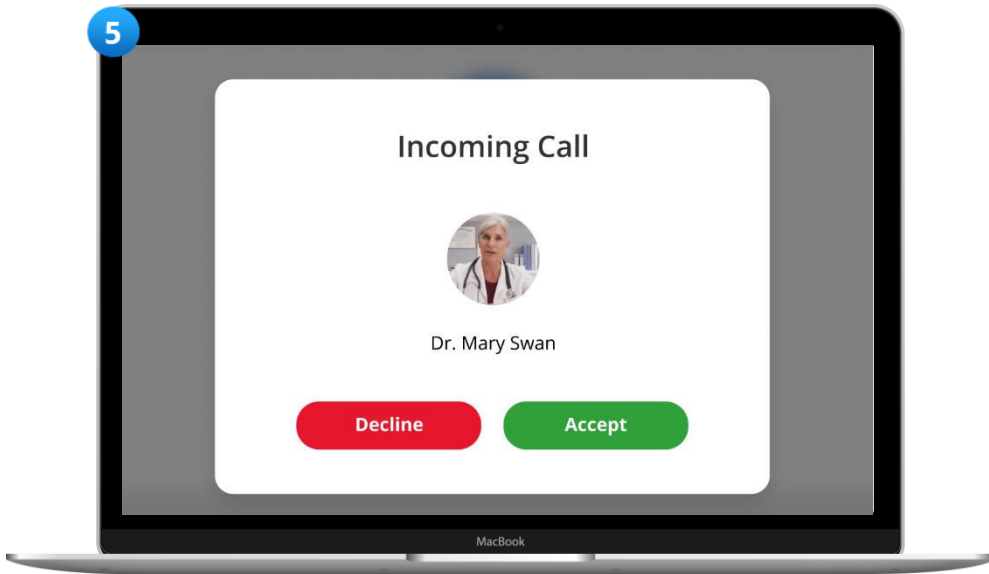
**3 Enter the Waiting Room!**

4. You will then enter a virtual waiting room. This will alert your provider you are ready for your visit.
5. Your provider will then initiate the visit with an incoming call. Select **Accept** to join the virtual visit with your provider.

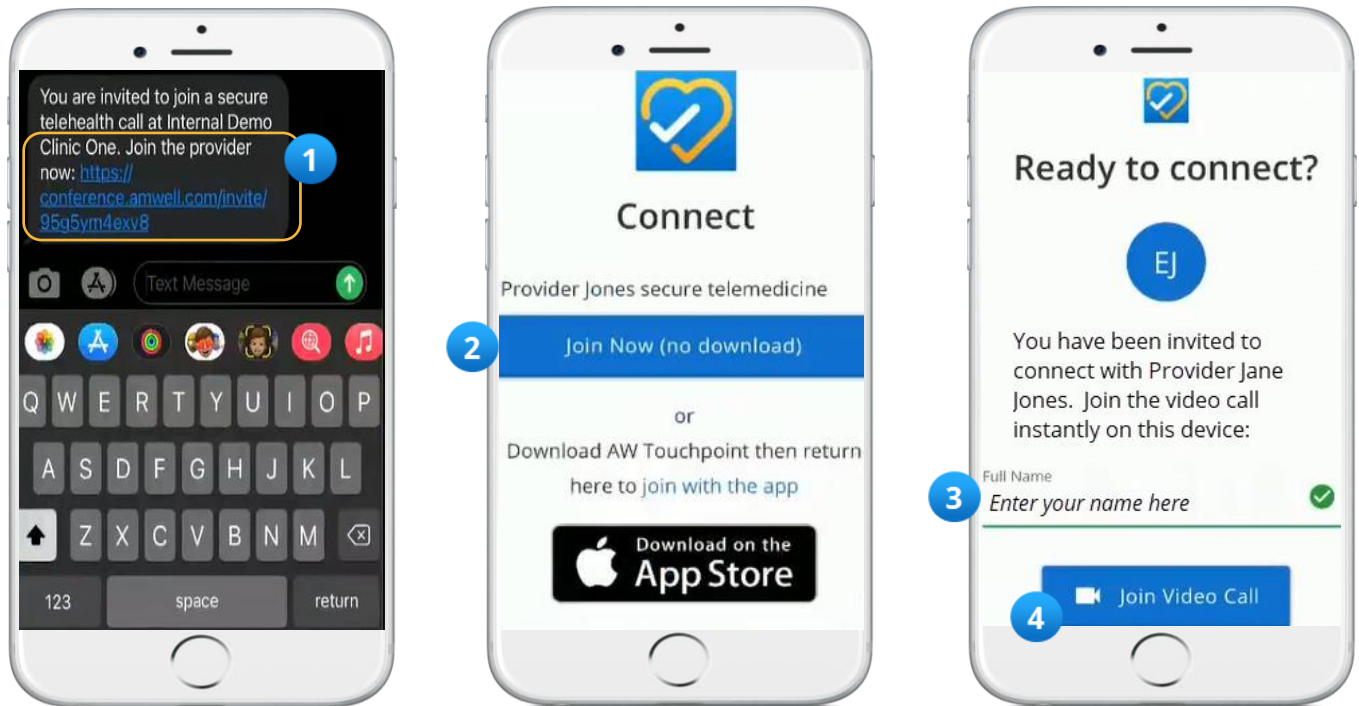


Your provider will be with you shortly.

Please remain logged in while your provider reviews your chart and prepares for today's visit.

[Preview Camera](#)

Once you accept the incoming call, your visit will automatically begin.



### Joining a Virtual Visit from a Text Message Invitation

1. When it is time for your visit, your provider may choose to send you an invitation via text message. Once the message is received, tap the **Join the Provider Now** link.
2. Select **Join Now (no download)**.
3. Enter your name.
4. Select **Join Video Call**. This will bring you directly into your virtual visit.

### Joining a Virtual Visit from an Email Invitation

1. When it is time for your visit, your provider may choose to send you an invitation via email. Once the email is received, click the **Join Here** button within the invitation.
2. Select **Join Now (no download)**.
3. When a new window opens, enter your name and select **Join Video Call**.

