

As a patient of UnityPoint Health you can be scheduled for a virtual visit with your provider 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.

What are Scheduled Virtual Visits?

Scheduled Virtual Visits eliminate the need to travel and bring 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:

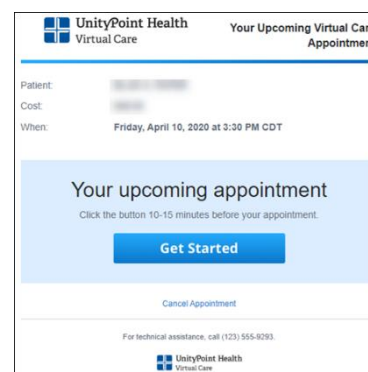
- Have you signed up or used UnityPoint Health Virtual Care before?
 - If the answer is **Yes**: they will ask to verify your email address you used to sign up.
 - If the answer is **No**: they will ask which email address you would like to use to register for UnityPoint Virtual Care. **You must provide 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.

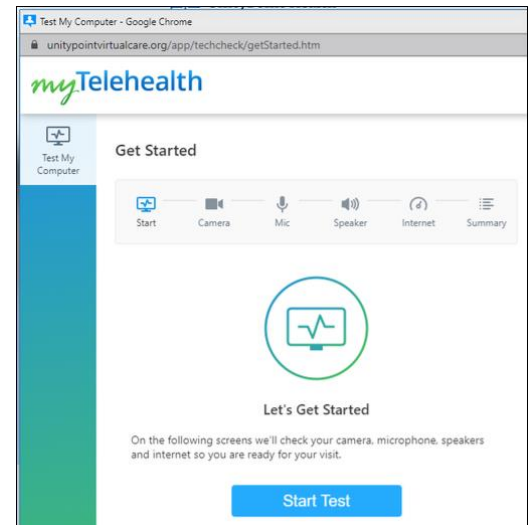
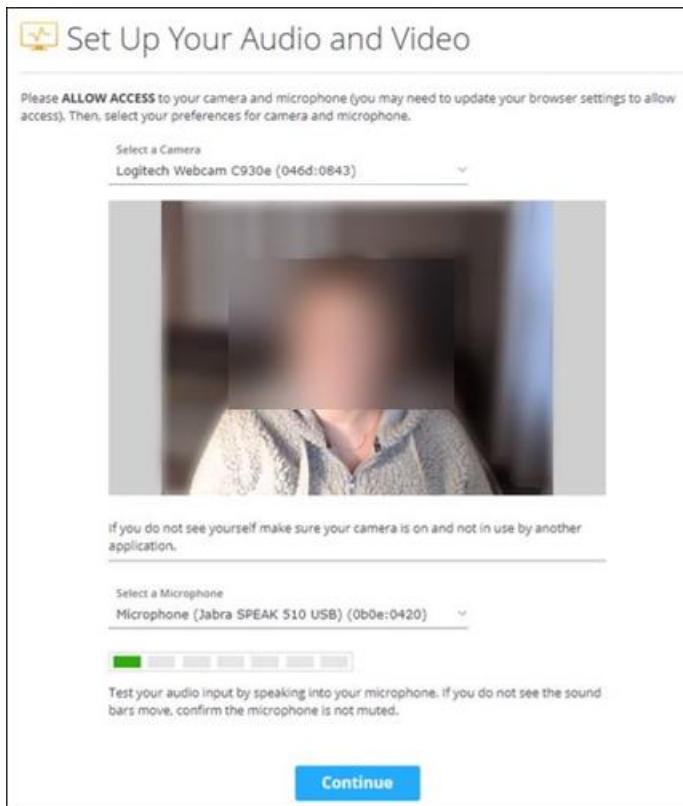
Before Your Visit

- 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 click 'Get Started', this will take you to a password creation page. You will enter a password, even if this is the first time.



Test My Computer

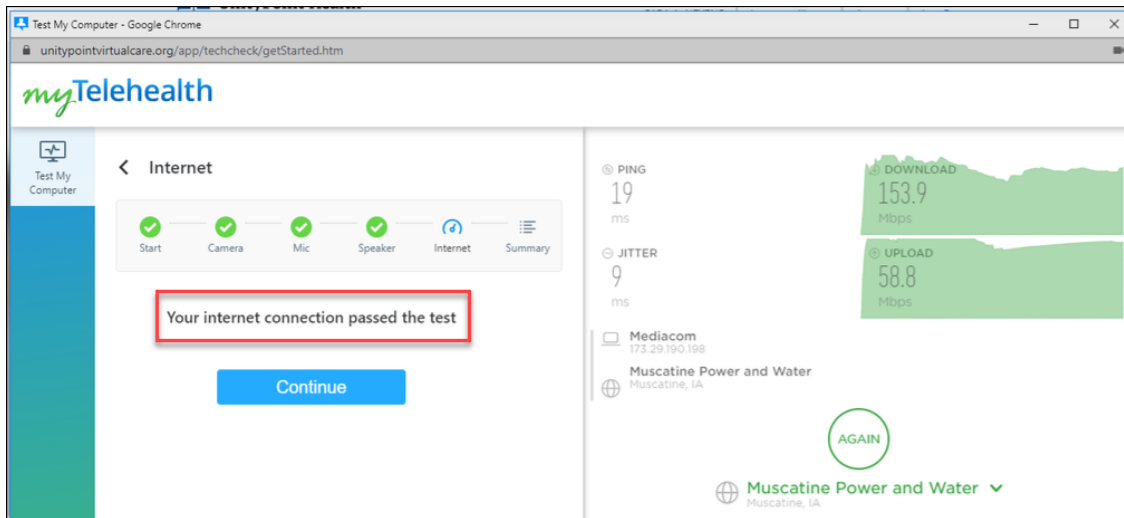
- You are brought to the “Test My Computer” screen. This will ensure your visual, audio, and internet connection are working properly for your upcoming visit. Click “Start Test”.
- You will need to test your audio and video, please make sure you can see yourself on the screen. Next, speak into your microphone, if you see a green bar, your microphone is working. Click “Continue”.



- Next, you will test your internet connection. It may take a moment to gather your internet bandwidth information. If your internet connection passed the test, click “Continue”.

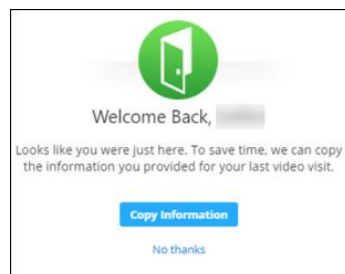
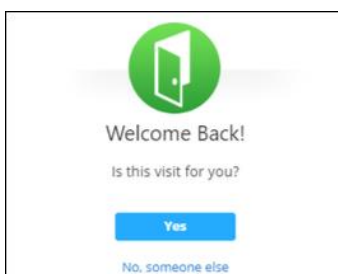


If your internet connection does not pass the test, you will need to call your clinician’s office to arrange an alternative method for your visit.



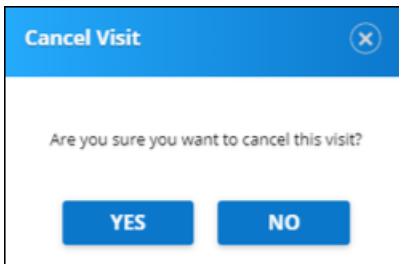
Day of Your Appointment

- It's recommended to start your appointment 15 minutes before your appointment start time, click "Start Visit" from your email invitation.
- After you click "Start Visit", enter your email address that the invite was sent to and was used when scheduling the appointment over the phone. Also, enter the password you created from the email you received.
- Click Log In.
- Your appointment can be found by clicking the "Calendar" icon on the bottom toolbar. Choose your appointment.
- Click "Get Started". Start your visit 15 minutes prior to the start of your appointment time.
- From the "Get Started page, choose that this visit if your "Myself". Enter phone number, and whether someone else will be on the call with you. Click Continue.
- Next, add what you would like to discuss with the provider today.
- After reading the Notice of Privacy Practices, check the box, and click Continue.
- Select what pharmacy location you would like. Click Continue.
- On the Insurance page, you may choose "I have insurance" to see if your insurance company is listed. If not, choose "My plan isn't listed/skip this step". Select "Continue".
- The clinician will be alerted you are ready for your visit and will join when they are available.
- Once your clinician has joined, you will be able to see hear and see their face, as they will you.
 - You can chat with your provider, in the event audio is not functioning properly. It may take a moment for the visit to load, if you get disconnected from the visit, you can "Refresh Visit" to connect back with your clinician.
- If you get disconnected and choose "Refresh Visit" you will be asked if the visit is for you. can choose to copy in any previous information you entered when starting the visit.

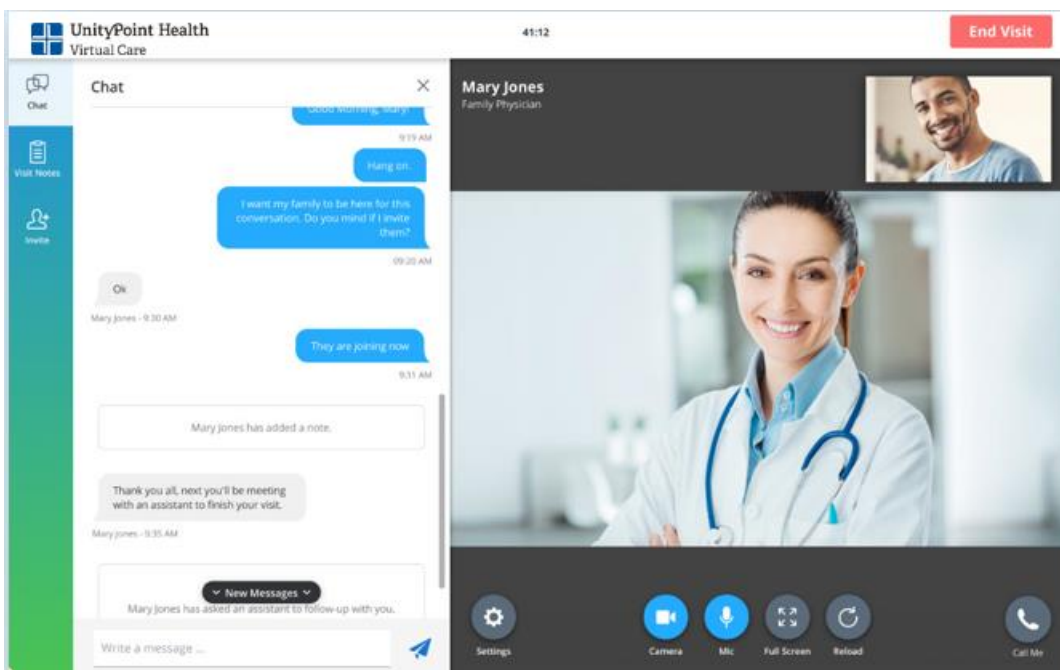


How Patients use the UnityPoint Health Virtual Care Web View

- When the visit with your clinician is over, you can click “End Visit”. Once you click “End Visit”, you will verify that you want to cancel the visit.



- You can also use the “Chat” to communicate to your clinician.



- After your visit, you will be asked to rate your visit.

