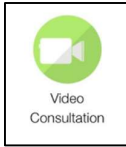


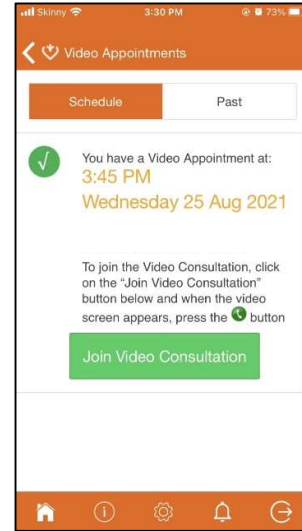
A. MMH registered patients video consults through MMH App:

- You will receive a text confirming your video consult appointment. This text will also have a Meeting ID number and a link. Please ignore both and open your MMH app.
- Open ManageMyHealth and log in with your smartphone or tablet which has a camera.
- Tap the Video Consultation button (the green one in the



bottom left corner) once logged in.

- You should see your upcoming Video Consult on the screen. Tap the green "Join Video Consultation" button and allow the app to have access to both camera and microphone (this will pop up in the middle of your screen the first time you join a video consult.



- 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.