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 laptop or computer, you will need to:

🔵 Test your camera, microphone and bandwidth is up to standards for the virtual visit, you can do this by clicking the below link and running the diagnostic tests on your device:

<div style="text-align:center; background:#46C3F0; border:3px solid black; padding:10px;">

Test Connection, Camera and Microphone

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If you have failed one or more of the above connection tests, please stop here and call Grand View Health's IT Help Desk Line at:

>   *IT Help Desk: 215-453-HELP (4357)*

If calling during business hours, a Clinical Analyst will reach out to you and assist you in setting you up for your virtual visit that day. If calling on the weekend or after hours, unless you specify that your visit is today / now, your call will be returned the next business day during normal business hours.

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Once you have verified your bandwidth and equipment, please follow the below instructions:

🔵 Verify you have Google Chrome as an optional web browser

🔵 To verify this, please type in the search bar of your computer or laptop "Google Chrome"

>   🔥 If the below app shows up when you do a search, that is confirmation that you have google chrome downloaded on your machine already:
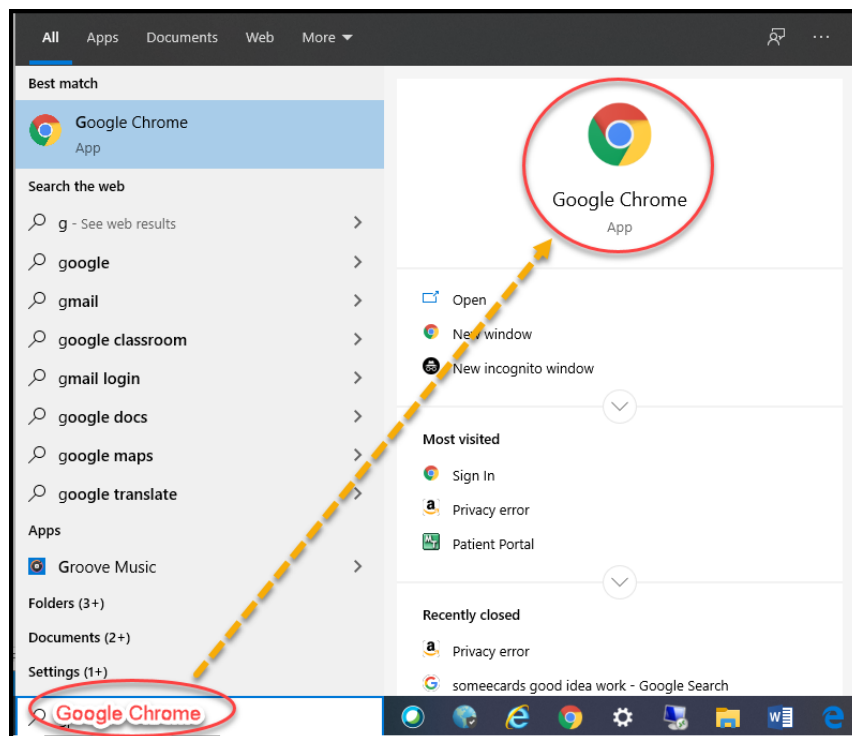
🔵 If your search does reveal the above app, please click next steps

🔵 If your search does not reveal the above app, and rather shows "no results" or "web results" – this is confirmation that you will need to download Google Chrome onto your machine. This takes approximately two minutes and is needed to do a virtual visit. Our Virtual Visit functionality only works when using Chrome as your web browser

🔵 To download Google Chrome, please follow the below steps:

🔥 Launch current browser (browser example: Internet Explorer)

🔥 Type in the web address: www.google.com - hit enter

🔥 Type "download google chrome" in the google search bar

🔥 Pick "download chrome" – this will yield the below results:
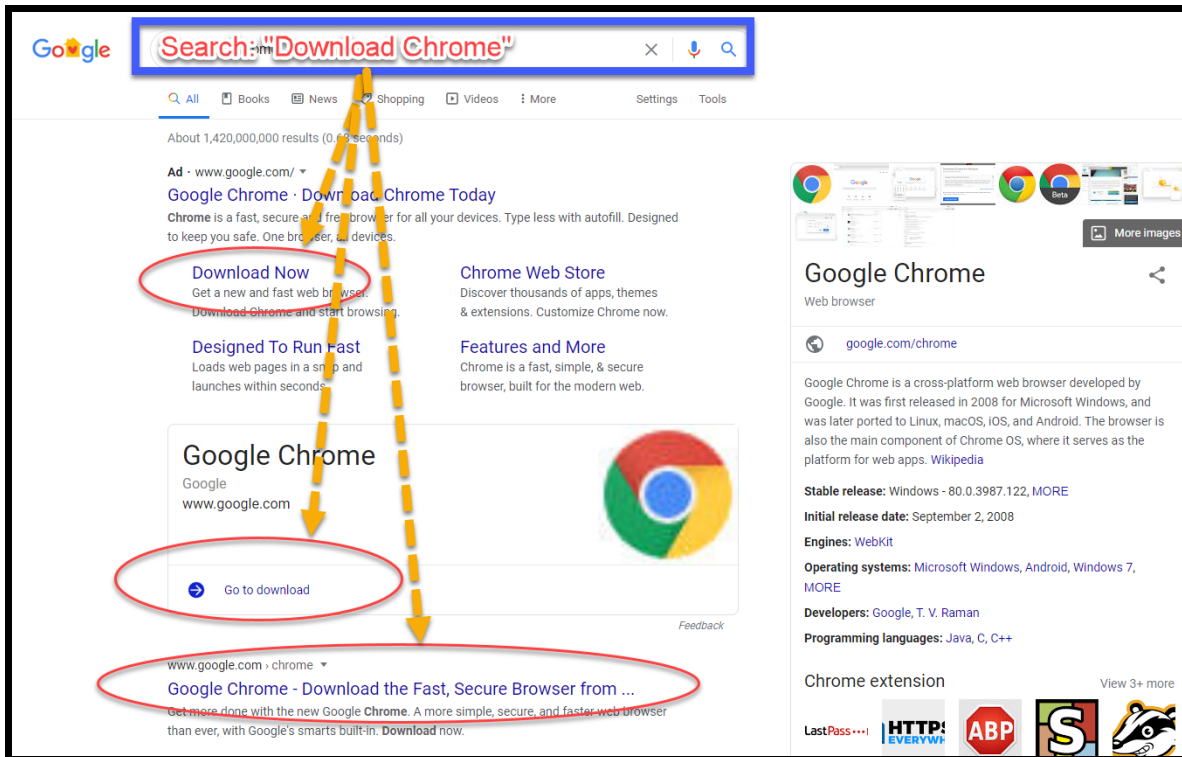
🔵 Pick any download option

🔥 Hit run / install and open

🔥 In about two minutes or less chrome will open up a web browser page (there may or may not be some more popups during the download depending on your security settings. Chrome is not harmful to any type of machine – click whatever option allows you to continue with the downloading process when presented with any and all security popup screens for this download)

🔵 Once downloaded, to do your virtual visit, you will need to:

🔵 Start chrome by hitting the below icon:

🔵 Once open to a blank web page, in the address bar, type in:

🔥 myGVH.org *(do not put "www" prior to that / will result in page not found)*

🔵 This will bring you to the general logon page – sign onto your portal entering the credentials that were confirmed with you by GVH Office Staff when setting up your virtual visit 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 hangup and rejoin be necessary due to a bad connection

Troubleshooting tips for a computer or laptop:

🔵 You launch the visit and you have a black screen – you are in Internet Explorer – please close out of the web session and go to google chrome instead, type in myGVH.org and logon to the visit that way

🔵 Connection keeps freezing / keeps saying connecting / continue to lose connection

🔥 If using a home wifi –hang up the visit while you turn off all other devices connected to Wifi (Rokus, Xbox, other computers, etc) then rejoin the visit

🔥 If you still have a bad connection and have a smart phone, either try using your smartphone by downloading the MEDITECH MHealth app and logging onto the portal via the smartphone app, or, turn on your smartphone as a hotspot and connect your device to your smartphone – test which Wifi connection works better and use whichever one works better

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