

# Allscripts Touchworks

## FMH Patient Join Visit - Android

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### Launch and Join Visit - FMH Patient Portal - Android

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**Step 1:** Click the FMH Application.



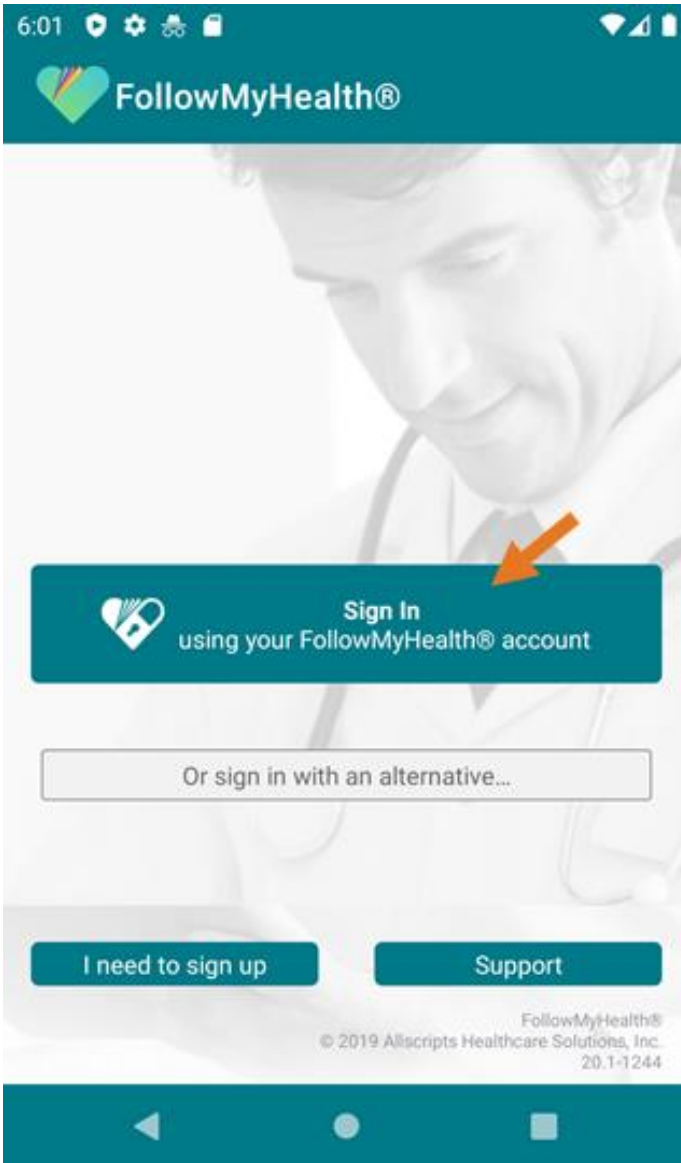
**Step 2:** Click **Sign In**.

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**Step 3:** Input FMH Patient Portal username.

**Step 4:** Input FMH Patient Portal password.

**Step 5:** Click **Sign In**.



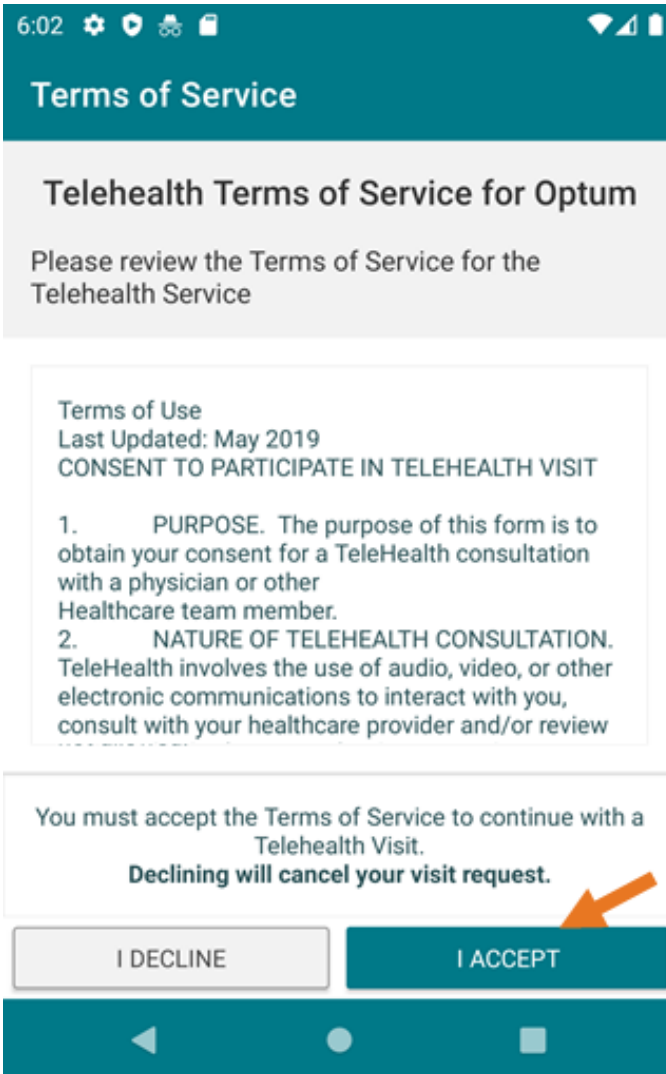
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**Step 6:** Review the **Telehealth Terms of Service for Optum** and click **I Accept**.



6:02

### Terms of Service

#### Telehealth Terms of Service for Optum

Please review the Terms of Service for the Telehealth Service

Terms of Use  
Last Updated: May 2019  
CONSENT TO PARTICIPATE IN TELEHEALTH VISIT

1. **PURPOSE.** The purpose of this form is to obtain your consent for a TeleHealth consultation with a physician or other Healthcare team member.
2. **NATURE OF TELEHEALTH CONSULTATION.** TeleHealth involves the use of audio, video, or other electronic communications to interact with you, consult with your healthcare provider and/or review

You must accept the Terms of Service to continue with a Telehealth Visit.  
**Declining will cancel your visit request.**

I DECLINE      I ACCEPT

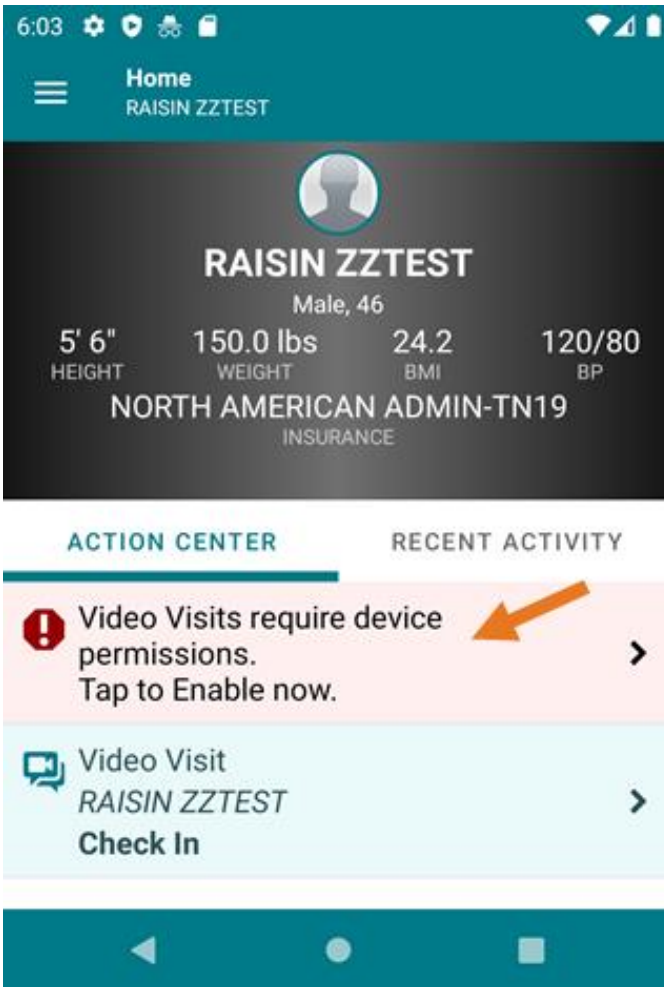
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**Step 7:** Tap on **Video Visits require device permissions** to enable.



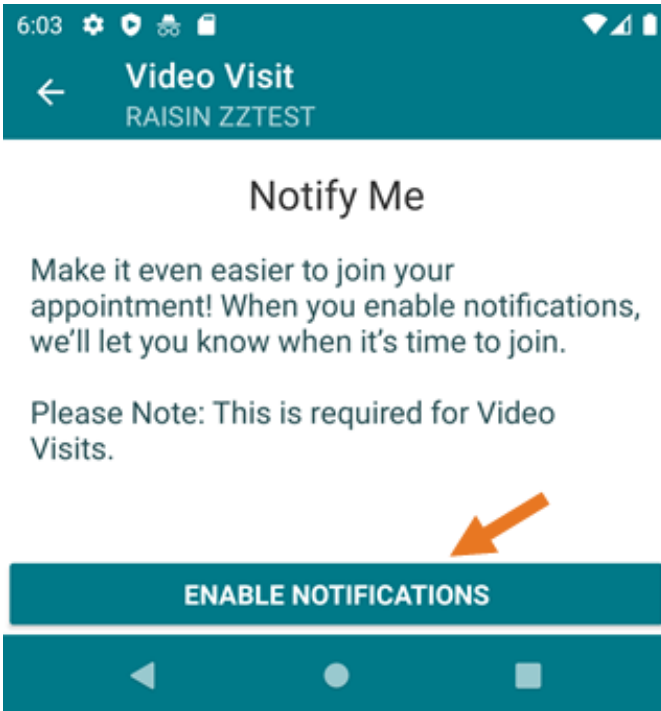
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**Step 8:** Click **Enable notifications**.



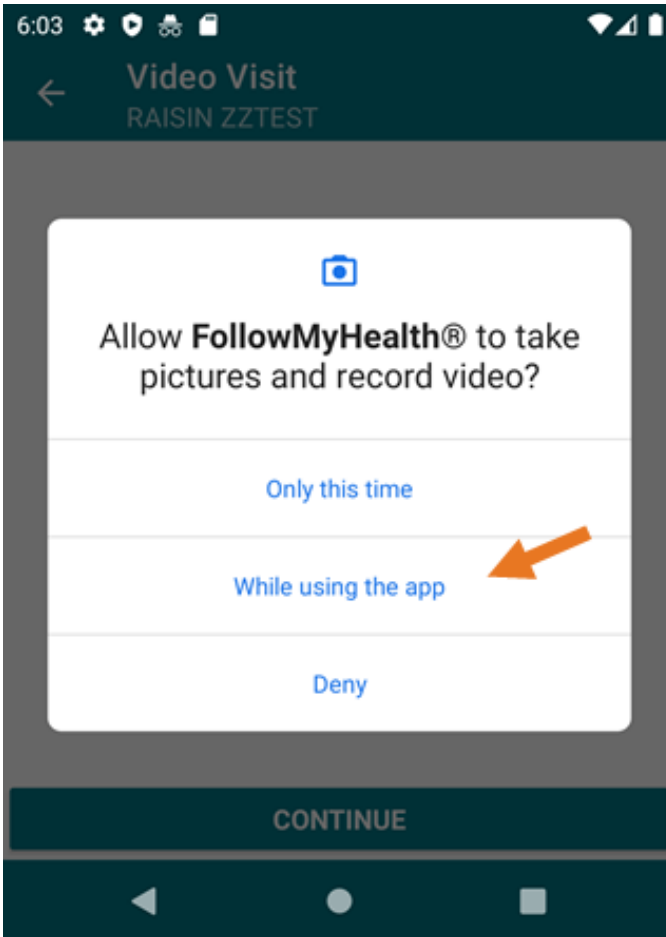
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**Step 9:** Select **While using the app** to allow FollowMyHealth to take pictures and record video.

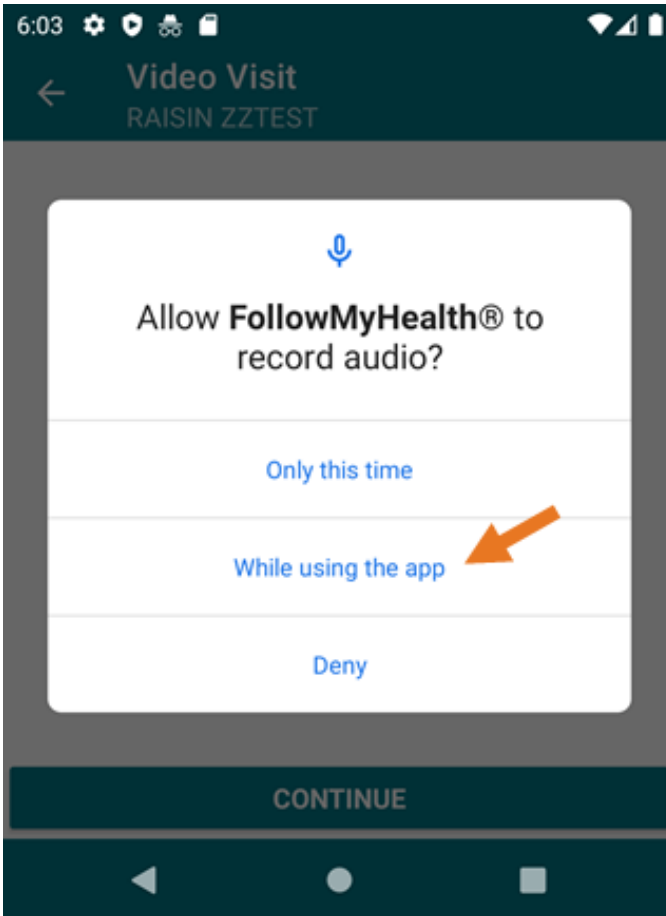


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**Step 10:** Select **While using the app** to allow FollowMyHealth to record audio.



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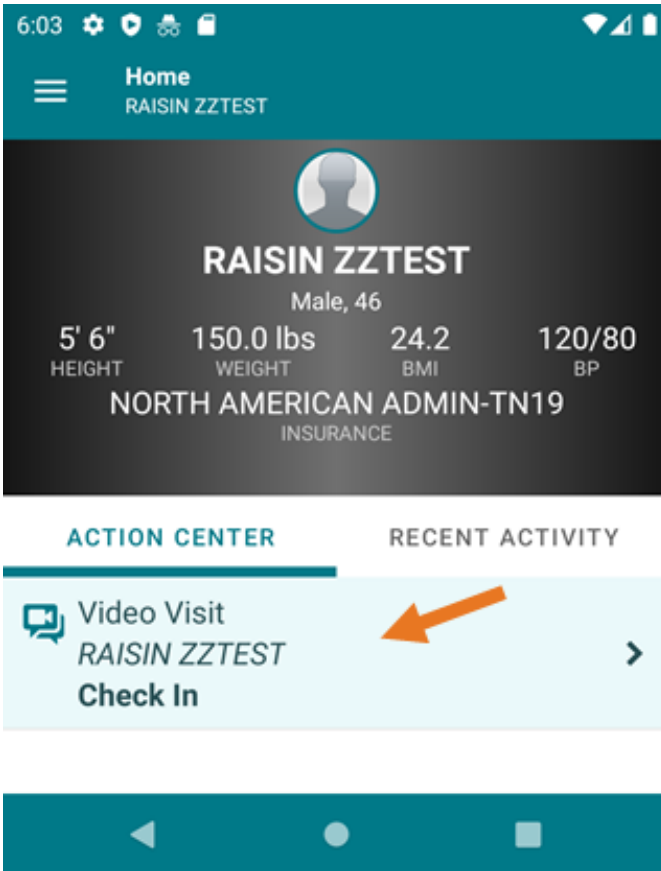
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**Step 11:** Click **Check In**.



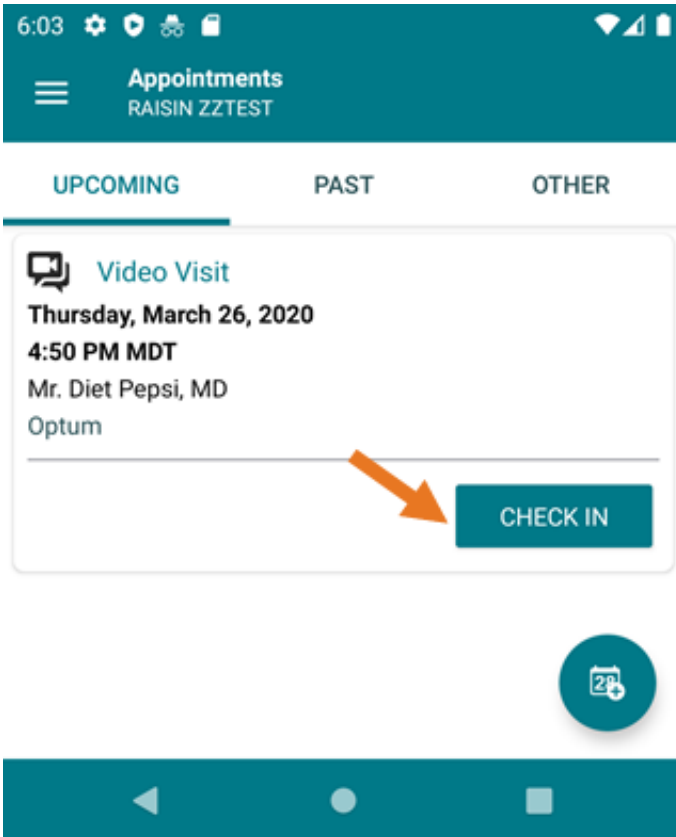
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Step 12: Click **Check In**.



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**Step 13:** Click **Attach Files** to attached any photos or documents pertinent to the visit with your provider. If there is nothing to attach, click **Next**.



## Attachments

Would you like to attach any files? (.jpg, .jpeg, .png)



You can add up to 5 files, each up to 8MB in size.



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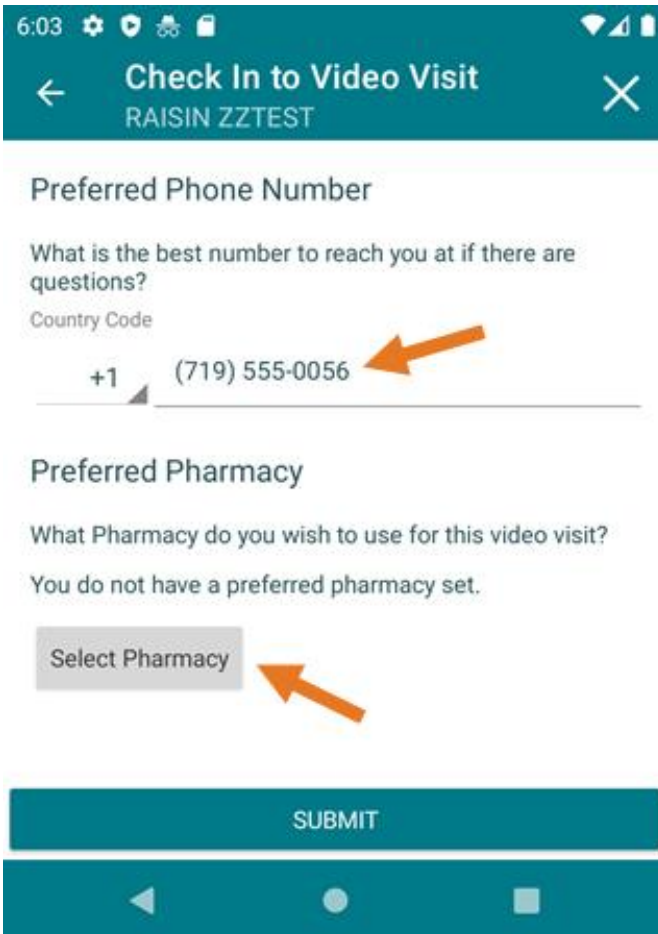
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**Step 14:** Verify/Update preferred **phone number**.

**Step 15:** Verify/Update preferred **pharmacy**.



6:03

← Check In to Video Visit X  
RAISIN ZZTEST

### Preferred Phone Number

What is the best number to reach you at if there are questions?

Country Code

+1 (719) 555-0056

### Preferred Pharmacy

What Pharmacy do you wish to use for this video visit?

You do not have a preferred pharmacy set.

Select Pharmacy

SUBMIT

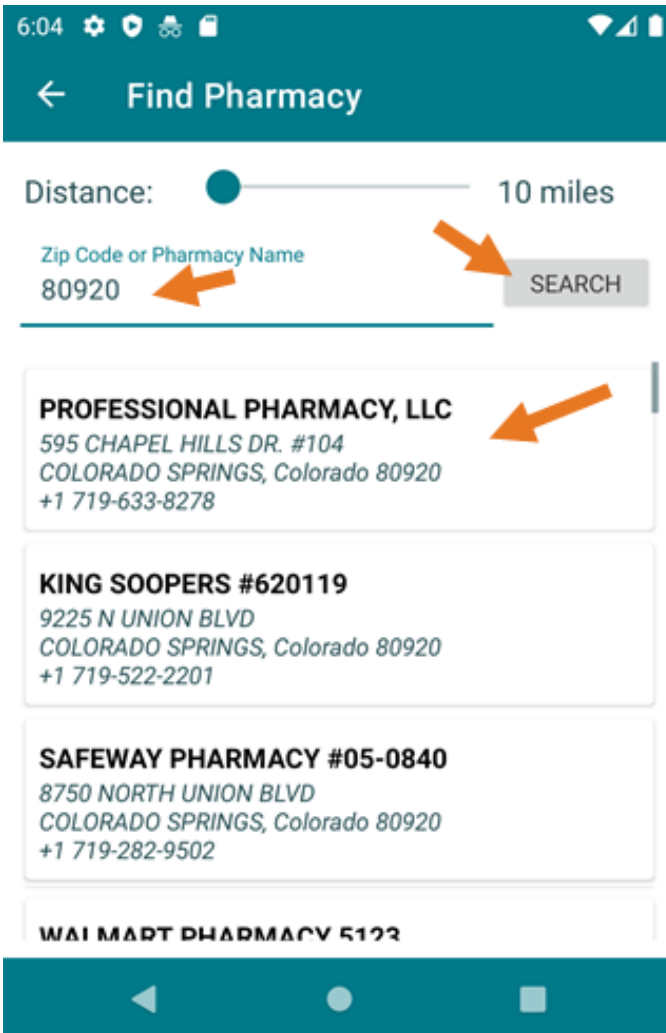
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**Step 16:** Input zip code or pharmacy name and **Search**.

**Step 17:** Select **Pharmacy** to be used for today's visit.



6:04

← Find Pharmacy

Distance: 10 miles

Zip Code or Pharmacy Name  
80920

SEARCH

**PROFESSIONAL PHARMACY, LLC**  
595 CHAPEL HILLS DR. #104  
COLORADO SPRINGS, Colorado 80920  
+1 719-633-8278

**KING SOOPERS #620119**  
9225 N UNION BLVD  
COLORADO SPRINGS, Colorado 80920  
+1 719-522-2201

**SAFEWAY PHARMACY #05-0840**  
8750 NORTH UNION BLVD  
COLORADO SPRINGS, Colorado 80920  
+1 719-282-9502

**WALMART PHARMACY 5123**

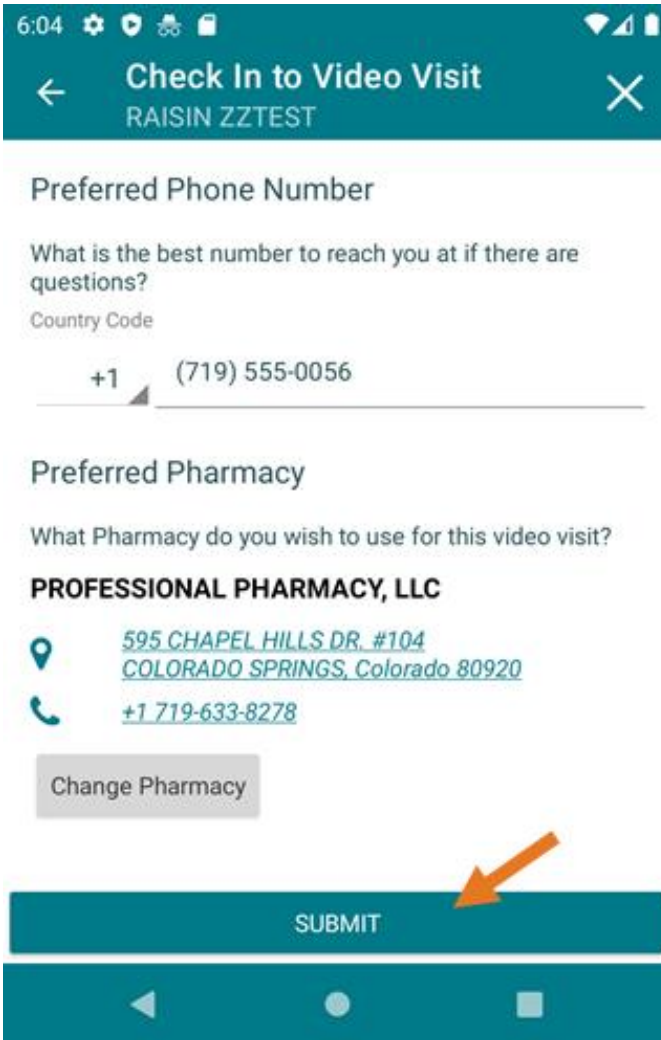
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Step 18: Click **Submit**.



6:04 6:04

← **Check In to Video Visit** X

RAISIN ZZTEST

**Preferred Phone Number**

What is the best number to reach you at if there are questions?

Country Code

+1 (719) 555-0056

**Preferred Pharmacy**

What Pharmacy do you wish to use for this video visit?

**PROFESSIONAL PHARMACY, LLC**

[595 CHAPEL HILLS DR. #104](#)  
[COLORADO SPRINGS, Colorado 80920](#)

[+1 719-633-8278](#)

Change Pharmacy

**SUBMIT**

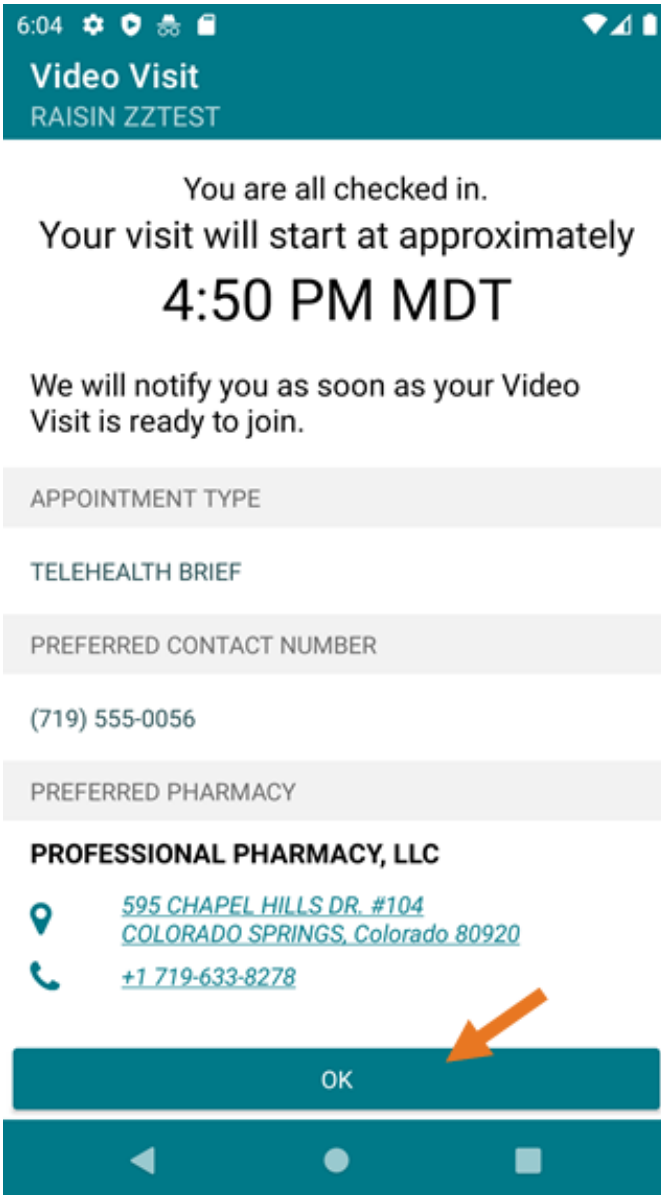
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Step 19: Click **Ok**.



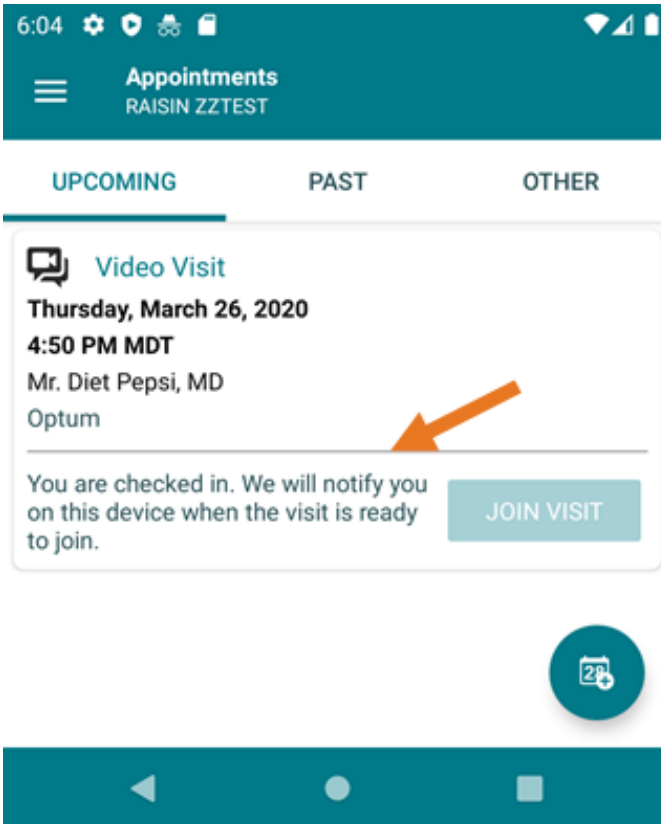
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**Step 20:** You will receive a confirmation window indicated you are checked in for the visit.



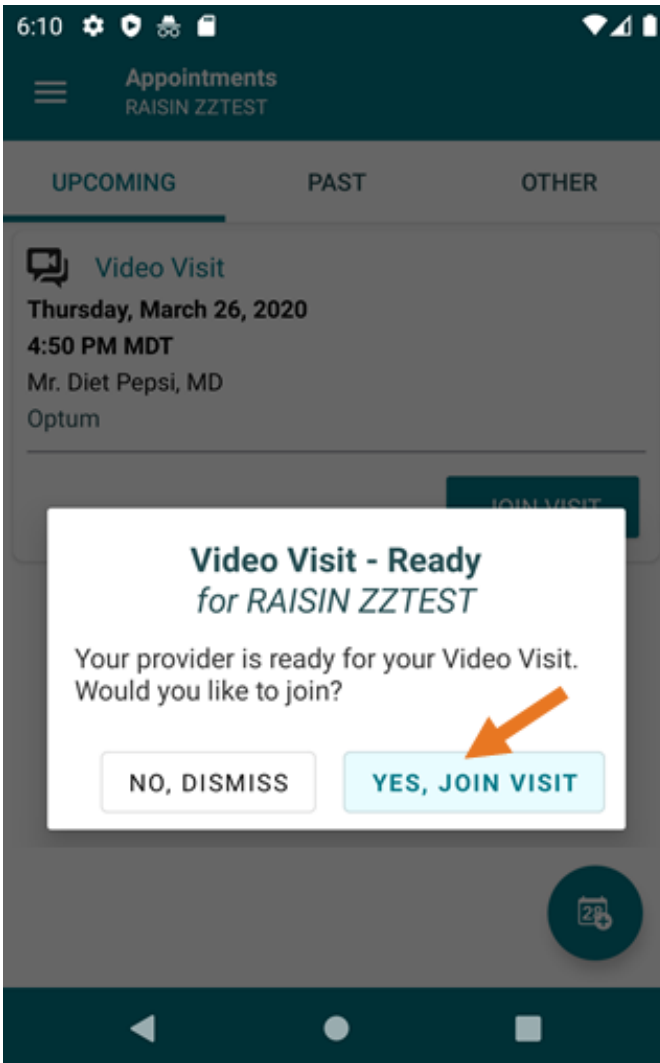
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**Step 21:** When your provider has joined the visit, a window will pop-up indicating this. Select **Yes, join visit**.

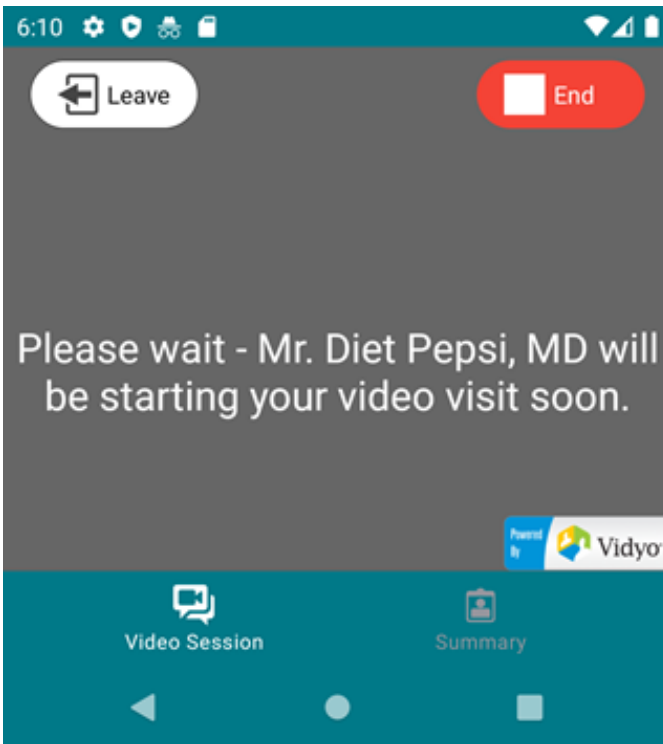


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**Step 22:** Another window will pop-up indicating the provider will be starting the video visit soon.



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**Step 23:** When the provider has started the video, the visit screen will display.



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**Step 24:** When the visit is over, you or the provider can tap/click the **End** option to end the visit.



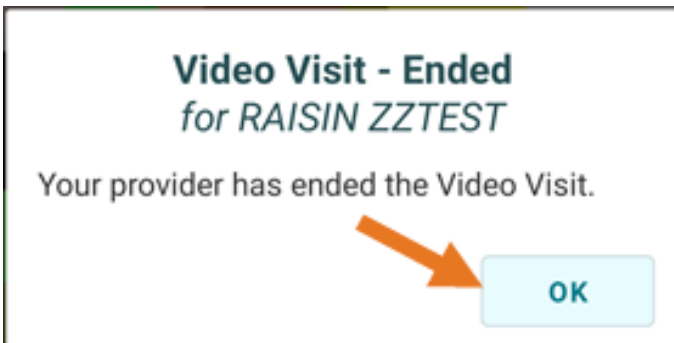
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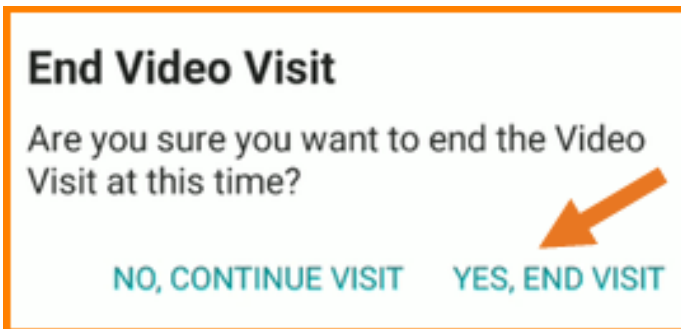
**Step 25:** If your provider ends the visit, a window will display.

**Step 26:** Click **Ok**.



**Step 27:** If you end the visit, a window will display.

**Step 28:** Click **Yes, End Visit**.



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