

Welcome to the Grand View Health's Patient Portal!

Please follow these instructions **prior** to your virtual visit appointment.

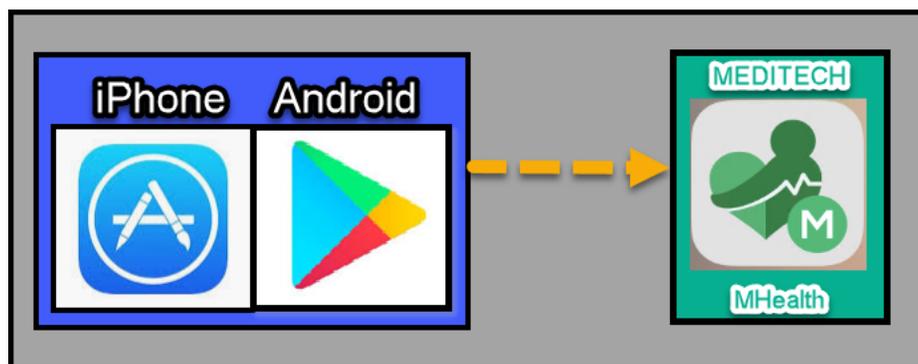
(This will allow all technical issues to be resolved prior to your virtual visit experience in order to best serve you.)

Prior to your virtual visit on your smartphone, you will need to:

- Download the MEDITECH MHealth app from your google play or app store:



- In app store, type in MEDITECH MHealth, click download and then open:



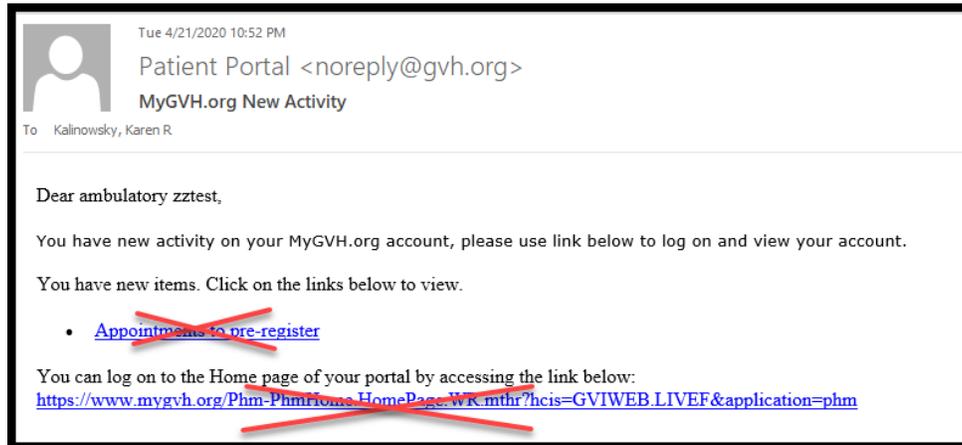
- Once the app is open it will ask you if you want to enable location services while using the app – hit yes – this will list companies nearby that use the MEDITECH patient portal
 - 🔥 Find Grand View Health, tap on the image and connect
 - 🔥 This will bring you to GVH Patient Portal Logon page
 - ➡➡ Enter the credentials that were confirmed with you when you set up the appointment
- You are now ready for your virtual visit
 - 🔥 You can preregister for your visit 7 days prior to the visit and up to the start of your virtual visit
 - 🔥 You will not be able to join your visit until 30 minutes prior to your visit
 - 🔥 The camera icon / start visit icon will remain accessible for an hour after your visit should a hang-up and rejoin be necessary due to a bad connection

Troubleshooting tips for virtual visit through a smart phone:

- Connect your smartphone to your Wi-Fi if available. Failure to connect to an internet may result in the virtual video freezing or losing the connection during your virtual visit with your provider – especially if you only have a 3G or 4G data plan
- If you start the visit and nothing happens or you get a black screen on your smartphone, the solution for this is to close all of your screens/ applications on your smartphone and then try again, specifically using the app to logon to the portal.

- 🔥 This problem happens when you are accessing the portal from your smartphone web browser rather than the MEDITECH MHealth app
- 🔥 This usually happens if you click the pre-register link from your email on your smartphone

🔵 Wrong way to join visit from smartphone:



🔵 Correct way to join visit from smartphone:



We welcome you to the virtual visit experience and look forward to meeting with you soon.

Stay safe and healthy.

If you have questions or concerns about your virtual visit after following the above instructions, please reach out to our HIM department at 215-453-4850.

Sincerely,

Your Grand View Health Team

