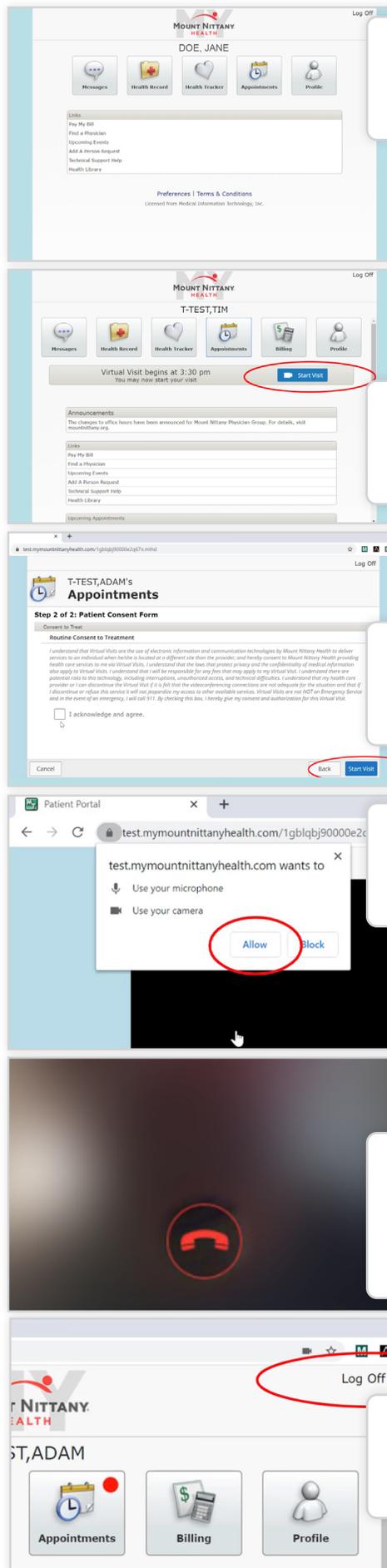


How to conduct a telehealth visit through My Mount Nittany Health

Above is a quick tutorial for conducting a telehealth visit through Mount Nittany Health's patient portal, "My Mount Nittany Health."

In order to begin, you must be a My Mount Nittany Health portal user and have a virtual visit scheduled with a provider. If you are not, please see the first informational handout in this series, "How to enroll in and log on to Mount Nittany Health's patient portal, My Mount Nittany Health."

TELEHEALTH VISITS



STEP 1 Log on to mymountnittanyhealth.com at the time of your appointment.*

*You may do so from any device with audio and video capabilities. For the best user experience, make sure you are using Safari, Google Chrome or Firefox as your web browser.

STEP 2 Click on the "Start Visit" button. After completing and reviewing the information, click "Next."

STEP 3 Acknowledge and agree to treatment on the patient consent form. Then, click "Start Visit."

STEP 4 Allow permission to use your microphone and camera. Your provider will be with you shortly.

To mute or unmute yourself, click on the microphone icon on the bottom left of the screen.

The provider may need to place you on hold. You'll see a black screen, with text at the top explaining that you're on hold. Remain connected if this happens.

STEP 5 When the appointment has finished, hang up by using the red phone icon at the bottom of the screen. Confirm on the pop-up that "YES" you want to exit.

STEP 6 Remember to log out of the portal.