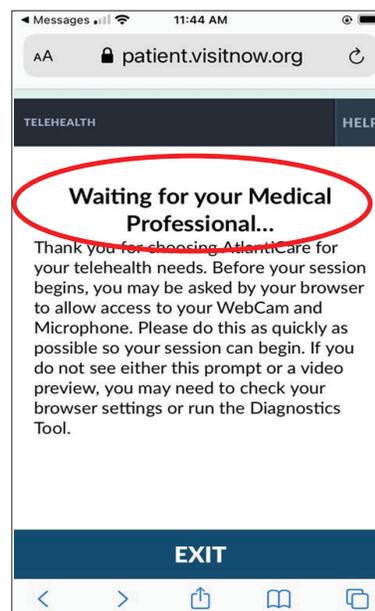
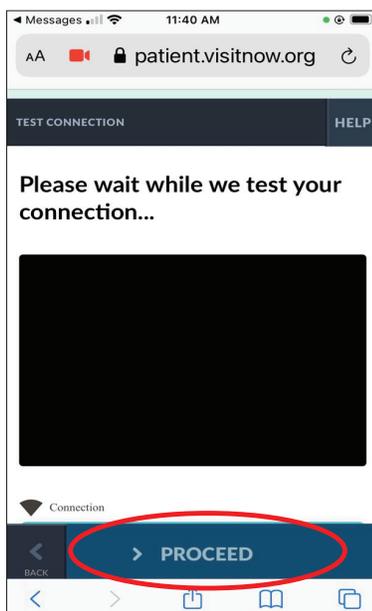
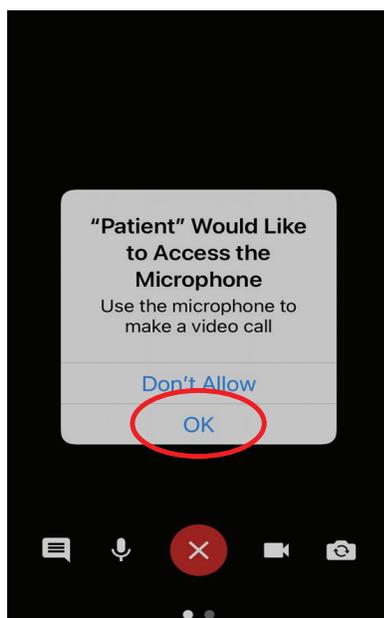


Patient instructions for Virtual Visits

1. Click the link that was sent to your email. A Safari, Chrome or Edge web browser is required.
2. Once you see the AtlantiCare screen, click the blue bar at the bottom of each screen to proceed, as shown in the photos below. Depending on your phone settings, you may need to scroll down to see the blue bars.



3. After the third screen, the provider will join your session, and you will be asked to allow access to your camera and microphone. This is necessary for the provider to be able to hear and see you — and for you to hear and see them.



REMINDERS:

- Make sure you are in a stable, quiet location and are not operating a vehicle.
- Set your phone to use Wi-Fi — turn off cellular data in your settings or switch your phone to airplane mode.
- Please DO NOT talk on your phone, text or use other apps while on the video visit. Switch your phone to Do Not Disturb mode if possible.