

Your virtual visit with athenaTelehealth™

A step-by-step guide to help you join your visit with ease.

What to expect

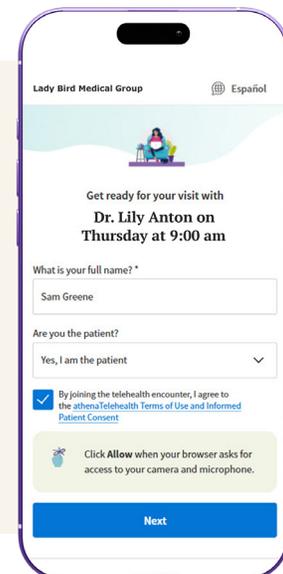
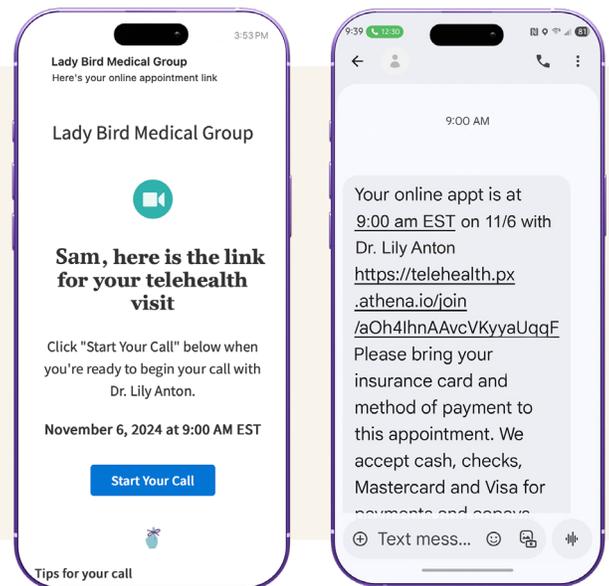
You'll receive a link to join your virtual visit by email or text message that can be accessed on your mobile device or computer. You can also find the link in your Patient Portal or in the athenaPatient® app.

If you've signed up for reminders, you'll get a text message 15 minutes before your appointment.

How to join your virtual visit in 3 steps

Follow these steps when you are ready for your appointment:

- 1** Click the link from your email, text, Patient Portal, or athenaPatient app. The visit will open in your internet browser, no downloads needed.
- 2** Enter your name, confirm your identity, and agree to the terms. Turn on your camera and join audio.

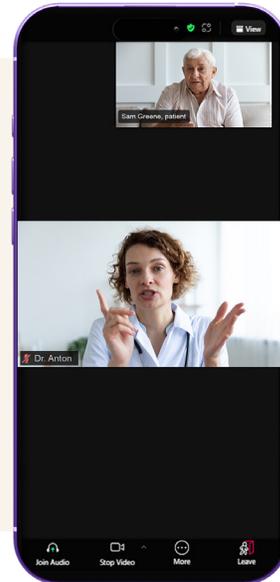


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Wait on screen for your care team member to join. You'll see your own video while you wait.

Want someone to join you?

You can share your visit link with a caregiver, family member, or interpreter so they can join from their own device.



During your visit:

- A staff member may ask you some questions first, just like at an in-person visit.
- Then, your doctor or care team member will join.
- Use the in-call chat to send text messages anytime during your visit.

Quick tips for your virtual visit

- ✓ Use a smartphone (iOS or Android), tablet, or computer with a camera, microphone, and audio.
- ✓ Make sure you have a strong internet connection.
- ✓ Use a web browser like Chrome, Safari, or Firefox—no app required.

Questions?

Contact your practice directly if you have any questions or issues with your virtual visit.