How to Access a Telehealth Home Call Visit Through Your Computer

Please follow the below steps to begin your scheduled telehealth home visit with your provider from your computer.

If you do not have a One Chart | Patient account, please visit

NebraskaMed.com/OneChart before following the instructions below.

Telehealth visits require Zoom to be installed on your computer before beginning the video visit. To download, visit **https://zoom.us/download**.

If you are having difficulties or need help please contact our customer service team at **402.559.0700** or by email at **onechartpatient@nebraskamed.com**. Our representatives are available 24/7 by phone and from 8:30 a.m. to 5 p.m. via email.

Instructions include the following:

Step 1: On your home computer, visit **www.onechartpatient.com** and log in to your account.

Step 2: Select the Visits button.

	One Cha	One Chart Patient		
Your Menu				
Visits	Messages	Lest Results		
Welcome!				

Step 3: Under **Upcoming Visits**, find the **Home Call Telehealth** visit. Click on the blue **Details** button to the right of the visit information.

💼 Visits	Messages	Lest Results	Medications
Appointmer	nts and Visits		- Gi
SCHEDULE AN A	PPOINTMENT		
Show: Upcoming	g and Past V More Filter Options	S	
Upcoming V	isits		
Next 7 Days 🔿	JAN 5 Tue Home Call Telehealth w NURSE V Join by 6:15 PM CS ² Starts at 6:30 PM CST (30 min	vith Nurse T utes)	ECHECK-IN DETAILS



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Step 4: Click the green **Begin Video Visit** button to let the provider know you are ready. If you do not see the **Begin Video Visit** button, it is too early to start the visit. You can log in to your visit 10 minutes before your appointment time to enable the rooming process to begin.

One Chart Patient					
😝 Your Menu 📑 Visits 🖾 M	essages 🕹 Test Results 🔕 Medications				
Appointment Details		đ			
Home Call Telehealth with FAMMD, MD	It's time to start your video visit! BEGIN VIDEO VISIT When you are ready to talk to your doctor, click the button above.				
 Tuesday January 05, 2021 Join by 7:45 AM CST Starts at 8:00 AM CST (30 minutes) Add to Calendar 	Want an earlier time? Get on the Wait List Fill out the following questionnaire before your video visit: Patient Medical History (Not Started)				

Step 5: You may see a message indicating that the provider has not started the meeting yet. This message says: **Please wait for the host to start this meeting.** Allow the host time to sign in.

Step 6: Once the provider initiates the visit you have two options:

Option 1: Select **Join with Computer Audio** (using the computer to talk to your provider). Option 2: Select **Phone Call** to use your phone to talk to your provider.

Choose one of the audio conterence option		🕊 Phone Call	💻 Computer Audio	🐛 Call Me
C Phone Call Join with Cor Test speaker a	Computer Audio Join with Computer Audio Test speaker and microphone		Dial: +1 669 900 6833 +1 646 876 9923 Or 877 853 5247 (Toll 888 788 0099 (Toll 1D: 727 288 954	Free) Free)
Automatically join audio by computer whe	ien joining a meeting	Participani	t ID: 44	

Step 7: A preview screen may appear. If it does, select Join with Video.