How to Do a Telehealth Visit

On your computer

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.

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.

On your phone or tablet

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.

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.