

## **VIRTUAL VISIT:** Patient Guide

### **BEFORE YOU JOIN YOUR VISIT:**

- Make sure you are in a private, quiet setting with reliable Wi-Fi or cellular service.
  - Silence cell phones/phones.
  - Do your best to avoid any distractions during time of visit ('Do Not Disturb' sign on door, no pets, etc.).
- Review the Devices and Connection Guide on our website.
- Don't forget to run a quick test on your device prior to your visit.
- Please note: Internet Explorer and Microsoft Edge do NOT support Virtual Appointments on any device.

### **HOW IT WORKS:**

*Core Physicians uses OTTO Health with Phreesia (online system) for virtual visits*

- A few days prior to your scheduled appointment you will receive an email and/or text message asking you to confirm and preregister for your upcoming appointment. You will also have an opportunity to test your device and internet browser.
- 30 minutes before your virtual visit appointment you will receive an email and/or text message asking you to check-in and enter the virtual waiting room. Please refresh your browser if waiting longer than 10 minutes in the waiting room.
  - If you do not see an email, please check your junk/spam folder. If you still do not see an email, or have not received a text message, reach out to your provider's office.




Core Physicians  
OB/GYN - 3 Alumni Drive, Suite 401  
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P 603-778-0557

Check-in For Your Telehealth  
Appointment Now!

[CLICK HERE TO CONFIRM & CHECK-IN](#)



### **JOINING YOUR VISIT:**

1. Locate your email or text that you received 30 mins prior to your appointment time and click on the secure link provided.
  - a. Click on the **Test My Device** feature prior to joining your visit to ensure you are on a supported device.
2. You will be taken to a welcome page. Click **Get Started**.
3. You may be prompted to answer a few questions that will be shared with your provider.

4. You must agree to the Terms of Use and give your consent to access your visit.
5. Click **Join Visit** and then **Start**. Your provider, or member of your care team, will connect with you as soon as they are ready.
  - a. You must allow access to your camera and microphone to proceed with the visit. If you need help with this step please copy and paste the following web link into your web browser: <https://www.ottohealth.com/patient-resources>.
  - b. Click  at the bottom of the screen to send a message to your care team.
6. Once you have finished your visit, click **End Visit** and complete the brief survey.

### INVITE GUEST FEATURE:

If you need to invite a parent/guardian/caretaker to your virtual visit, you can do so at time of visit. Patient and guest must have separate email addresses in order for both to join visit.

1. Once you join your virtual visit in OTTO Health, click on the ellipsis icon .
2. Click on the invite guest icon .
3. Enter in guest's name & email address and hit submit.
4. Guest will receive an email from OTTO Health where they can **Test My Device** and click on **Join Visit**.
5. Guest will then be prompted to **Request Access**.
6. Click on **Allow** to give permission for guest to join visit.