

How Patients use the UnityPoint Health Virtual Care Mobile App for a Scheduled Virtual Visit

As a patient of UnityPoint Health you can be scheduled for a virtual visit with your clinician through UnityPoint Health Virtual Care. Your appointments will be scheduled by UnityPoint Health staff and a record of your visit will be added to your electronic medical record.



The mobile screen shots are from an iPhone. Screens may differ slightly with and Android.

What are Scheduled Virtual Visits?

Scheduled Virtual Visits eliminate the need to travel and brings the care to you. Simply use the video camera on your laptop, tablet or smartphone for a face-to-face consultation with your provider. It's as simple as that! It's personalized care when and where you need it.

Who can Schedule a Virtual Visit?

Adults (18 years of age and over). Our pediatric clinics have a different process for scheduling virtual visits. Please call your UnityPoint Clinic pediatric clinic to learn more.

Schedule Your Appointment

To schedule a virtual care visit with your provider, please call your clinic first. The staff will verify information with you before scheduling the appointment. They will ask the following questions:

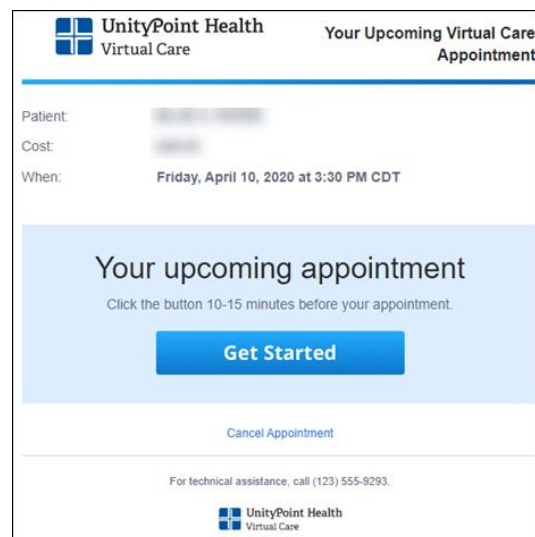
- Have you signed up or used UnityPoint Health Virtual Care before?
 - If the answer is **Yes**: they will ask to verify your email address you used to sign up.
 - If the answer is **No**: they will ask which email address you would like to use to register for UnityPoint Virtual Care. **You must provide an email address in order to have a virtual care visit.** It's very important that the emails match to ensure you can use the virtual care app without any issues.
- What are your symptoms/concerns?
- They will also verify your address and phone number.



Please use the address, phone number, and email address you verify with clinic staff when you register for UnityPoint Health Virtual Care.

Before Your Visit

- After staff has scheduled your virtual care appointment you will receive an email (make sure to check your junk/spam folder if you do not see the email).
- From that email choose 'Get Started', this will take you to a password creation page. You will enter a password, even if this is the first time.
- You will be asked to enter demographic information such as name, date of birth, address, etc.



The screenshot shows the UnityPoint Health Virtual Care app interface. At the top, it says "UnityPoint Health Virtual Care" and "Your Upcoming Virtual Care Appointment". Below this, there are fields for "Patient:" and "Cost:" which are blurred. The "When:" field shows "Friday, April 10, 2020 at 3:30 PM CDT". A large blue button labeled "Get Started" is prominent. Below it is a smaller link for "Cancel Appointment". At the bottom, there is a note: "For technical assistance, call (123) 555-9293." and the UnityPoint Health Virtual Care logo.

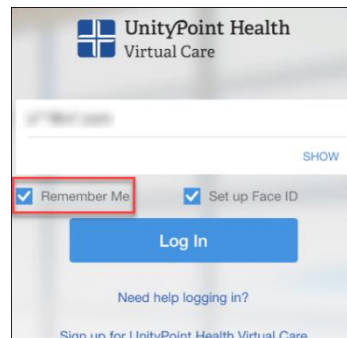
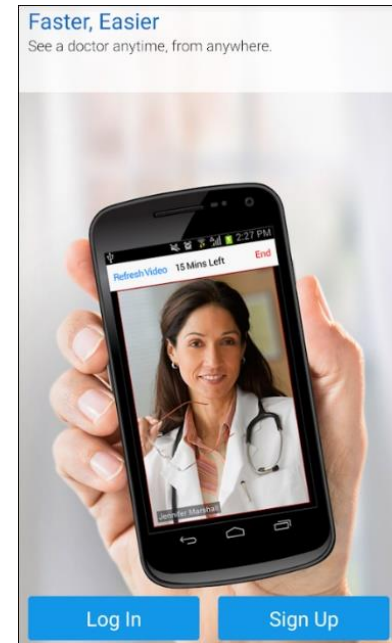
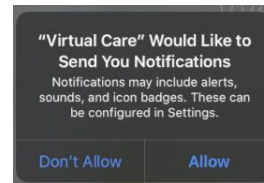
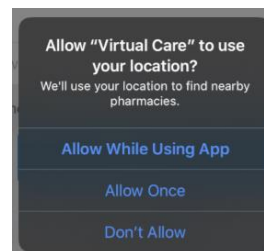
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Downloading the App

- From the iPhone App Store, or Android's Google play, search for "UnityPoint Health Virtual Care", and download the app.



- Once you have downloaded and opened the app, choose "Log In".
 - At some point during log in, you may be asked to "allow your location". This will be used to find pharmacies near you.
 - You may also be asked if you would like to get notifications from the Virtual Care app.
- From the log in screen, enter your email address that the invite was sent to and was used when scheduling the appointment.
 - Enter the password you created from the email you received.
 - Click the "Remember Me" checkbox to save your email address and password.

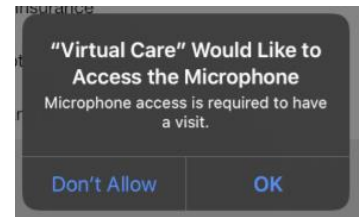
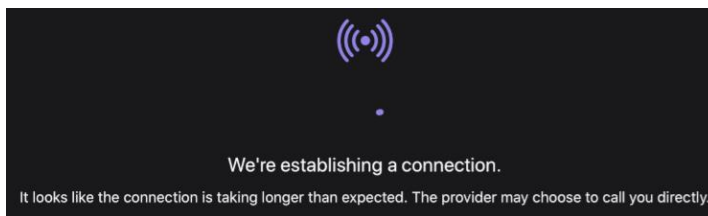


- After you've reviewed the Terms of Use, click the check box "I agree to these Terms of Use". If you choose "No Thanks" you will not be able to have your virtual visit.
 - If your phone gives you additional prompts, such as "Touch ID", syncing your Apple ID, etc. continue through them.

Patient Readiness Check

Before your scheduled virtual visit with a clinician, it's important to get set up for your appointment.

- After you have completed login, click “Continue”. The UnityPoint Health Virtual Care app will prepare your device for your upcoming virtual visit.
- If you would like to receive text reminders for future appointments, enter your phone number.
- You will be asked “Do you plan on having your visit on this device”? Choose ‘Yes’, if it's not, use the steps to download the app on another device.
- ‘Allow Access’ to your camera and microphone to ensure clinicians can see and hear you during your virtual visit.
- The Virtual Care app will check your internet connection. If your internet connection, is not strong enough, your provider may choose to contact you directly.



- You can see upcoming appointments by choosing the “Calendar” icon on the bottom toolbar.
- After you choose the “Calendar” icon you can see the time, date, and clinician.

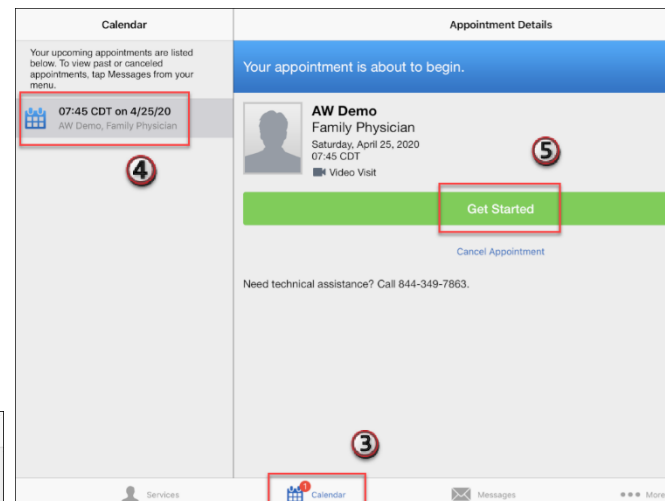
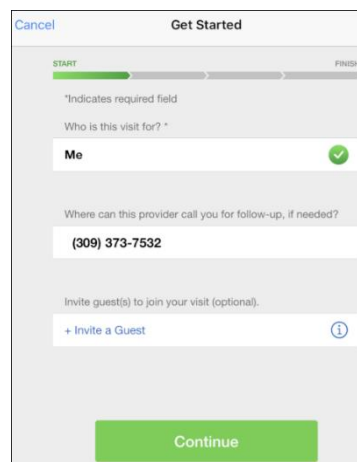
Day of your Appointment

15 minutes before your appointment, you can log in to begin the appointment “check in”.


1. Open the UnityPoint Health Virtual Care app and log in.
2. At any point you are logged in, you are able to see your messages. Choose “Messages” on the bottom toolbar.

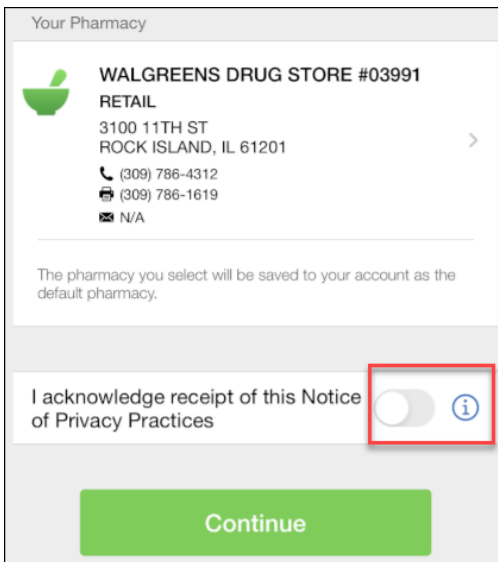


3. Your appointment can be found by clicking the “Calendar” icon on the bottom of your screen.
4. Choose your upcoming appointment.
5. Click “Get Started”. It's recommended to start your appointment 15 minutes before your appointment start time.
6. Enter your name under “Who is this visit for?”, and contact number. Click “Continue”.

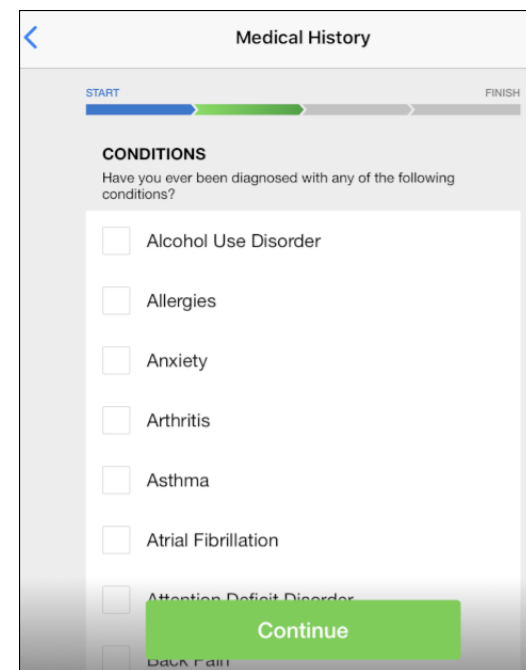
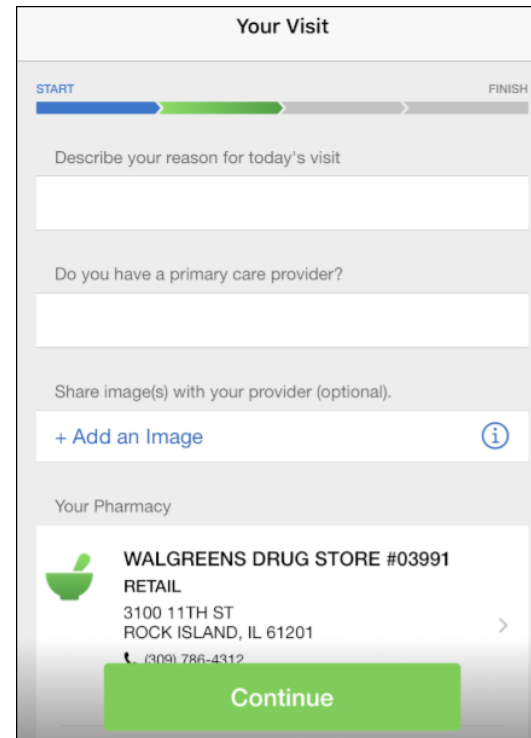
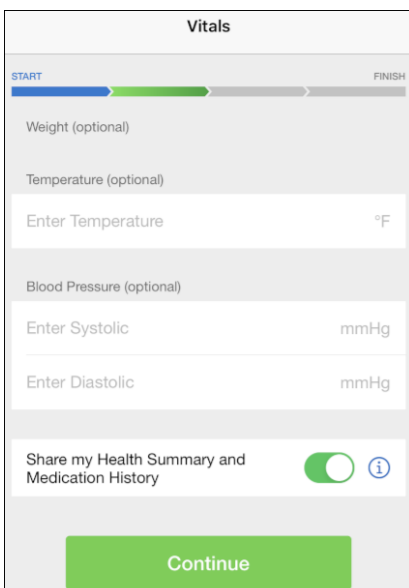


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- On the “Your Visit” page describe your reason for your visit.
 - Enter the name of your provider care provider. None of these fields are required and can be left blank.
 - You can attach an image if it’s related to your visit, by choosing “Add an Image”.
 - Enter your preferred pharmacy.
 - If you scroll down, you will see the “Notice of Privacy Practices”. Read the notice by choosing the  symbol. After you have read the notice, slide the bar over and choose “Continue”.

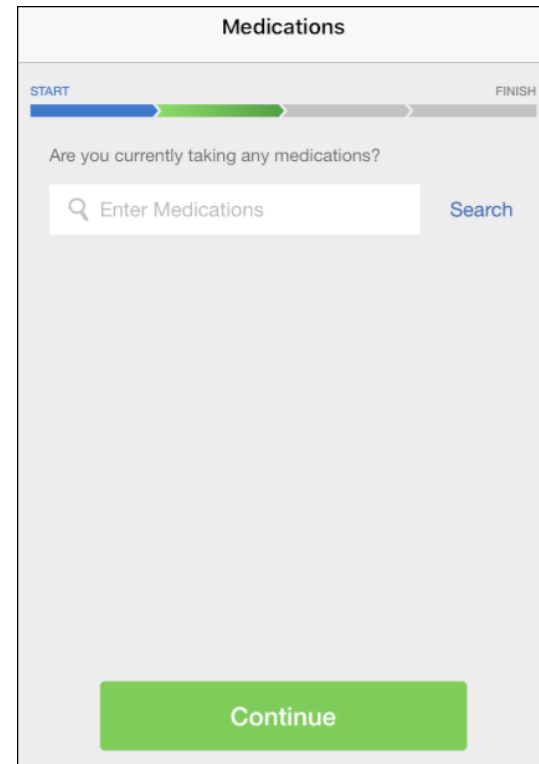
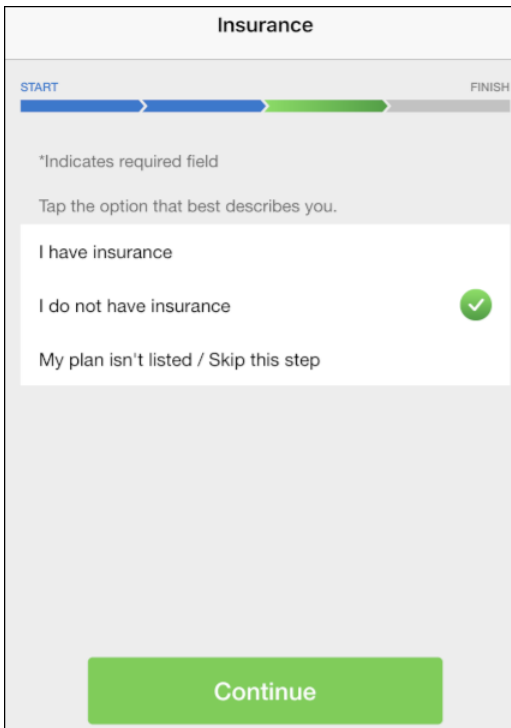


- Before every visit you will be asked to enter your medical history, select all that apply and choose “Continue”.
- Enter your “Vitals” information that you have available. You can choose to share your health summary and medication history with the clinician you are seeing. Choose “Continue”.



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10. Search for any medications you are taking by entering the name of the medication and choosing "Search". Choose "Continue" when complete.
11. If you choose "I do not have insurance" choose "Continue"
 - If you choose "I have insurance" choose "Continue"
 - If you cannot find your insurance plan after "I have insurance" you will choose "My plan isn't listed/Skip this step". Choose "Continue".



12. The clinician will be alerted you are ready for your visit and will join when they are available.
13. After your visit, you will be asked to rate your visit.

