

Optum Care Portal and Telehealth Guide

As an Optum Care patient, you'll experience the difference our coordinated care offers. We are always looking for ways to make healthcare more convenient for our patients, bringing our services closer to you to enhance your quality of life.

Introducing the patient portal

Take control of your health. With your Patient Portal, it's never been easier. Through secure 24-hour access on your smartphone, tablet, or computer you can:

- Get a copy of your medical records
- Pay health care bills online
- Review medical lab test results
- Request prescription refills
- Ask for a referral or a specialist
- Send a message to your healthcare team
- Register for a Proxy Account for a loved one
- Review care reminders via email or text message
- Connect with your provider through a virtual visit
- View office visit summary notes and medication lists
- Update your phone number, address, or insurance information
- Review and receive reminders about upcoming scheduled appointments



This guide will show you how to sign up for the Patient Portal, navigate its main features, and access virtual visits.

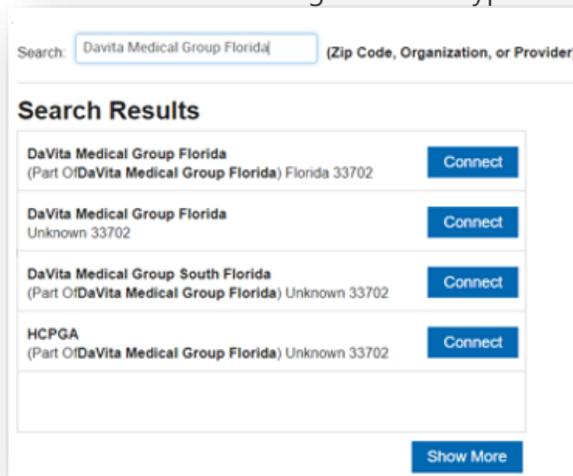
How to sign up

There are a few ways to sign up for the portal:

1. At your next visit, ask the clinic staff to send you an invitation email. You can follow the instructions there. After a few clicks you will be asked for an invitation code, which will be your birth year.
2. Call your local clinic to have an invitation email sent to you.
3. Sign yourself up:
 - Using a mobile device: Download the FollowMyHealth patient app and follow the steps to sign up.
 - Using a desktop or laptop: Go to <https://davita.followmyhealth.com> and follow the steps to sign up.

For both the app and website, you will be asked to connect to an organization. Type in "Davita Medical Group Florida."

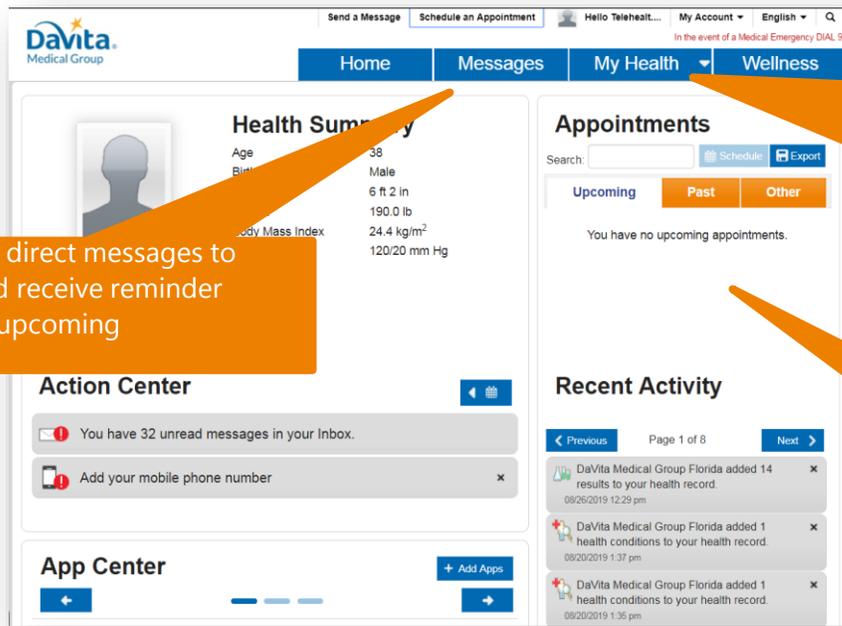
- If you are a patient in Broward County (Coral Springs, Atlantic, Margate): Select "Connect" to DaVita Medical Group South Florida
- If you are a patient of all other clinics: Select "Connect" to DaVita Medical Group Florida



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How to navigate the features (using a desktop or laptop)



Send and receive direct messages to your provider and receive reminder messages about upcoming appointments

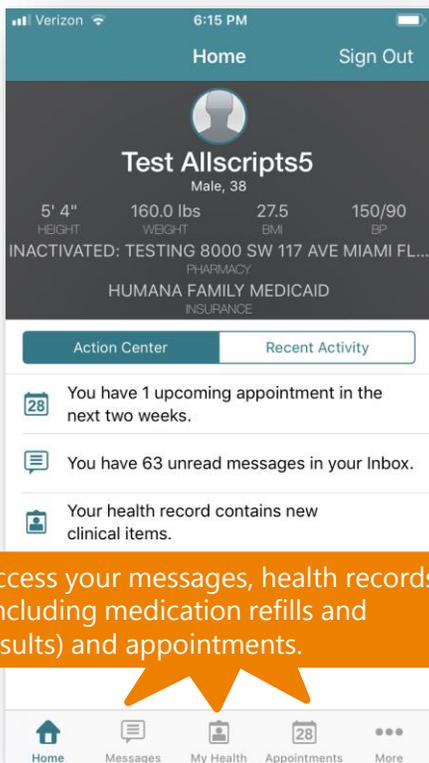
Access a full list of your conditions, medications, allergies, immunizations, results, vitals and documents. Also, view office visit summary notes and request medication refills.

See upcoming and past appointments



How to navigate the features (using a mobile device)

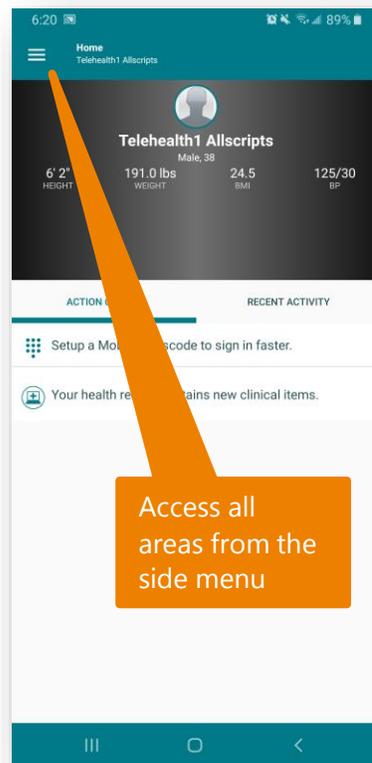
Apple



Access your messages, health records (including medication refills and results) and appointments.

Access additional benefits in "More"

Android



Access all areas from the side menu



Access your health records, Medication Refills, messages and appointments from the side menu

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We want you to feel your best and receive the excellent care you deserve. However, we know sometimes it is not convenient to visit your doctor's office. Sometimes referred to as "Telehealth", a Virtual Visit is an online appointment with your doctor or nurse. All you need is a computer, tablet or smartphone and internet.*

Introducing virtual visits

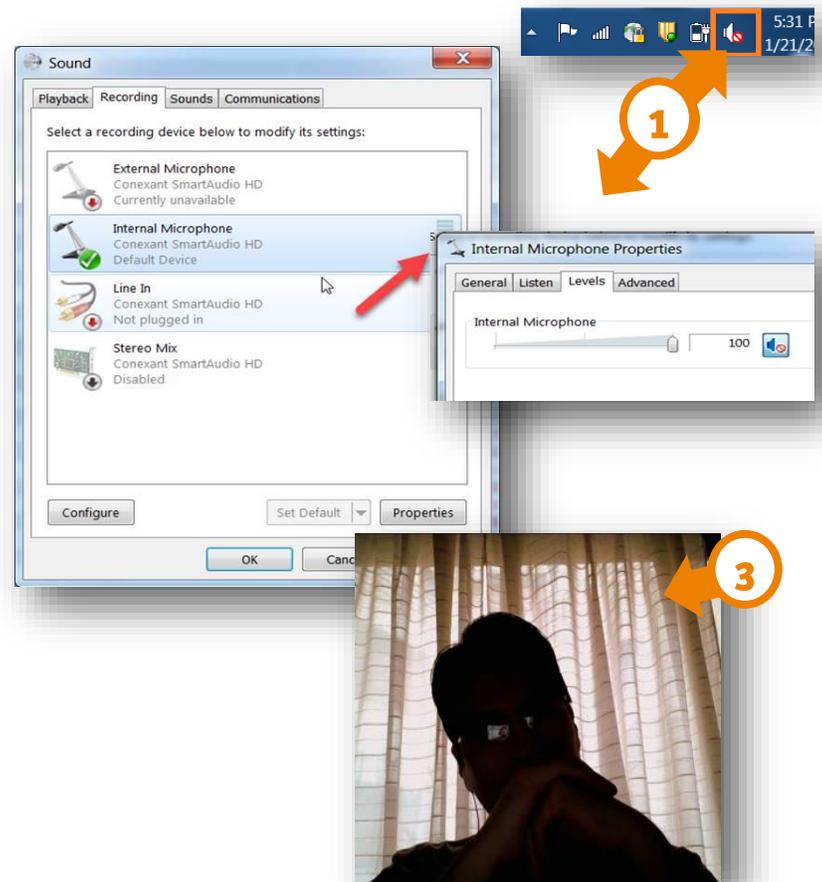
A video visit can help:

- Ensure you are getting the personalized care you deserve and expect
- Provide an alternative to coming into the clinic for an appointment
- Eliminate time in the clinic waiting room
- Prevent traffic and transportation hassles



Preparing for a virtual visit appointment

1. Make sure your device is working properly (microphone, camera and speakers are working and turned on).
2. Make sure internet is connected. For **mobile** devices, preferably a Wi-Fi connection. If using your device internet connection, make sure you are in a good reception area and be aware that the video call will consume your data plan.
3. Find a room that is well lit and private; you should not be sitting in front of an open window as the lighting from behind will darken your face. For better video quality, minimize movements throughout the session.



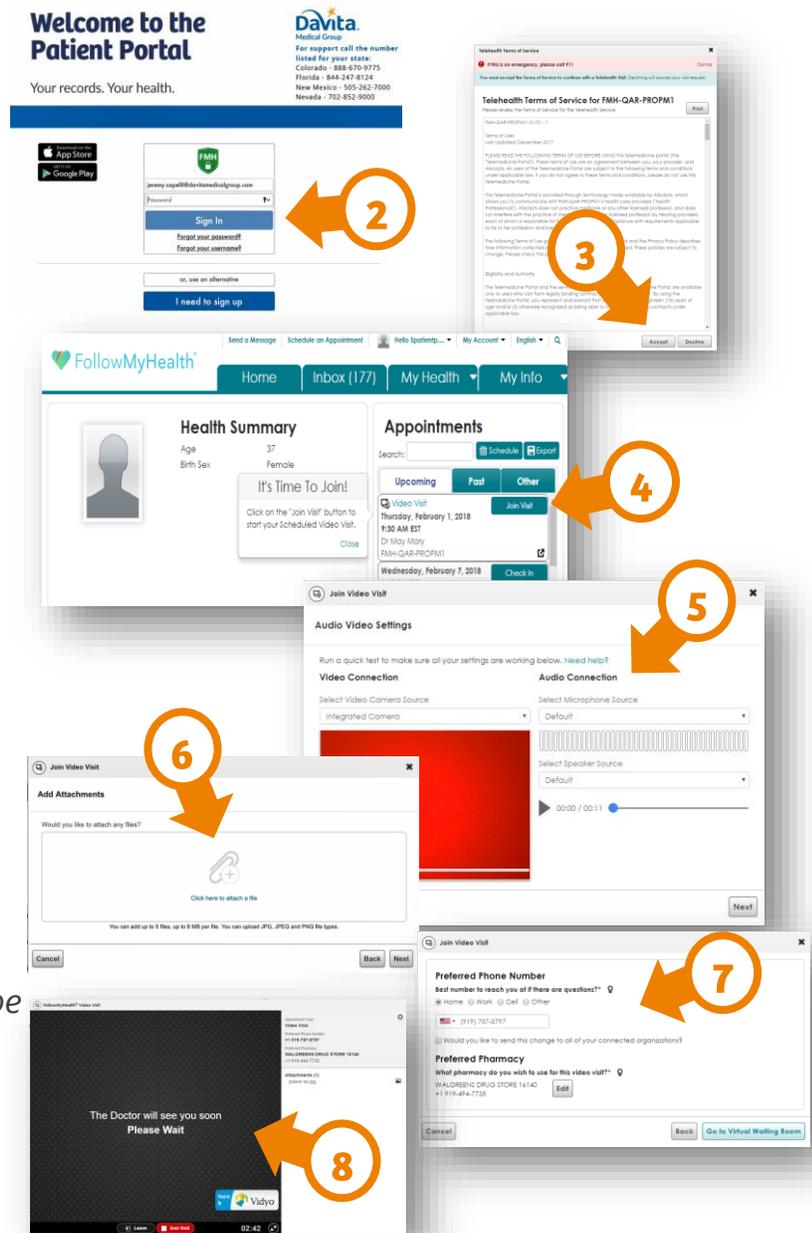
*Electronic Consent Form only needs to be accepted during the first Video Visit on an annual basis. A hard copy of the consent form can be obtained at your clinic for reference

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Accessing your virtual visit appointment (using a computer or laptop)

1. Open the FMH website
<https://davita.followmyhealth.com>.
2. Log in using your username/password.
3. Review and Accept the Telehealth Electronic Consent Form.*
4. Click "Join visit" under the "Upcoming Appointments" section
5. Check and adjust video/audio setting as well as speakers and microphone, then click "Next"
6. You can attach files needed for your video visit.
7. You will be asked to verify your phone number and pharmacy. You can click the options to add/update. *Note: Telehealth visits require you to have a pharmacy listed. Click "Go to Virtual Waiting".*
8. Once your provider joins, you will be taken to the video visit screen. *Note: The Join Visit button will not be available to be selected until provider joins the visit.*
9. Here are control buttons to use during the visit:



Pause video feed

Mute/unmute speakers

Leave

End Visit

00:05

Maximize/Resize Video Visit Screen

Mute /Unmute microphone

Click **Leave** to temporarily leave the video session. You can re-join

Click **End Visit** to complete, close and end the video session.

Maximize/Resize Video Visit Screen

You can watch step-by-step videos for either type of device on our webpage:

www.davitamedicalgroup.com/fl/patientportal

For technical support, please contact the Portal Support Line: 844-247-8124

*Electronic Consent Form only needs to be accepted during the first Video Visit on an annual basis. A hard copy of the consent form can be obtained at your clinic for reference

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Accessing your virtual visit appointment (using a mobile device)

1. Download the Follow My Health (FMH) app.
2. Log in using your username/password.
3. Enable notifications for the FMH app
4. You will receive a reminder email and a push notification 15 minutes prior to the scheduled video visit.
5. Review and Accept the Telehealth Electronic Consent Form.*
6. Back on the home screen click "Check In".
7. You can attach files needed for your video visit.
8. You will be asked to verify your phone number and pharmacy. You can tap the option to add/update. *Note: Telehealth visits require you to have a pharmacy listed*
9. Click "Go to Virtual Waiting Room".
10. Once your provider joins, you will be asked if you want to join the visit. *Note: The Join Visit button will not be available to be selected until provider joins the visit. Click "Yes, Join Visit" to start up the video screen.*
11. You'll see the provider's video on the left, and your video in the lower right.
12. Here are control buttons to use during the visit:



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