



WHOLE FOODS MARKET

Medical & Wellness Center

Accessing a Video Visit from your Video-Enabled Computer Through the FollowMyHealth Portal

Please follow the instructions below to assist you with initiating your first video visit with your provider or health coach. Please feel free to reference these instructions at any time for assistance. Of course, do not hesitate to contact your Medical and Wellness Center with any questions; the contact information is at the end of this document.

Log into your patient portal account following this link:

<https://www.followmyhealth.com/Login/#!/default>

Once logged into the portal you will see the following on your home screen, circled in purple for your reference below. You can choose either box to "check-in" for your visit. You can check-in up to 15 minutes before your visit starts.

Health Summary

Age	40
Gender Identity	Male
Height	6 ft 0 in
Weight	200.0 lb
Body Mass Index	27.1 kg/m ²
Blood Pressure	140/90 mm Hg
Preferred Pharmacy	CVS/PHARMACY #9633

Appointments

Search: Export

Upcoming **Post** **Other**

Video Visit
Tuesday, April 28, 2020
5:15 PM CDT
Dane Mosher, DO
WFM Medical and Wellness Centers

Action Center

Video Visit with Dane Mosher, DO - Check In

You have 1 upcoming appointment in the next two weeks.

Recent Activity

WFM Medical and Wellness Centers added 1 appointments to your record.

You will see this window pop up - click next:

Join Video Visit

Audio Video Settings

Run a quick test to make sure all your settings are working below. [Read help!](#)

Video Connection

Select Video Camera Source:

Integrated Webcam (0000:0400)

Audio Connection

Select Microphone Source:

Default - Microphone Array (Realtek Audio)

Your microphone feedback will appear at the bottom of the test video screen.

Select Speaker Source:

Default - Speakers / Headphones (Realtek Audio)

00:00 / 00:11

Preview

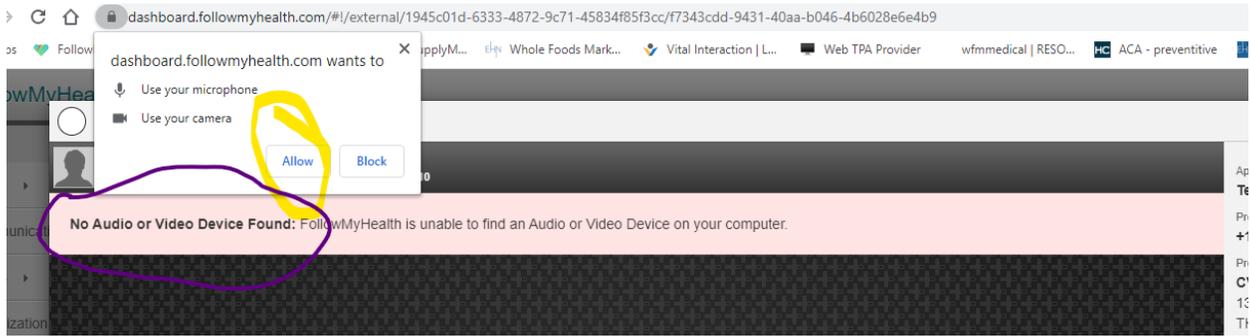
Cancel

Next

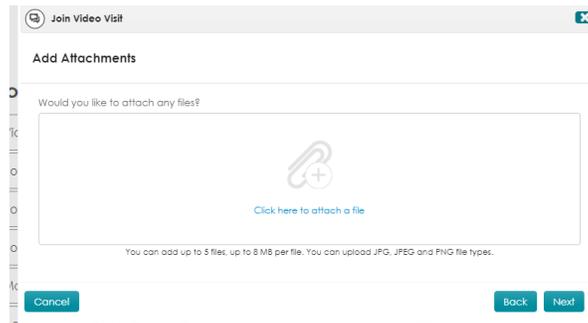
Center

WFM Medical and Wellness Centers added 1 appointments to your record.

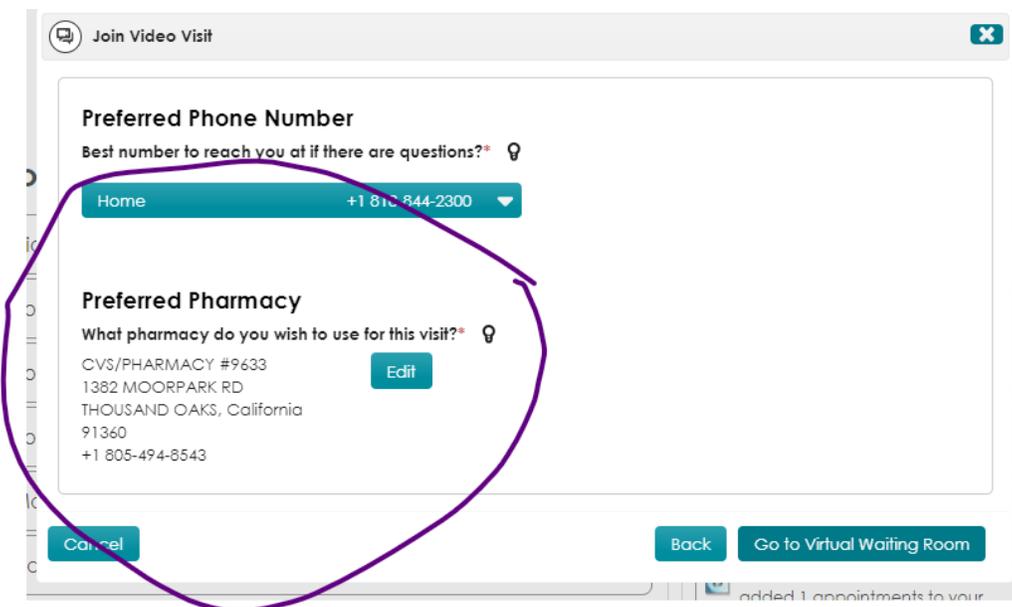
*****IF THIS FIRST TIME YOU ARE LOGGING IN YOU WILL NEED TO CLICK ALLOW*****
This allows the system access to your microphone and camera.
It will pop up usually in a small window on the left of your screen as below



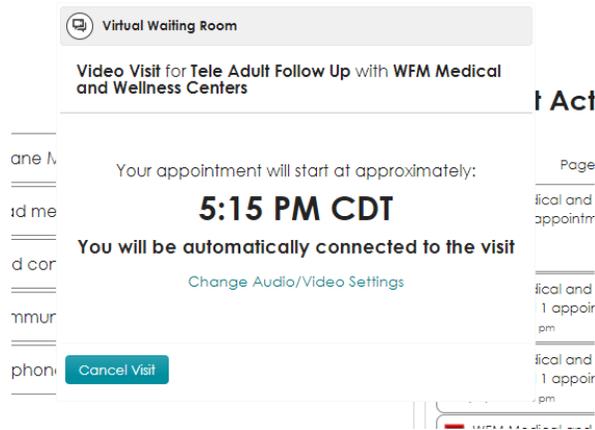
You then will be prompted to attach any files (photos only) you would like to share with their provider. **If you would like the photo to be a part of your medical record, please send it as a web message to your provider in addition to attaching here. Examples of things which need to be a part of your record are blood pressure logs, food logs, or photos of your skin.**



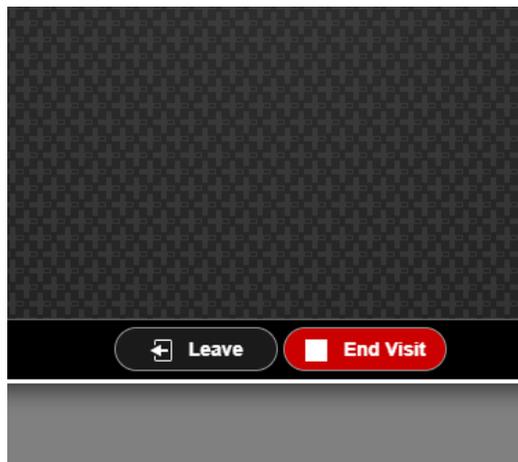
Next you will be prompted to ensure you have the correct pharmacy listed. This information is based on what we have listed in your electronic medical record. If you would like to update your pharmacy, please be sure to let your provider or health coach know so we can ensure your electronic medical record is updated.



Below is what you will see as you wait for your provider or health coach to start the visit.



If you need to pause the video for any reason you can click the video or microphone icons or click "LEAVE" and the audio and video will stop.



Once you are ready to return click "Rejoin Visit" to re-enter the visit.

Do not click End Visit. If you do, the visit is now over and you cannot re-enter the visit. Therefore, if you only need to leave momentary be sure to click "Leave."

Thank you for choosing WFM Medical and Wellness Centers. If you are experiencing any issues, have questions, or concerns please do not hesitate to reach out to us at the numbers listed below.

Austin, TX location:
851 West 6th St
Austin, Texas 78703
Office: 512-542-0500
Fax 512-480-0214
Clinic Hours:
Mon, Wed, Fri: 8:30 AM - 4:30 PM
Tue, Thu: 10:00 AM - 6:00 PM

Glendale, CA Location:
800 South Central Ave Suite #203
Glendale, California 91204
Office: 818-844-2300
FAX: 818-844-2225
Clinic Hours:
Mon, Wed, Fri: 8:00 AM - 4:00 PM
Tue, Thu: 10:00 AM - 6:00 PM