

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.

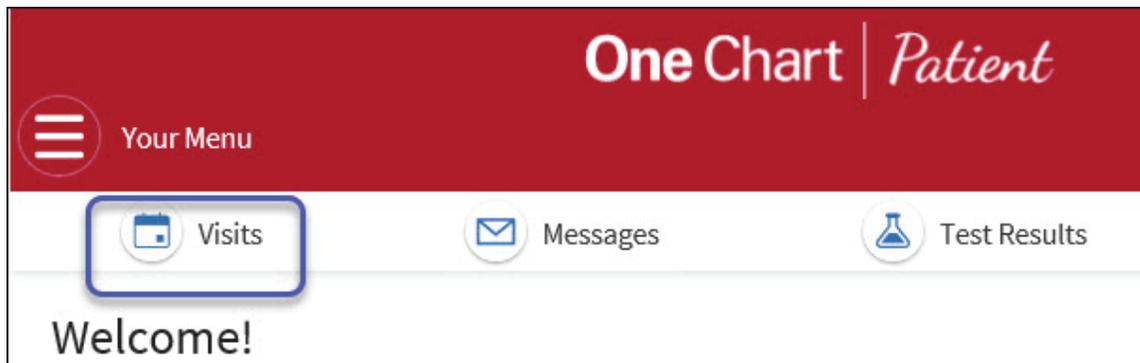
If you do not have a One Chart | Patient account, please visit **NebraskaMed.com/OneChart** before following the instructions below.

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

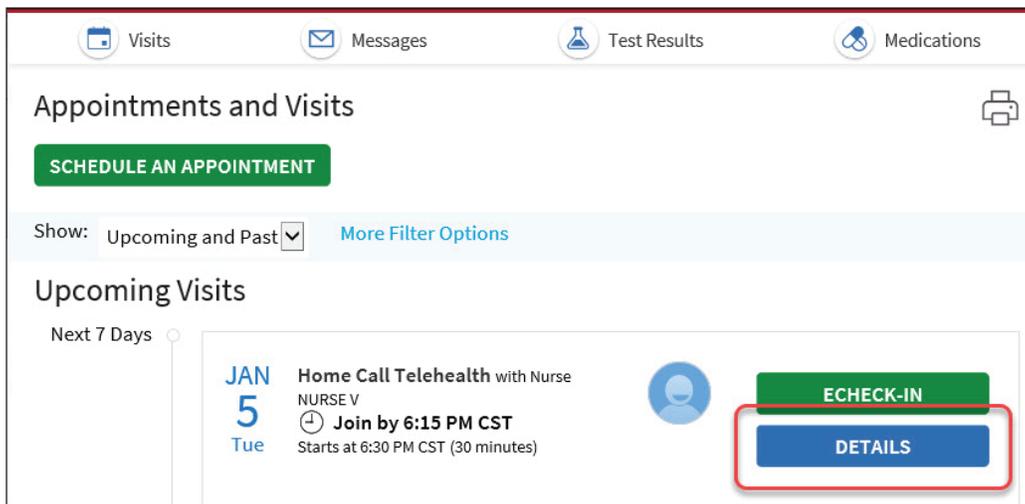
Instructions include the following:

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

Step 2: Select the **Visits** button.



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

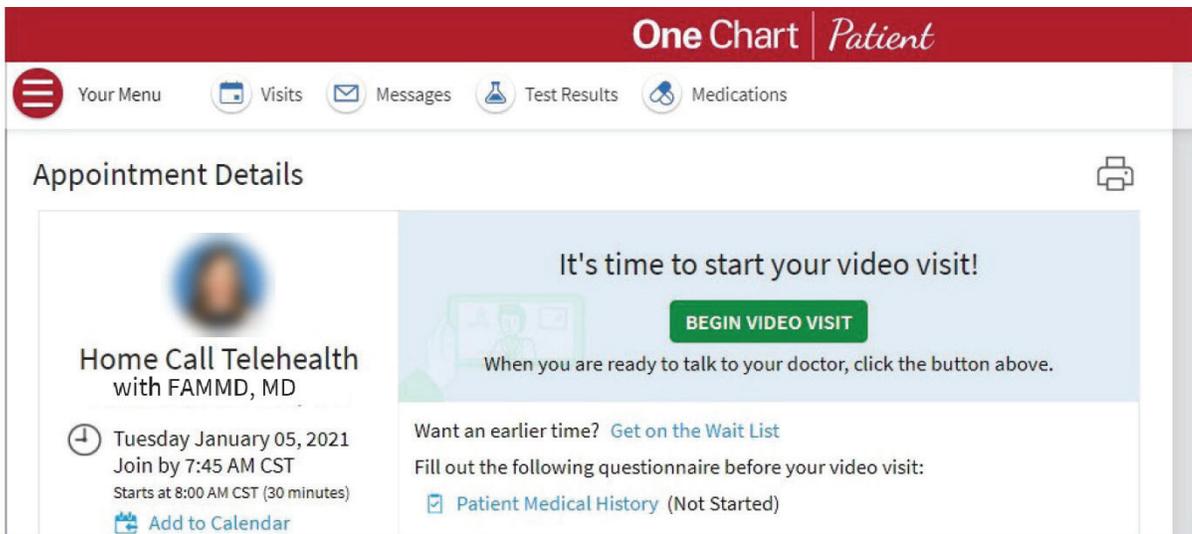


If you are having difficulties or need help please contact our customer service team at **402.559.0700** or by email at **onechartpatient@nebraskamed.com**. Our representatives are available 24/7 by phone and from 8:30 a.m. to 5 p.m. via email.

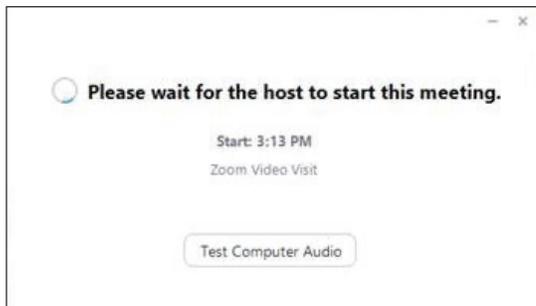
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Step 4: Click the green **Begin Video Visit** button to let the provider know you are ready. If you do not see the **Begin Video Visit** button, it is too early to start the visit. You can log in to your visit 10 minutes before your appointment time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



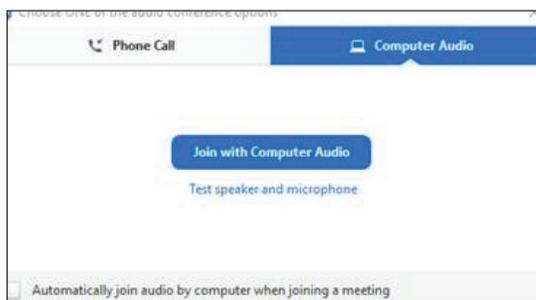
Step 5: You may see a message indicating that the provider has not started the meeting yet. This message says: **Please wait for the host to start this meeting.** Allow the host time to sign in.



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.



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