

# PATIENT INSTRUCTIONS

## VIRTUAL VISIT THROUGH PATIENT PORTAL

A virtual visit is a visit that uses video and audio between a provider and a patient.

### If you are not enrolled in the BRHC Patient Portal:

- Go to [mybothwellhealth.brhc.org](http://mybothwellhealth.brhc.org)
- Click on the **Sign Up** to recreate a new account
- Once enrolled, follow the steps below to request a Virtual Visit appointment.

If you have any problems with registering for your account please call the Health Information Management department at 660-827-9590.

### If you are already enrolled in the BRHC Patient Portal:

#### 1. Call your Provider's office to schedule a Virtual Visit

- You will receive an email notifying you an appointment has been made.
- Follow the link in the email or log into the your Patient Portal to view the Virtual Visit appointment

OR

#### Log into your Patient Portal and click on **Request Virtual Visit**

- Select the Provider name you want to schedule with
- Specify your date preferences for your Virtual Visit
- Type in the reason for your visit
- Confirm the phone number you want to be called at for any questions regarding your request
- Once your appointment is scheduled by the provider's office you will receive an email notifying you an appointment has been made, if additional information is needed, the office may call you.
- Follow the link in the email or log into the your Patient Portal to view the Virtual Visit appointment

#### 2. Check In: You can check in for your appointment 15 minutes prior to the scheduled time.

- Click on the **Check In** button
- Verify your demographic information
- Sign the electronic consent form
- Click on **Start Visit**. You will need to give permission for the portal to use video and audio on your device

#### 3. Visit

- A nurse will join the virtual visit to obtain information
- The Provider will then join the virtual visit and proceed with the visit

