

AveraNow

Virtual Visit Guide

Here's how to get ready for your upcoming scheduled virtual video visit.

1. Get your device ready

- Mobile users, download the free AveraNow app from the AppStore or GooglePlay store.
- Laptop or desktop users, make sure your webcam and microphone work properly. Do this at AveraNow.org, by selecting the Test Computer button.

2. Check in for your first virtual visit.

- You'll get an email to check in. Follow the instructions in the email to log in for the first time.
- You'll be asked to fill in some information about health history, insurance and preferred pharmacy.
- Your appointment will start once your provider reviews your chart.

Will someone from the clinic call me when a clinic appointment is moved to a virtual visit?

Yes, someone from your clinic office will let you know if an appointment is moved to a virtual visit.

What if I prefer to see my doctor in person?

At this time, the clinic will decide which appointments should move to a virtual visit. If you have concerns please talk to the clinic representative when they contact you.

How will I know when to log on?

You will receive an email to confirm your appointment. The email will include a link to click on to start your visit.

Will this change my insurance coverage?

No, claims will be generated for your appointment as they were before and you will receive a bill when applicable.

What if I don't have Internet access?

Talk with your clinic representative. They will work with you to find access to a computer or discuss other options for your visit.

What if I have trouble logging in for my appointment?

Please use the tutorials available on the AveraNow site to help you check audio, video and other possible connectivity issues. You may also call the AveraNow help desk at 855-269-3551.

Learn more at Avera.org/virtual-visits

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