

# How to Do a Telehealth Visit




## On your computer



## On your phone or tablet

### GET READY FOR YOUR VISIT

1. Your computer must have a microphone, camera, and internet access.
2. Make sure your My Health at Vanderbilt account is set up and ready to use.
3. If you don't have an account, sign up for one at [MyHealthAtVanderbilt.com](https://MyHealthAtVanderbilt.com).

1. Download the My Health at Vanderbilt app. 
2. Make sure your My Health at Vanderbilt account is set up and ready to use.
3. If you don't have an account, sign up for one at [MyHealthAtVanderbilt.com](https://MyHealthAtVanderbilt.com).

### JOIN YOUR VISIT

1. Log in to My Health at Vanderbilt.
2. Find your **Telehealth Visit** under Appointments and Visits.
3. Click the **Pre-visit** button and complete those steps.
4. Click the green **Join** video visit button
5. Click **Test Device** under Visit Instructions to make sure your device is working.
6. When it's time for your visit to start, click the green **Join** video visit button.
7. Allow the web page to use your video and audio devices.
8. Make sure your microphone is not muted and your camera is on.
9. Wait until your provider joins your visit.

1. Use the app to open your My Health at Vanderbilt account.
2. Find your **Telehealth Visit** under Appointments and Visits.
3. Tap on **eCheck-In** and complete your Pre-visit steps.
4. Tap the green **Test Hardware** button in your appointment to make sure your device is working.
5. When it's time for your visit to start, click the green **Join** video visit button.
6. Allow the web page to use your video and audio devices.
7. Make sure your microphone is not muted and your camera is on.
8. Wait until your provider joins your visit.

If you need help, call (615) 343-4357 and choose option 4.