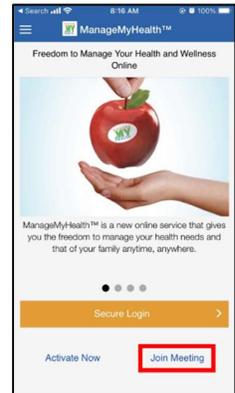


#### D. NON MMH patients video consults via MMH app (through smartphone):

When you are booked in for a video consult, you will receive a text message confirming the appointment. In the text message, there will be a "Meeting ID". You will need this Meeting ID to get into the video consult room.

If you wish to conduct the video consult via smartphone or tablet:

- You will need to download the ManageMyHealth app from the app store.
  - If you are on an Apple product, this link should take you to the ManageMyHealth app on the App Store:  
<https://apps.apple.com/nz/app/managemyhealth/id970773819>
  - If you are on an Android product, this link should take you to the ManageMyHealth app on the Play Store:  
[https://play.google.com/store/apps/details?id=managemyhealth.co.nz&hl=en\\_NZ&gl=US](https://play.google.com/store/apps/details?id=managemyhealth.co.nz&hl=en_NZ&gl=US)



- Approximately 10 mins prior to the appointment time, you will need to open the ManageMyHealth app. You will see on the main screen that there is a "Join Meeting" button in the bottom right of the screen. Tap on this button.
- You will be taken to a screen which will ask you for your Meeting ID and your Date of Birth. Once you have done this, you will be connected to the waiting screen.
- Tap the green call symbol in the bottom left of the screen, so that you can join the call and one of two things will happen;



- If the doctor has joined the call already and is waiting for you, you will see them on your screen and they will see you once you tap the green phone symbol

or

- If you only see yourself the doctor has not "joined consultation and/or tapped the green phone symbol" yet. Just wait until they join too

#### Video Consult Etiquette TIPS:

Make sure that you are in a private and quiet area and won't be disturbed during your video consult. This to ensure your that your health care needs are met as well as possible in this setting, as well as your privacy.