

Tip Sheet

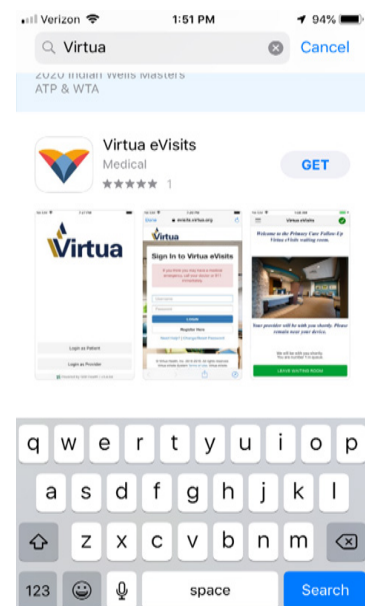


How to Download and Use the Virtua eVisits App

The Virtua eVisits app lets you meet face-to-face with a Virtua provider via a HIPAA-secure connection from the convenience of your home or other private setting. eVisits are used when you have a telehealth visit appointment set up with your provider.

Downloading the Virtua eVisits app

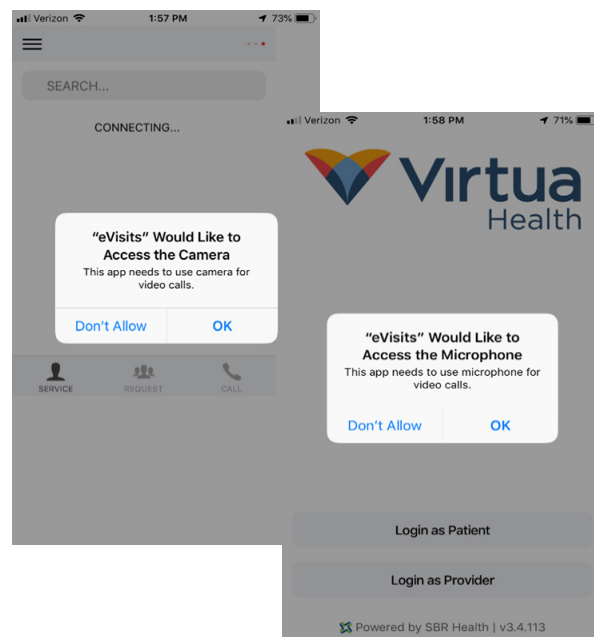
- 1. Prior to participating in eVisits with a Virtua provider, the Virtua eVisits app must be downloaded from the app store.**
 - ▶ Access the app store on a phone, tablet, or computer.
 - ▶ Type “Virtua eVisits” in the app search bar.
 - ▶ Install the app on your device by clicking “Get.”



- 2. Once the app is loaded, you are ready to set up your device for Virtua eVisits. Setting up requires a few simple steps.**

(If you are using the app for the first time, you will need to set up your camera and your microphone.)

- ▶ You will see the following pop-up requests when you open the app for the first time.
- ▶ Each time you are asked, click “OK” to allow your provider to see and hear you during eVisits. (You will only need to do this for the first visit.)



3. Click “Log In as Patient” and “Register Here” to set up your user account. (You will only need to register during your first use of the eVisits app. Just keep track of the user name and password for future visits.)

- ▶ Follow all directions to enter :
 - Your name
 - A user name of your choice
 - A password of your choice
 - Your email address
 - Your date of birth
- ▶ You will need to check the box that states “I agree to Virtua eVisits System Terms of Use and Virtua eVisits System Privacy Policy.
 - To view the Terms of Use and Privacy Policy in detail, click the blue writing to see these documents.
- ▶ Click on the submit button once you have completed the registration.



- ▶ You will receive a message in the app confirming your successful registration.
- ▶ You will also receive an email confirming your successful registration. Clicking any of the blue text in the email will allow you to view more information regarding Virtua eVisits.

Using Virtua eVisits

1. Tap the app in your phone/tablet/computer to open eVisits.
2. Log in with your current user name and password.
3. Select the office in which your visit is scheduled by clicking the arrow and selecting the name of your provider's office.

Primary Care Follow-up

4. Answer the question about living in the State of New Jersey.

5. Click

Go to my eVisit

6. You will be placed in the eVisits reception room.

- ▶ Do not close the screen.

- ▶ A registrar will start the video visit. At the bottom of the screen, you will be able to see your place in the queue.

7. A registrar will start the visit with you. You will be able to see and hear the registrar on your device. Please have your ID and Insurance Card available.

8. Once you are registered, the office staff will send your call to the provider.

- ▶ You will be placed in to the provider's waiting room.

- ▶ You will not need to do anything to start the visit with the provider. Just do not close the window.

9. The provider will start the visit with you. You will be able to see and hear the provider and they will be able to see and hear you.

10. Once the visit is complete, the visit will be disconnected.