

Thank you for choosing to have a Video Visit with a NH+C healthcare provider. Below are instructions for how to make the most of your Video Visit using your phone or tablet.

Preparing for your Video Visit


Please be sure to read through and follow these steps well before your appointment.

- NH+C partners with a company called Backline (Dr. First). You may see these names along with NH+C.
- **Please use one of the following browsers: Chrome, Safari, or Firefox. Internet Explorer will not work.**
- Ensure you have a computer with a camera and microphone.
- Make sure you have access to a strong internet connection. Make sure you or anyone else in your household is not currently streaming audio or video (Pandora, Spotify, Netflix, YouTube) as that may conflict with your Video Visit.
- Close all other programs on your computer.
- If possible, arrange a private place for your visit that limits background noise and interruptions. Make sure you are in a well-lit area, so your face is clearly visible to your provider.
- Think about what you want to discuss with your provider. What are your issues and concerns? Be prepared to describe your symptoms. Do you need any prescriptions renewed? Do you need a new prescription? Prepare a list of questions you want to ask.

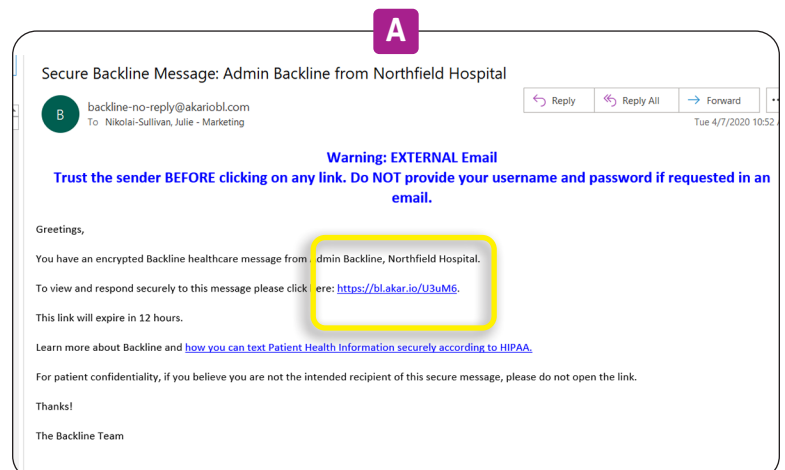
When using a computer:

1. Please use one of the following browsers: Chrome, Safari, or Firefox. Internet Explorer will not work.
2. Make sure your operating system's Privacy Settings allow camera and microphone access. Set the device's default browser settings to allow camera and microphone access.
3. Make sure that your settings do not have "pop-ups" blocked.
4. If using an external webcam, make sure it is properly connected to your computer. Check video connection settings on your computer, make sure webcam is selected.
5. Make sure you have a microphone and that it is working. If not, you can use headphones that have a built-in microphone.
6. Consider using earbuds or a headset with microphone for a better audio experience for you, allow your provider to hear you more clearly, and enable additional privacy. If using a headset, make sure the headset is set as your preferred audio device on your computer.

Starting Your Video Visit

1. Make sure your audio is not muted and the volume is turned up.
2. Make sure you are in a well-lit area, so your face is clearly visible to your provider.
3. You will receive an email from Backline with a link to your video visit. Please check your spam folder if you don't see it.
4. Click on the link to start the visit. 

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5. A pop-up message may appear asking you to allow notifications. Click on "Allow." **B**
6. Enter the Patient's First and Last Name, and then click "Confirm and View Message." **C**
7. In the Type a Message area at the bottom, type "hi" and hit the send arrow. This lets the healthcare provider know you are ready to start. **D**
8. A pop-up message may appear saying "You've received an invitation for a secure video chat with (Provider's Name)". Click "Accept." If the pop-up does not appear click on "Join Call." **E**
9. A pop-up message may appear asking permission to use your microphone and camera. Click "Allow." **F**
10. The healthcare provider will then start the video visit. It may ring like a telephone too.
11. You should be able to see your health care provider and your health care provider should be able to see you. **G**
12. Your healthcare provider will confirm your information and also ask for verbal consent for the Video Visit.

