



WHOLE FOODS MARKET

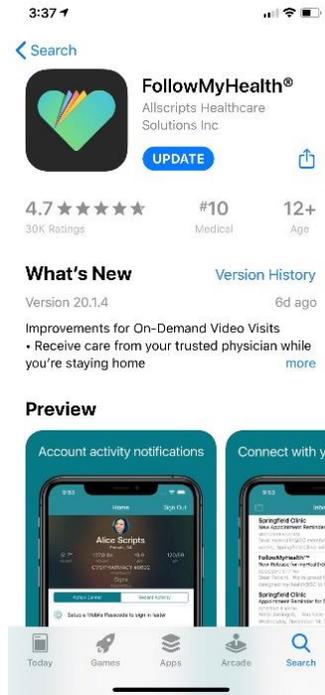
Medical & Wellness Center

Accessing a Video Visit from your Mobile Device from the FollowMyHealth Application

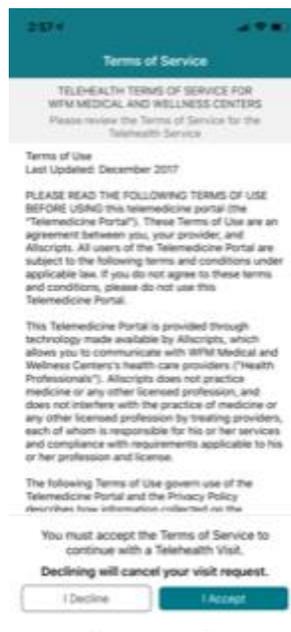
Below are instructions for access a video visit from your mobile device, such as a cell phone or tablet. If you prefer to watch these instructions, please follow the link below to an instructional video:

<https://vimeo.com/402619147>

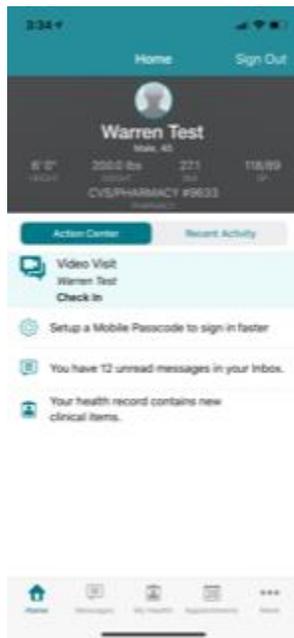
Log into your patient portal account from your mobile application. Download the application from your application store. It should look like the image below.



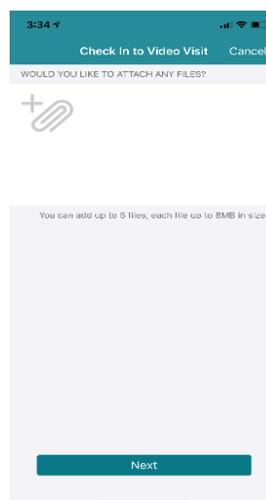
Once logged into the mobile application you will be asked to for permission to complete video visits.



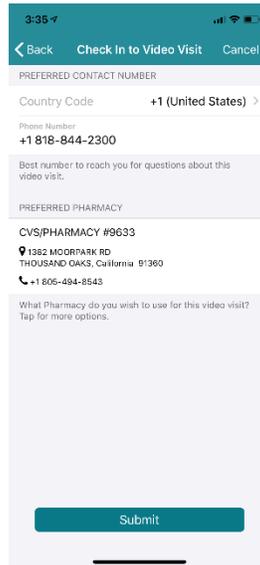
If prompted, give permission to the app to use the audio and video features on the device. You will then see the screen below. Choose Video Visit then choose Check In.



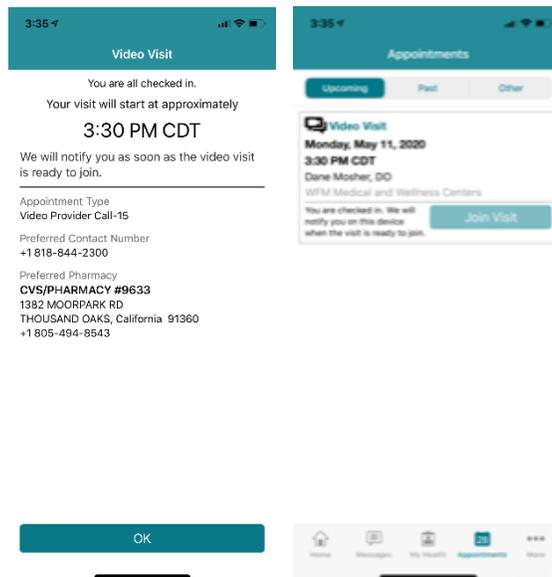
You will then be prompted to attach any files (photos only) you would like to share with their provider. **If you would like the photo to be a part of your medical record, please send it as a web message to your provider in addition to attaching here. Examples of things which need to be a part of your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



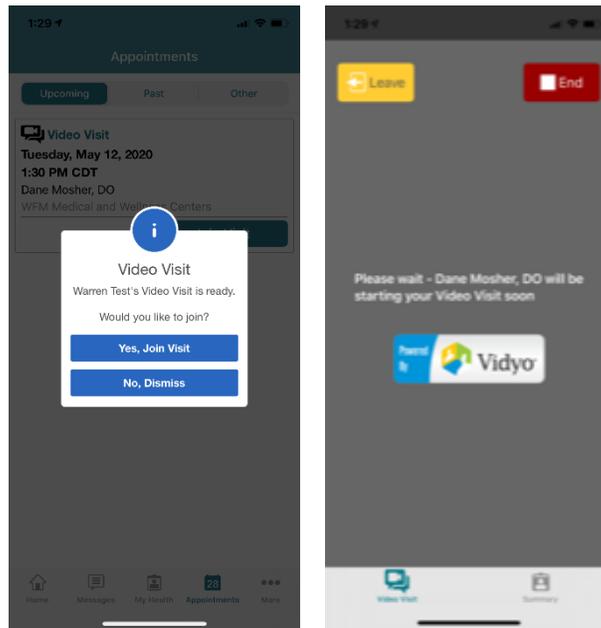
Next you will be prompted to ensure you have the correct pharmacy listed. This information is based on what we have listed in your electronic medical file. If you would like to update your pharmacy, please be sure to let your provider or health coach know so we can ensure your electronic medical record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



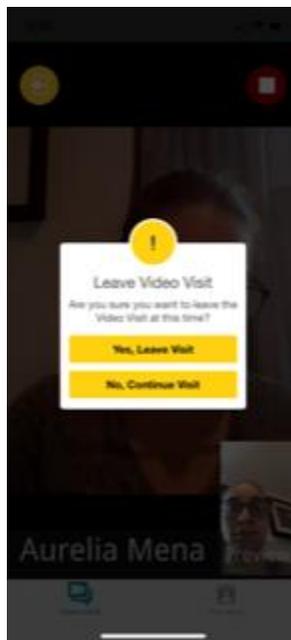
Below is what you will see as you wait for your provider or health coach to start the visit. After reviewing the information written hit OK then you will see the following screen as you wait for your health coach or provider.



When the provider or health coach joins the visit, the following notification will pop up on your screen. You do not need to wait in the FMH pp for the visit to start. Instead, the notification will pop up in whatever application you are in. Press Yes, join visit and you will see the next screen.



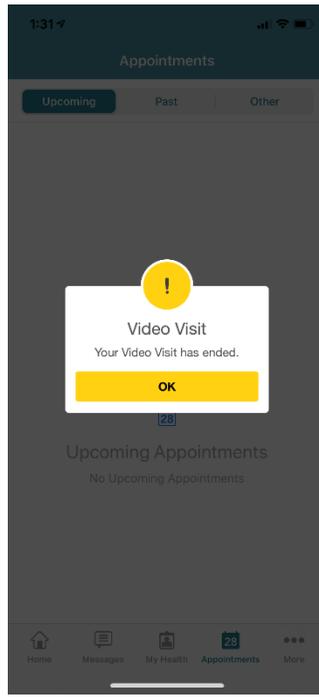
If you need to pause the visit press the yellow icon "LEAVE" then Yes, Leave Visit and the audio and video will stop.



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

Do not press the red box, 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 press "Leave."

When the visit is over, you will see this screen. Press OK to end the visit and resume regular use of your device.



Individual devices are connected to individual members. Please contact your Medical Wellness Center if multiple members will be using the same phone for assistance.

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