

UPMC AnywhereCare makes it possible to have a video visit with world-class health care providers—Anywhere!



- ☐ Your provider has scheduled your appointment.
- ☐ Call _____ to schedule your appointment.

Once your appointment is scheduled, please follow the

Pre-Appointment Instructions:

- 1 Set Your Password
- 2 Test Your Computer

15 minutes before your appointment begins, please follow the

Day of Appointment Instructions:

- 3 Gather Insurance and Payment Information
- 4 Log into UPMCAnywhereCare.com
- 5 Check in for Your Appointment
- 6 Complete the Video Visit
- 7 Rate Us and Review Appointment Summary

Need help? For technical support, call **866-884-8579**.

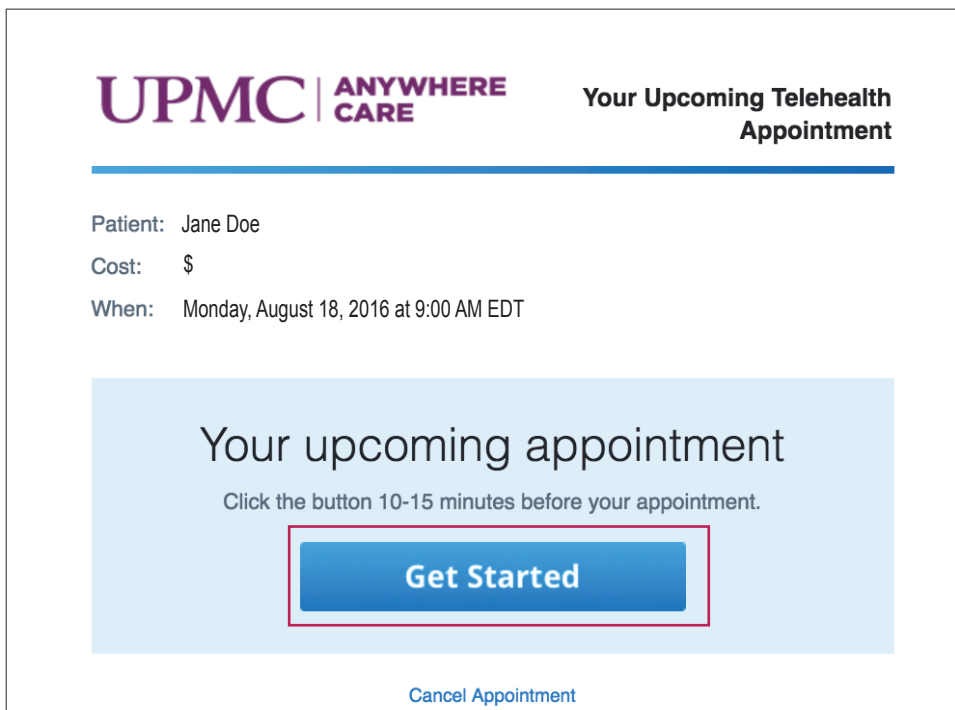
To reschedule or cancel an appointment call _____.

1

Set Your Password

You will receive an email with details about your upcoming appointment.

Select **Get Started**.



UPMC | ANYWHERE CARE Your Upcoming Telehealth Appointment

Patient: Jane Doe
 Cost: \$
 When: Monday, August 18, 2016 at 9:00 AM EDT

Your upcoming appointment

Click the button 10-15 minutes before your appointment.

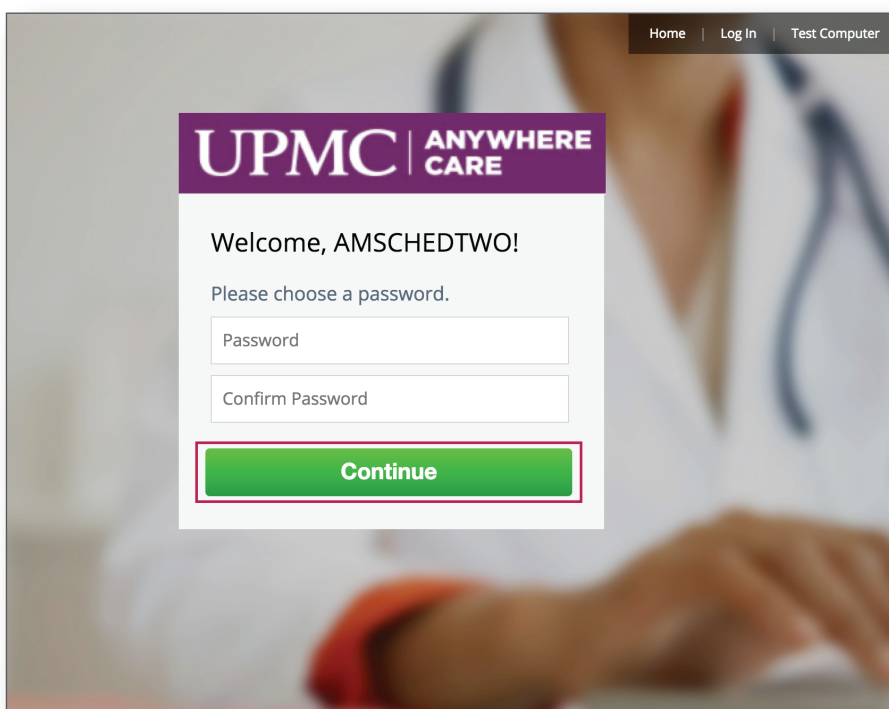
Get Started

[Cancel Appointment](#)

If you do not have an AnywhereCare account, you will be taken to the UPMC AnywhereCare website. Create a password for your UPMC AnywhereCare account and select **Continue**.

If you already have an AnywhereCare account, you will not see this screen.

Continue to the next page and follow the **Test Your Computer** instructions.



Home | Log In | Test Computer

UPMC | ANYWHERE CARE

Welcome, AMSCHEDTWO!

Please choose a password.

Password

Confirm Password

Continue

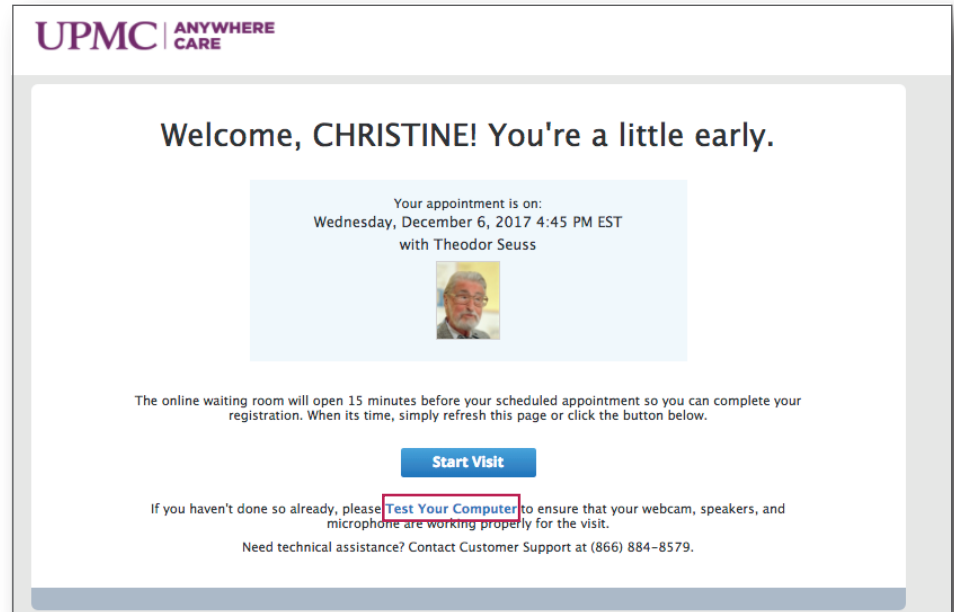
2

Test Your Computer

It looks like you're a little early for your appointment. That's okay!

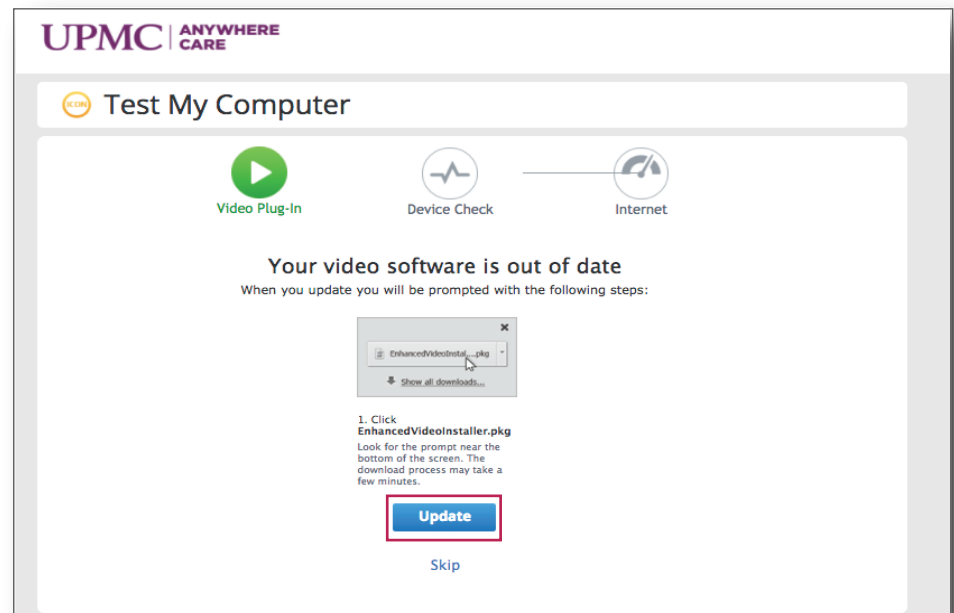
If you haven't done so already, select **Test Your Computer**.

Test Your Computer is COMPLETELY OPTIONAL, but strongly recommended. This test verifies that your computer will work properly for your video visit.



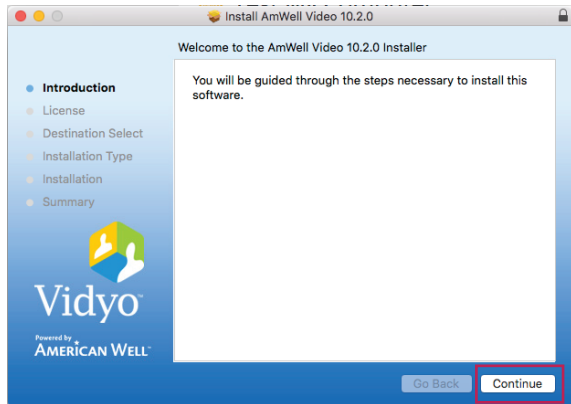
Select **Update**.

Continue to the next page for additional instructions on how to install the video plug-in.

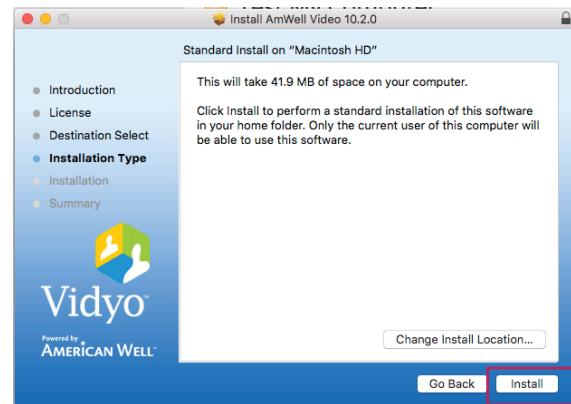


2

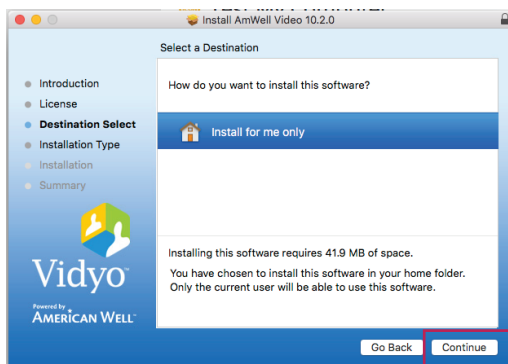
Test Your Computer (Install the Video Plug-In)



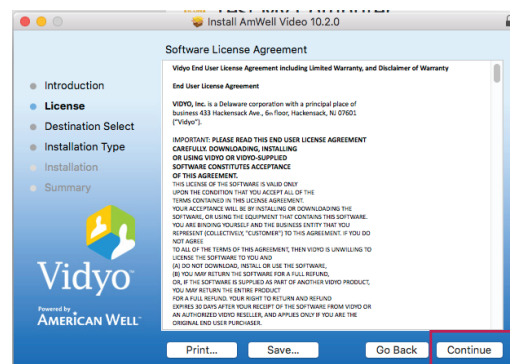
A pop-up window will appear for the Amwell Video Installer. Select **Continue**.



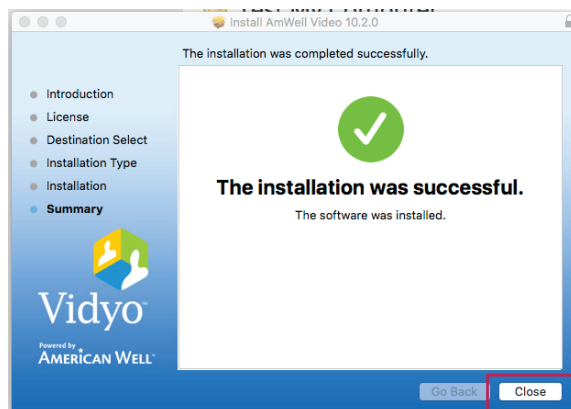
Select **Install**.



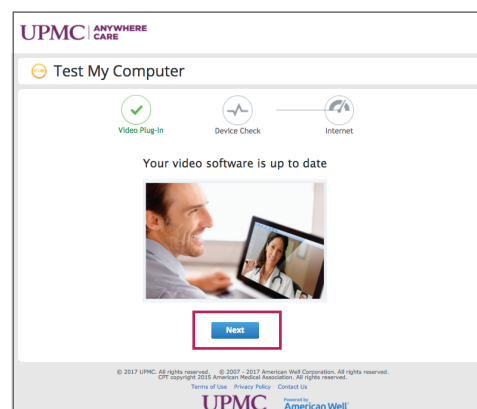
Select **Continue**.



Select **Continue**.



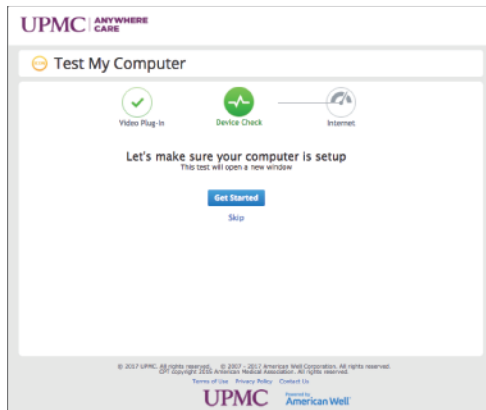
Select **Close**.



Select **Next**, then continue to the next page for instructions on Device Check.

2

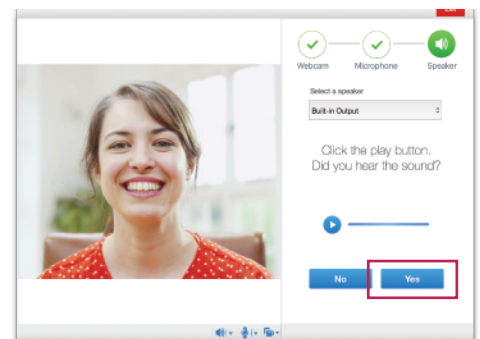
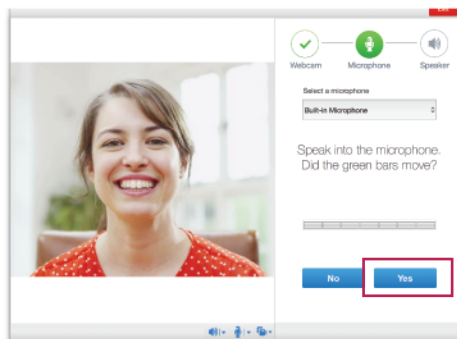
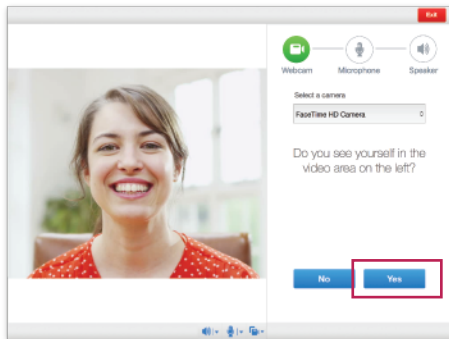
Test Your Computer (Device Check)



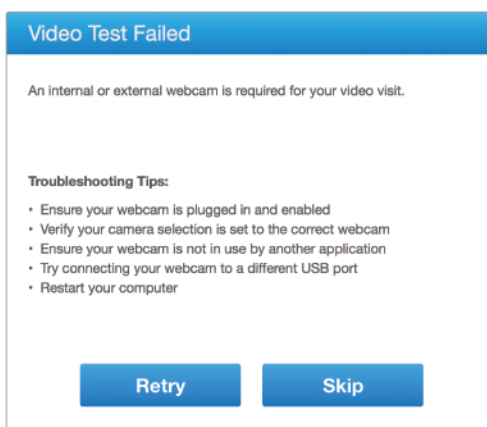
Select **Get Started**.



Select **Continue**. If you do not see a pop-up window, please check your internet browser's pop-up blocker settings.

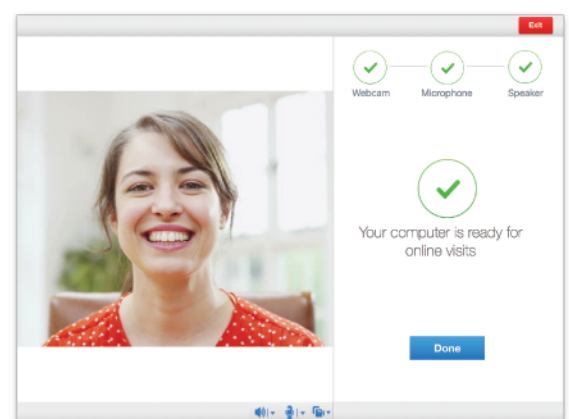


Continue through the device checks for Webcam, Microphone, and Speaker by selecting **Yes** for each question.



If you experience an issue with a device check for Webcam, Microphone, or Speaker, select **No**.

Troubleshooting tips will appear like the example above to help with set-up.



Select **Done**.

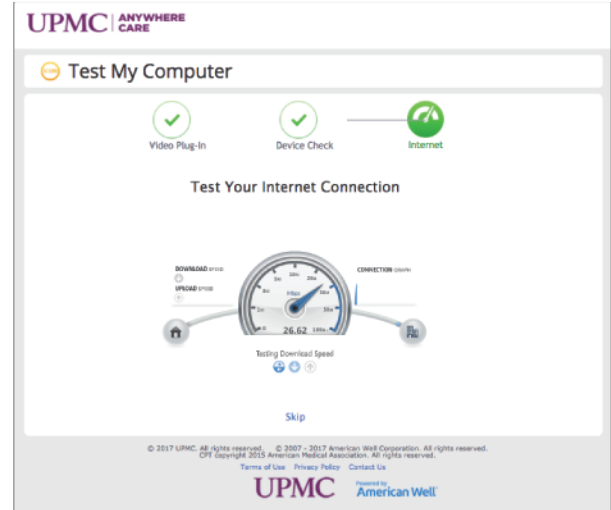
Then, continue to the next page for instructions on how to test your internet connection.

2

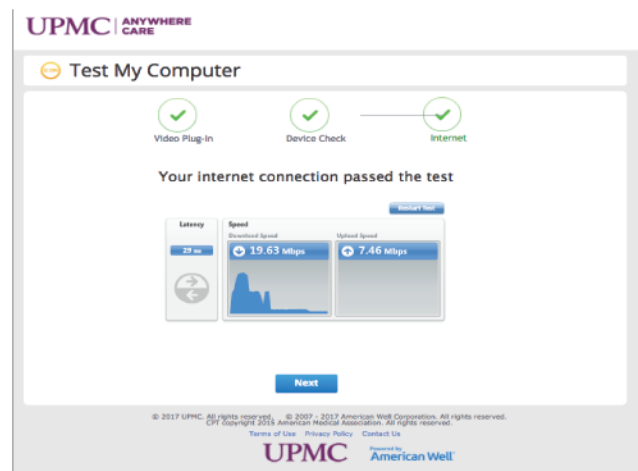
Test Your Computer (Internet Connection)



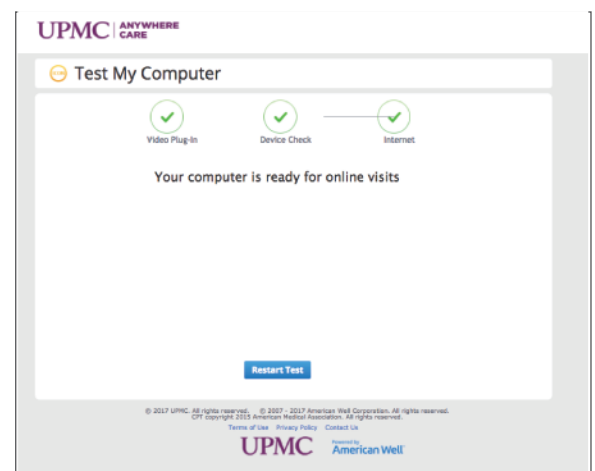
Select **Begin Test**.



Please wait while your internet connection is checked.



To continue, select **Next**.



Your computer is ready for online visits.

You have completed the pre-appointment instructions.
15 minutes before your appointment begins, follow the Day of Appointment instructions on page 7.

3

Gather Insurance and Payment Information



Please have your insurance card and a form of payment ready. Similar to an in-office visit, UPMC AnywhereCare verifies your insurance information for your visit.

If there is a co-pay, you will be required to enter your payment information prior to the visit. For your convenience, debit, credit, FSA, and HSA cards are accepted.

4

Log into UPMCAnywhereCare.com


Open your preferred internet browser. Type in **www.upmcanywherecare.com** in the address field. Go to the website.

Select **Log In**. Then, continue to the next page.



Type in your email address and password.

Then, select **Log In**.

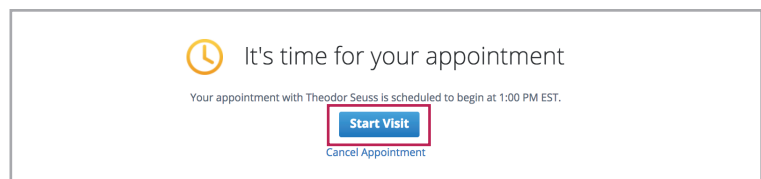
The screenshot shows the UPMC ANYWHERE CARE login page. It features a 'Log In' section with input fields for 'Email' and 'Password'. Below these fields is a green 'Log In' button, which is highlighted with a red rectangular box. Above the button is a link that says 'Need help logging in?'. Below the button is a link that says 'Don't have an account? Sign Up'. The page header includes 'Home' and 'Test Computer' links. The footer contains copyright information and logos for UPMC, American Well, and Vidyo.

5

Check in for Your Appointment

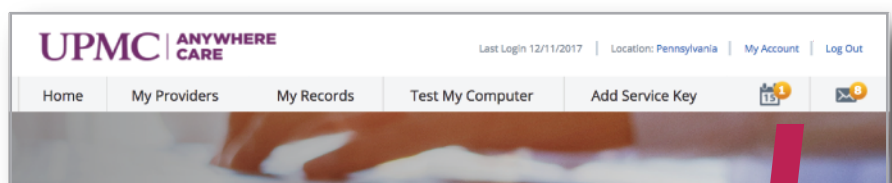
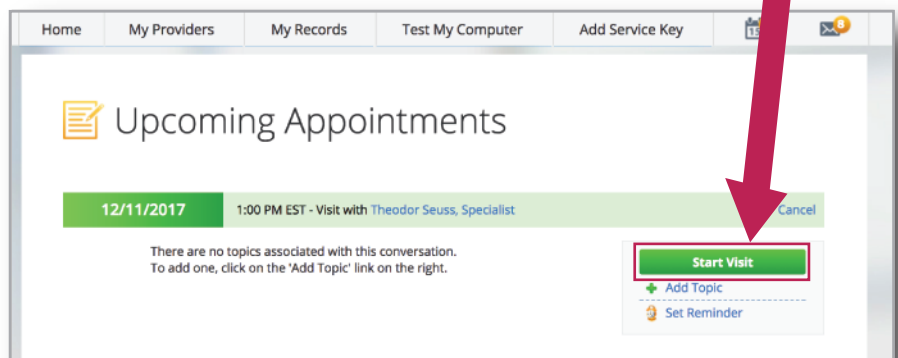
When you are within 15 minutes of your scheduled appointment time, you will receive an alert.

Select **Start Visit** to begin check-in. Continue to the next page for more instructions.

The screenshot shows a pop-up alert box. It features a clock icon and the text 'It's time for your appointment'. Below this, it says 'Your appointment with Theodor Seuss is scheduled to begin at 1:00 PM EST.' At the bottom of the box, there is a blue 'Start Visit' button, which is highlighted with a red rectangular box, and a smaller link that says 'Cancel Appointment'.

IF YOU DO NOT RECEIVE A POP-UP ALERT, select **Calendar** from the top. Then, select your **Appointment** to begin check-in.

Continue to the next page.

The screenshot shows the top navigation bar of the UPMC ANYWHERE CARE website. It includes the UPMC logo and 'ANYWHERE CARE' text. On the right, it shows 'Last Login 12/11/2017', 'Location: Pennsylvania', 'My Account', and 'Log Out'. Below this is a horizontal menu with links: 'Home', 'My Providers', 'My Records', 'Test My Computer', 'Add Service Key', and a 'Calendar' icon with a red notification badge.The screenshot shows the 'Upcoming Appointments' section of the website. It features a green bar for the appointment on '12/11/2017' at '1:00 PM EST - Visit with Theodor Seuss, Specialist'. To the right of this bar is a 'Cancel' link. Below the bar, there is a message: 'There are no topics associated with this conversation. To add one, click on the 'Add Topic' link on the right.' At the bottom right, there is a green 'Start Visit' button, which is highlighted with a red rectangular box. Below this button are links for 'Add Topic' and 'Set Reminder'. A large red arrow points from the 'Calendar' icon in the navigation bar above to the 'Start Visit' button.

5

Check in for Your Appointment, Continued

Enter your **Phone Number**.

Then, select **Continue**.

The screenshot shows the 'Get Started' step of a four-step process (Get Started, Your Visit, Pharmacy, Payment). The 'Get Started' step is active. It asks, 'Where can this provider call you for follow-up, if needed?' with a form containing three input boxes separated by dashes. Below this, it asks, 'Would you like to invite someone to join your visit? (Optional)' with a link to '+ Add a guest'. At the bottom, there are 'Back' and 'Continue' buttons. The 'Continue' button is highlighted with a red box.

Select the checkbox to agree to the **Terms and Conditions and Notice of Privacy Practices**.

Select **Continue**.

The screenshot shows the 'Your Visit' step of the four-step process. It asks, 'What would you like to discuss today?' with a text input field. Below that, it asks, 'Would you like to share a photo, lab result, or other information with your provider?' with a link to '+ Attach a file'. There are two checkboxes: 'Share my health summary and medication history' (checked) and 'I acknowledge receipt of these Terms and Conditions and Notice of Privacy Practices' (unchecked). The second checkbox is highlighted with a red box. At the bottom, there are 'Back' and 'Continue' buttons. The 'Continue' button is highlighted with a red box.

Your address will automatically appear in the search box. Select **Find Pharmacy** to search for pharmacies close to your address.

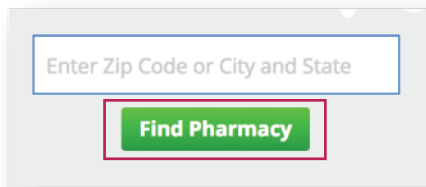
Continue to the next page.

The screenshot shows the 'Pharmacy' step of the four-step process. It features a map of the United States with a location pin. Above the pin, the address '2017 CERTIFICATION LANE APT. #2' is displayed. Below the pin, there is a green button labeled 'Find Pharmacy', which is highlighted with a red box. At the bottom, there are 'Back' and 'Skip' buttons.

5

Check in for Your Appointment, Continued

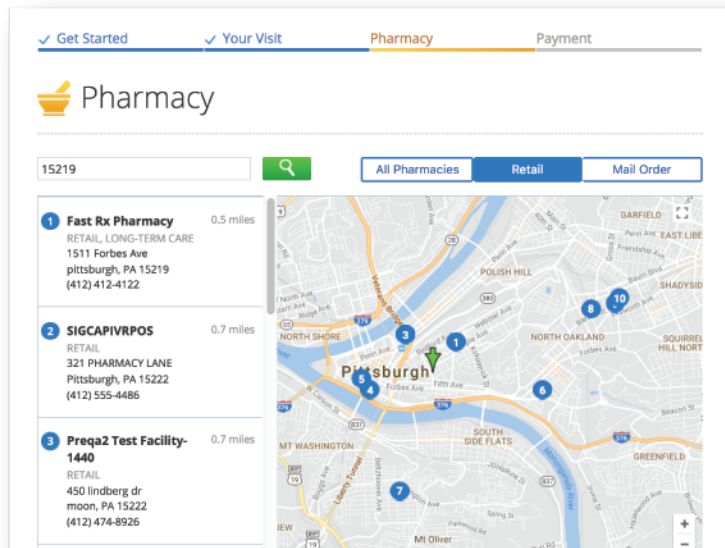
You can also search by city, state, or zip code and select **Find Pharmacy**.



Enter Zip Code or City and State

Find Pharmacy

Select a pharmacy of your choice.



✓ Get Started ✓ Your Visit **Pharmacy** Payment

Pharmacy

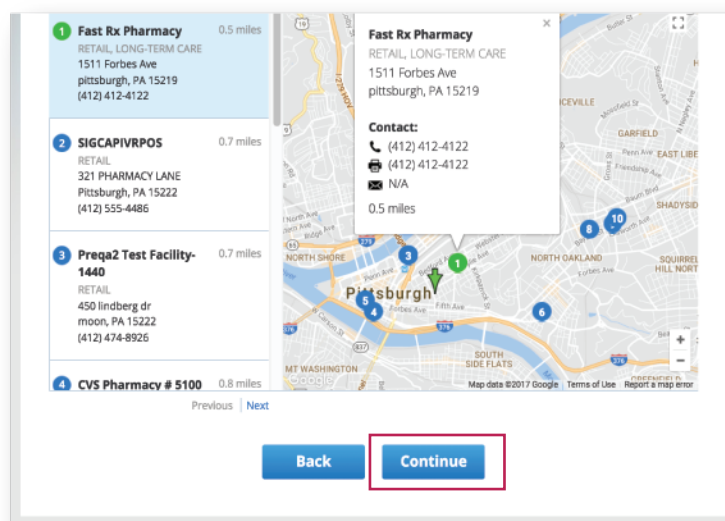
15219

1 Fast Rx Pharmacy RETAIL, LONG-TERM CARE 1511 Forbes Ave Pittsburgh, PA 15219 (412) 412-4122	0.5 miles
2 SIGCAPIVRPOS RETAIL 321 PHARMACY LANE Pittsburgh, PA 15222 (412) 555-4486	0.7 miles
3 Preqa2 Test Facility-1440 RETAIL 450 lindberg dr moon, PA 15222 (412) 474-8926	0.7 miles

Map showing Pittsburgh area with numbered locations 1 through 10.

Scroll down and select **Continue**.

Continue to the next page.



1 Fast Rx Pharmacy 0.5 miles
RETAIL, LONG-TERM CARE
1511 Forbes Ave
Pittsburgh, PA 15219
(412) 412-4122

2 SIGCAPIVRPOS 0.7 miles
RETAIL
321 PHARMACY LANE
Pittsburgh, PA 15222
(412) 555-4486

3 Preqa2 Test Facility-1440 0.7 miles
RETAIL
450 lindberg dr
moon, PA 15222
(412) 474-8926

4 CVS Pharmacy # 5100 0.8 miles

Previous Next

Fast Rx Pharmacy
RETAIL, LONG-TERM CARE
1511 Forbes Ave
Pittsburgh, PA 15219
Contact:
☎ (412) 412-4122
📠 (412) 412-4122
📍 N/A
0.5 miles

Map showing Pittsburgh area with numbered locations 1 through 10.

5

Check in for Your Appointment, Continued

Select **I have insurance**.

✓ Get Started ✓ Your Visit ✓ Pharmacy **Payment**

Insurance

☒ I have insurance
If you have a high-deductible insurance plan, you may be billed by the provider based on your deductible status and plan design.

Health plan

☐ I don't have insurance

☐ My plan isn't listed / Prefer not to answer

Back **Continue**

From the drop-down, select **UPMC Health Plan**.

If you do not have UPMC Health Plan insurance, contact your healthcare provider's office.

UPMC Health Plan

Health plan

UPMC Health Plan

Enter member ID number into the Subscriber ID field. The member ID is listed on your UPMC Health Plan insurance card.

UPMC HEALTH PLAN

Plan Name: *****

Employer ID Number: *****

Member: *****

Member ID Number: *****

www.upmchealthplan.com

Then, select **Continue**.

✓ Get Started ✓ Your Visit ✓ Pharmacy **Payment**

Insurance

☒ I have insurance
If you have a high-deductible insurance plan, you may be billed by the provider based on your deductible status and plan design.

UPMC Health Plan

Subscriber ID

Are you the Primary Subscriber?

☐ Yes ☐ No

☐ I don't have insurance

☐ My plan isn't listed / Prefer not to answer

Back **Continue**

5

Check in for Your Appointment, Continued

If your insurance does not require a co-pay, you will be taken directly to launch the video for the waiting room. See the launch video instructions below.

If your visit requires a co-pay, you will be asked for payment information.

Select **Add a card** to enter your payment information.

Enter your payment information. Debit, credit, FSA, and HSA cards are accepted.

Then, select **Continue**.

Launch Video

You will be asked to launch the video. Select **Launch**.

Continue to the next page.

The screenshot shows the 'Payment' screen with a progress bar at the top indicating the steps: Get Started, Your Visit, Pharmacy, and Payment (which is highlighted). Below the progress bar, the title 'Payment' is displayed. A section titled 'Your Cost: \$' includes a 'COUPON CODE' input field and an 'Apply' button. Below this, the 'Credit Card Information' section has a radio button selected for 'Add a card'. At the bottom, there are 'Cancel' and 'Continue' buttons.

The screenshot shows the 'Add a card' form. It includes a header with the title 'Add a card' and logos for Visa, Mastercard, American Express, and Discover. The form fields include 'Name on Card', 'Credit Card Number', 'Security Code', 'Month' (dropdown), and 'Year' (dropdown). Below these is the 'Billing Address' section with a checkbox for 'Same as home address' and fields for 'Address 1', 'Address 2', and a dropdown for the state. At the bottom, there are 'Cancel' and 'Continue' buttons.

The screenshot shows the 'Launch Video' screen. It has a blue header with the title 'Launch Video'. Below the header, the text 'Click launch to start your video.' is displayed. A green 'Launch' button is highlighted with a red rectangle. At the bottom, there is a link that says 'Having trouble? [click here](#)'.

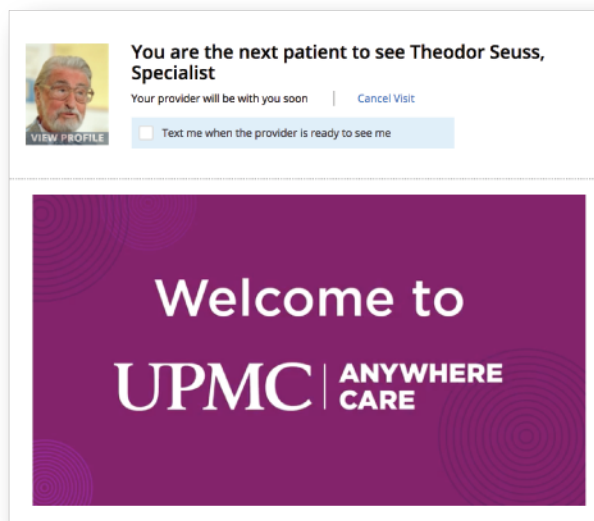
5

Check in for Your Appointment, Continued

Virtual Waiting Room

You have entered the virtual waiting room. Please relax while the provider reviews your health history.

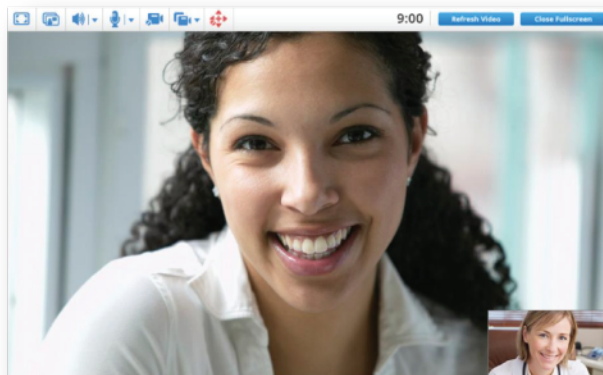
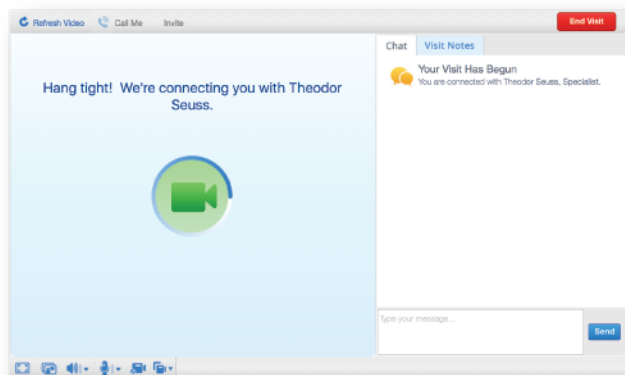
Continue to the next page.



6

Complete the Video Visit

When the provider is ready, you will be connected for the video visit.



After your visit ends, continue to the next page to **Rate Us and Review Appointment Summary**.

7

Rate Us and Review Appointment Summary

After your video visit, you will be asked to rate your provider and the visit experience.

You will be also asked to answer the AnywhereCare survey question.

Select **N/A - I completed a scheduled visit** from the drop-down.

When complete, select **Done**.

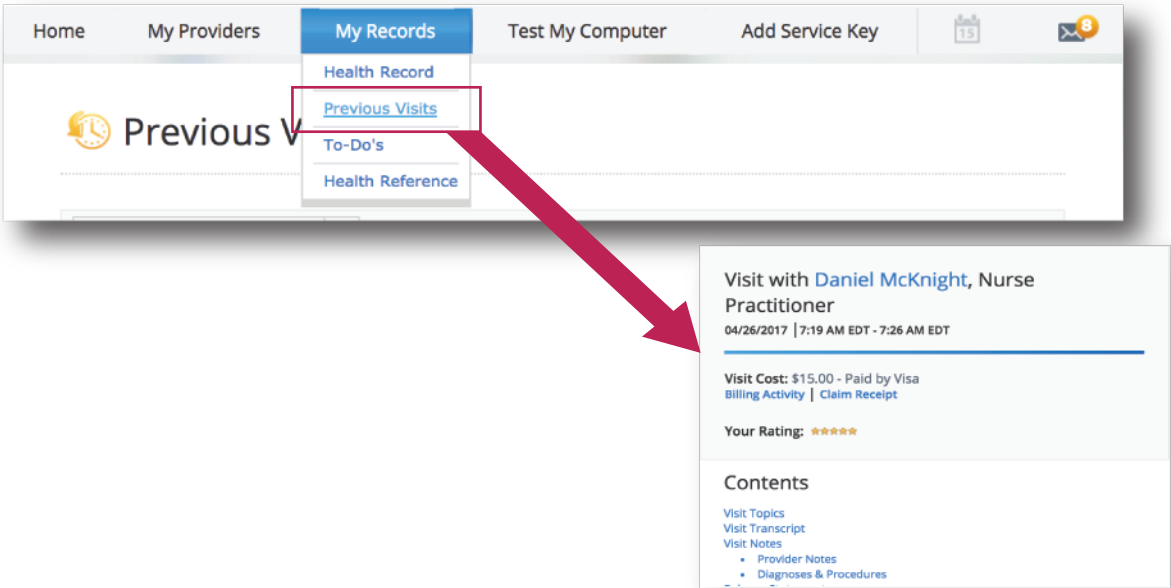
Continue to the next page.

7

Rate Us and Review Appointment Summary, Continued

The visit summary is available as a document in AnywhereCare.

From the top menu, select **My Records**. Then, select **Previous Visits**.



Congratulations! You are done with your appointment.

Thank you for using UPMC AnywhereCare!