

PREPARING FOR YOUR VIRTUAL VISIT

Your Marshall Health Network provider offers the convenience of virtual visits. All you need is a reliable internet or cellular connection and a smartphone, tablet or computer with a camera and speaker. *Please note: Android A12 and A32 are not supported.*

Ask your provider if telehealth is an option for you. When the time comes to start your visit, follow these step-by-step instructions:

Starting Your Telehealth Visit:

- You will receive a link via text or email to your device
- Click on the link to open it
- Enter your name
- Check the small box to acknowledge the terms
- Allow access to camera and microphone, if asked
- Click Next

For technical support, please call 1.304.399.7888 to reach our Virtual Care Call Center

Tips for Your Visit:

- Be in a quiet space with good lighting and a simple background.
- Make sure the volume is turned up on your device.
- Do not attempt a visit while driving or operating any kind of machinery or vehicle.
- Attempt to be in an area with good cellular or internet connection. Wi-Fi is best.
- You may invite a family member to join or assist in your visit.
- If you track vital signs such as blood pressure, pulse, temperature, weight or blood sugar at home, have those ready.
- Have your medication list and any refill needs available for review if needed.
- Have questions prepared and report any difficulties you are experiencing.
- If you become disconnected during the visit, go back to the invitation text or email and click on the link to re-join.

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