



Norman Regional VIRTUAL CARE

Dear Valued Patient,

From all of us here at Norman Regional, thank you for seeking care through our virtual visit platform, Norman Regional Virtual Care. It is Norman Regional's mission to provide you with a bridge from sickness to wellness and Norman Regional wants to build that bridge where patients Live, Work, and Play. The Norman Regional Virtual Care platform is a great example of that commitment to YOU. Through the Norman Regional Virtual Care platform, you can:

1. Seek urgent care 24 hours a day, 7 days a week, 365 days a year.
2. Schedule visits with your local, Norman Regional Primary Care providers, sometimes same day or next day.
3. Schedule visits with your local, Norman Regional Specialty Care providers, sometimes same day or next day.

The following pages walk you through the login process step by step and are designed to make your journey from sickness to wellness, easier. If you have any issues whatsoever, please feel free to reach out to the office your Virtual Visit is scheduled at.

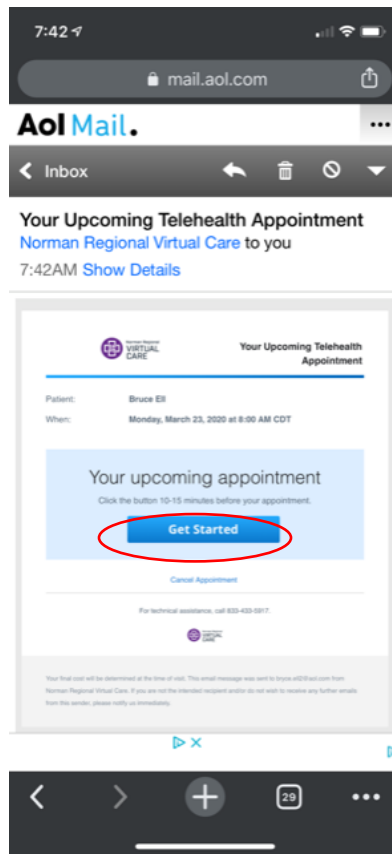
Once again, thank you for allowing Norman Regional, your community healthcare provider, the privilege of caring for you and your loved ones.

Thank You,

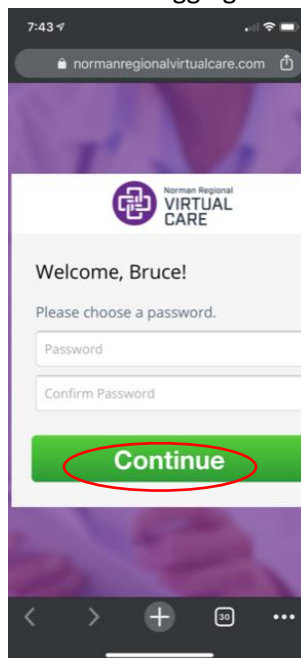
Norman Regional Health System

Norman Regional Virtual Patient User Guide (iPhone/Tablet)

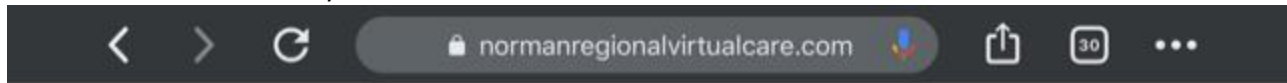
1. You will receive an email as soon as your visit is scheduled. If you do not see the email in your inbox, check your junk mail. If you still do not see the email, call your doctor's office and confirm the address that the email was sent to.
2. Click "Get Started".



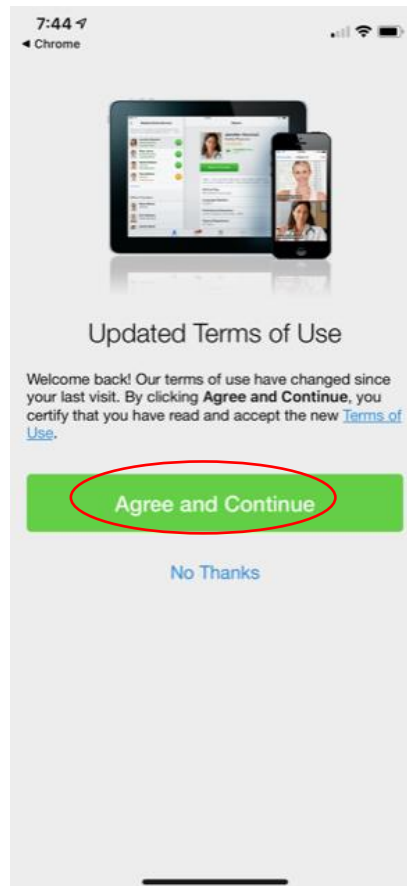
3. You will need to create a password if it's your first time logging in.



4. Then you'll be asked to download the app. If your email doesn't allow you to click "Download App" or you do not see the banner where the app should populate, go to the App Store and search for Norman Regional Virtual Care to download it directly.

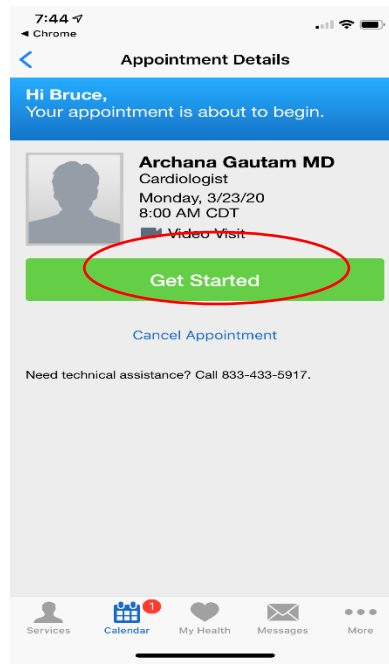


5. Once you've downloaded the App, you'll login using the same email address used to schedule your visit. If it's your first time completing a virtual visit, you'll be asked to create a password.
6. You'll have to agree to "Terms of use".

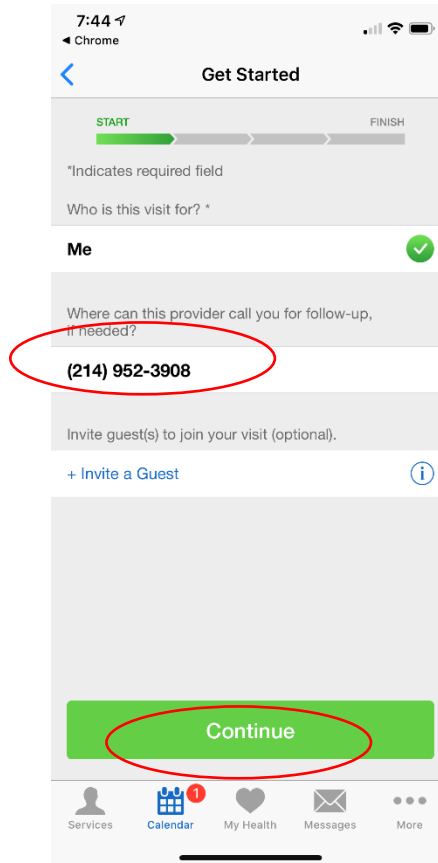


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7. Then you'll see your Appointment Details. Click "Get Started".



8. The App will ask you a few pre-visit questions. First, you'll need to enter your phone number.



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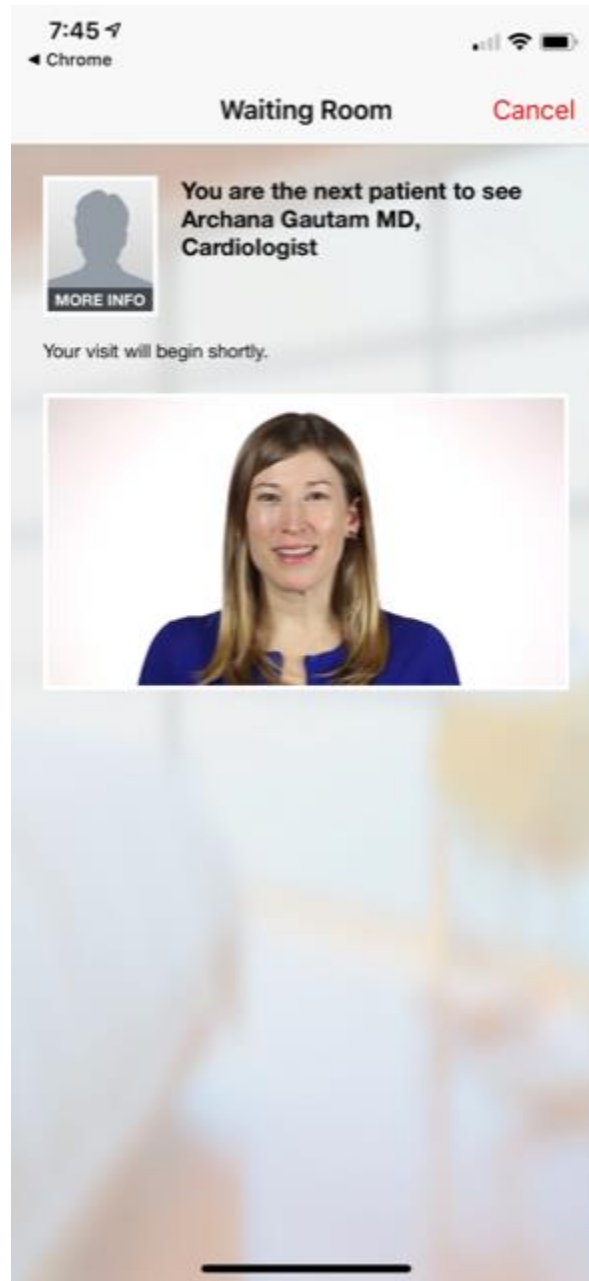
9. Then you'll be asked to describe the reason for the visit. Enter a brief description of the reason for your visit. You will need to click the box that says "acknowledge receipt of this notice of privacy practices".

The screenshot shows the 'Your Visit' screen in the Virtual Care App. At the top, the status bar shows 7:44 and the app is running in Chrome. Below the title 'Your Visit' is a progress bar with 'START' and 'FINISH' markers. The main text says 'Describe your reason for today's visit'. Below this is a section for 'Share image(s) with your provider (optional)' with a '+ Add an Image' button. The 'Your Pharmacy' section is empty. The 'I acknowledge receipt of this Notice of Privacy Practices' toggle is turned on and circled in red. The 'Share my Health Summary and Medication History' toggle is turned off. A large green 'Continue' button is at the bottom, also circled in red. The bottom navigation bar shows 'Services', 'Calendar' (with a red notification badge), 'My Health', 'Messages', and 'More'.

10. Next, the Virtual Care App will ask for your insurance, you can skip this step because your doctor's office will have this info already.

The screenshot shows the 'Insurance' screen in the Virtual Care App. At the top, the status bar shows 7:45 and the app is running in Chrome. Below the title 'Insurance' is a progress bar with 'START' and 'FINISH' markers. The main text says 'Tap the option that best describes you.' Below this are three options: 'I have insurance', 'I do not have insurance', and 'My plan isn't listed / Skip this step'. The third option is selected and circled in red, with a green checkmark icon to its right. A large green 'Continue' button is at the bottom, also circled in red. The bottom navigation bar shows 'Services', 'Calendar' (with a red notification badge), 'My Health', 'Messages', and 'More'.

11. Then you will be taken to the Virtual Waiting room where a video of a woman will walk you through the benefits of Tele-Health. Here the provider can initiate the visit.



12. Then you conduct the visit as you normally would and cross the bridge from sickness to wellness!

Thank you from all of us here at your community healthcare provider, the Norman Regional Health System!

