



GET STARTED WITH YOUR VIRTUAL VISIT

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Internet Explorer does *not* support Video Visits on any device

BEFORE YOU BEGIN...

- Make sure you are in a private, quiet setting.
- Be sure to identify a location with reliable Wi-Fi or cellular service (public Wi-Fi connections are **not** recommended).
- Confirm you are using a device with a front-facing camera and microphone.
- If you are using a computer or laptop, use either an updated **Google Chrome, Safari, or Firefox** web browser.
- If you are using a mobile device:
 - **Android** mobile, use a **Google Chrome** mobile browser.
 - **iPhone (iOS) mobile**, use a **Safari** mobile browser
- You do **not** need to create an account, just click the link in your email to join the visit.

STARTING YOUR VISIT...

1. Navigate to your email and locate the appointment confirmation email from **OTTO Health**. If you do not see an email from **OTTO Health**, please check your junk/spam folder.
2. Click the **JOIN VISIT** button in your email to see your provider.
3. You will be taken to a welcome page. Click **BEGIN VISIT**.

4. You may be required to complete a brief intake form.
5. On the **Terms of Use** page, make sure you review the 3 documents. By checking the boxes, typing your full name, and proving your date of birth, you are agreeing to the *Telehealth Informed Consent, Privacy Policy, and Patient User Agreement*.
6. Click **JOIN VISIT** to be connected to your provider. You may not see your provider right away, but they will connect with you as soon as they are ready.
7. Once you have finished your visit, please click **END VISIT**. You will be taken to a brief survey.

FOR QUESTIONS REGARDING YOUR HEALTH CARE NEEDS OR SCHEDULING, PLEASE CONTACT YOUR PROVIDERS OFFICE DIRECTLY

Visit www.ottohealth.com/patient-faqs for more information.

support@ottohealth.com | ottohealth.com | (720)-510-2910