



Great River

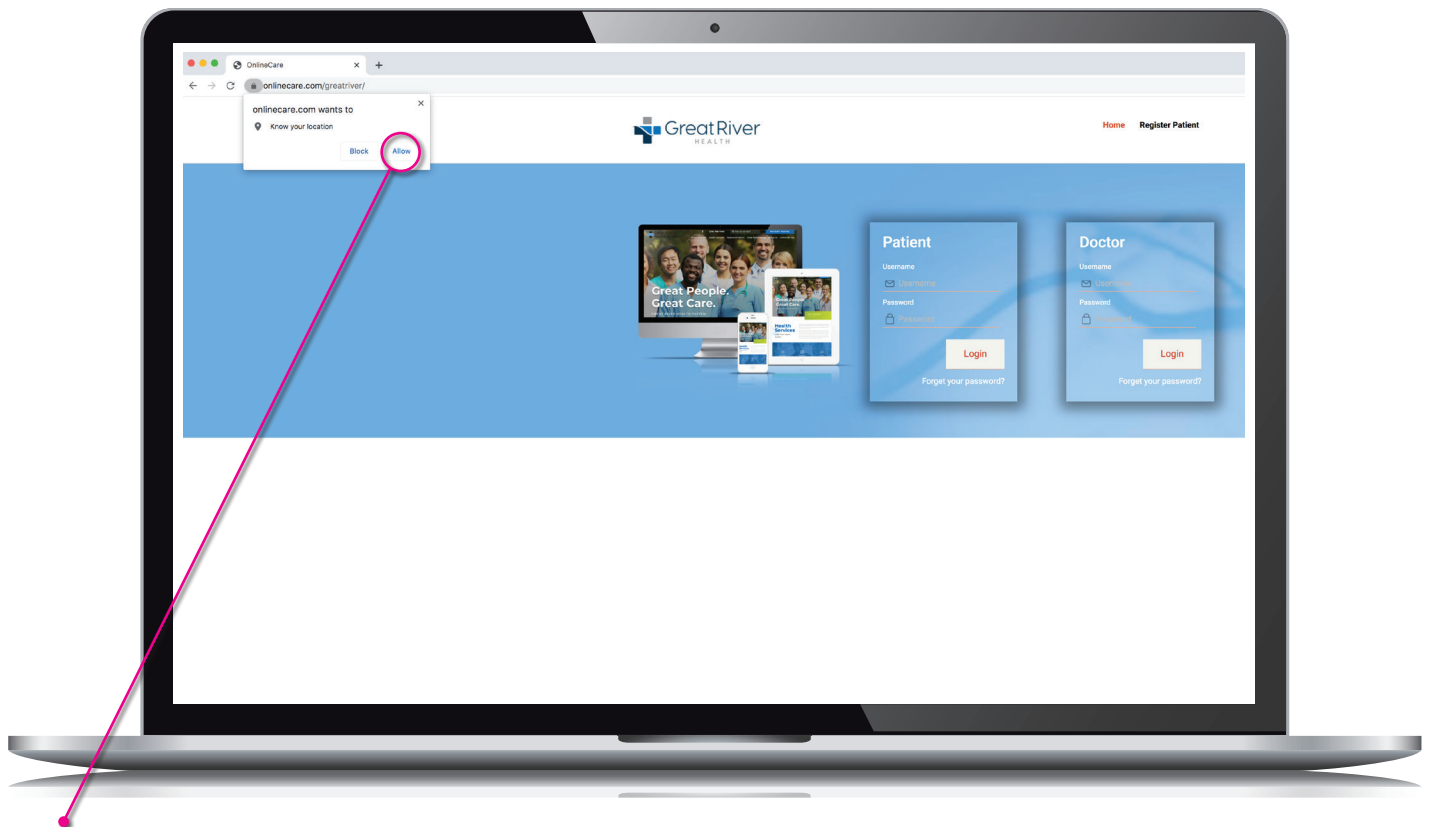
HEALTH

Telehealth Instructions

for Desktop and Laptop Computers

You must have a telehealth appointment. Call the clinic you wish to visit and request an appointment.

1. If you are using a laptop computer, ensure you have a strong internet connection.
2. You must use the Google Chrome browser. Go to <https://onlinecare.com/greatrivier>.



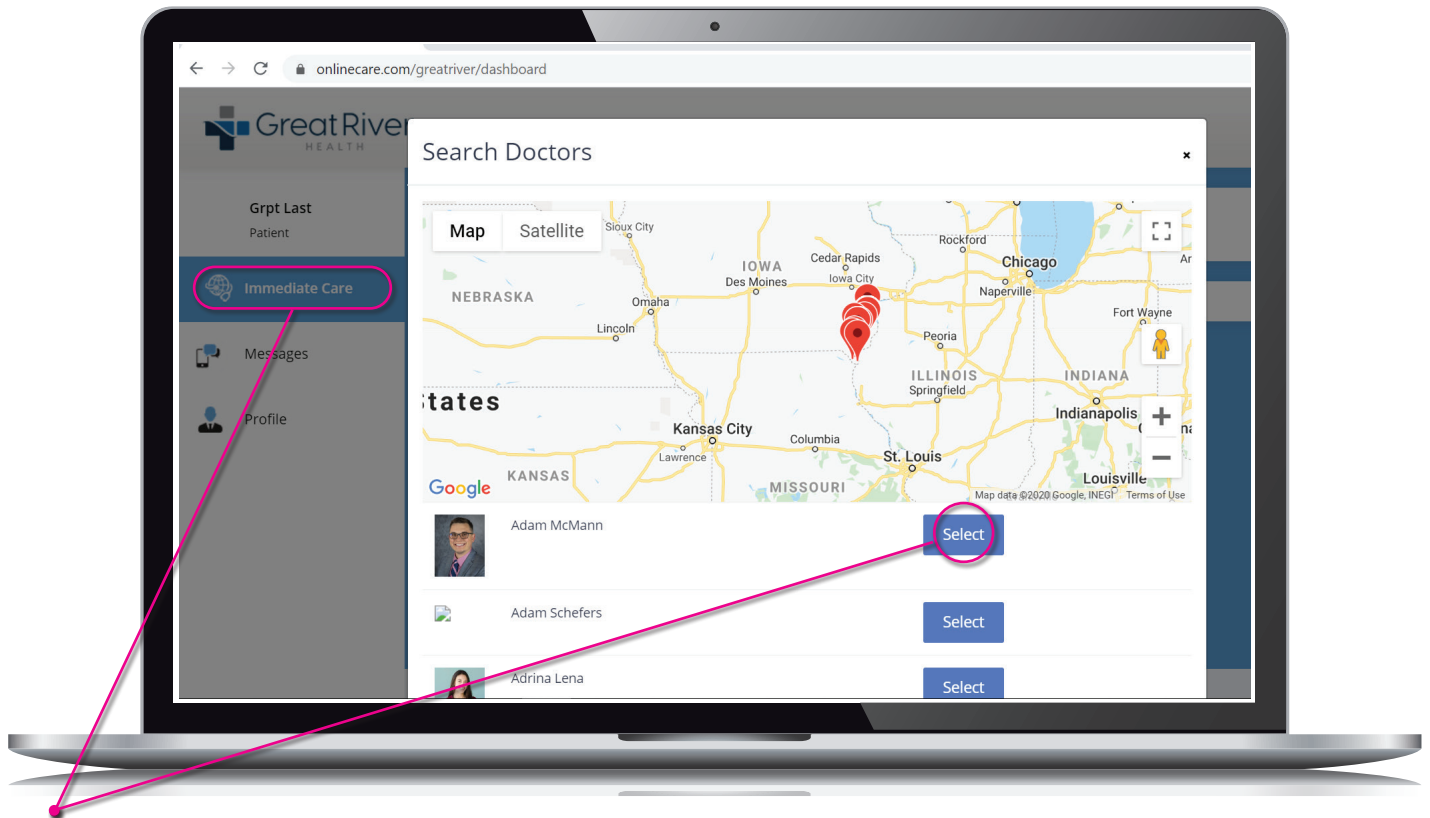
3. The first time you access the website, you will get a prompt to allow location. Click "Allow" to enable the software to help match providers with you.



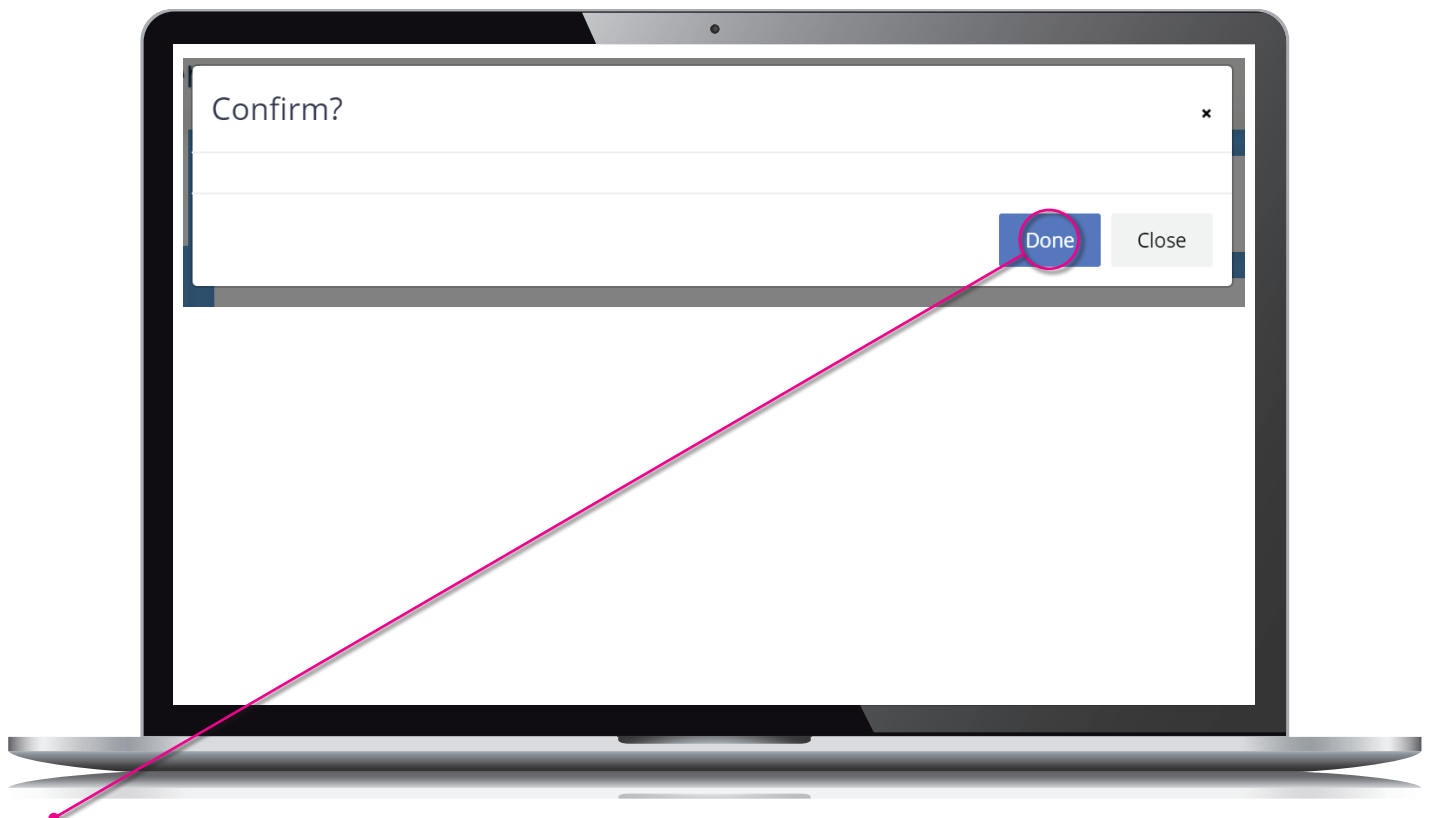
4. In the top right area of the page, click Register Patient. Then complete the required information, which includes providing a password, and click Submit.



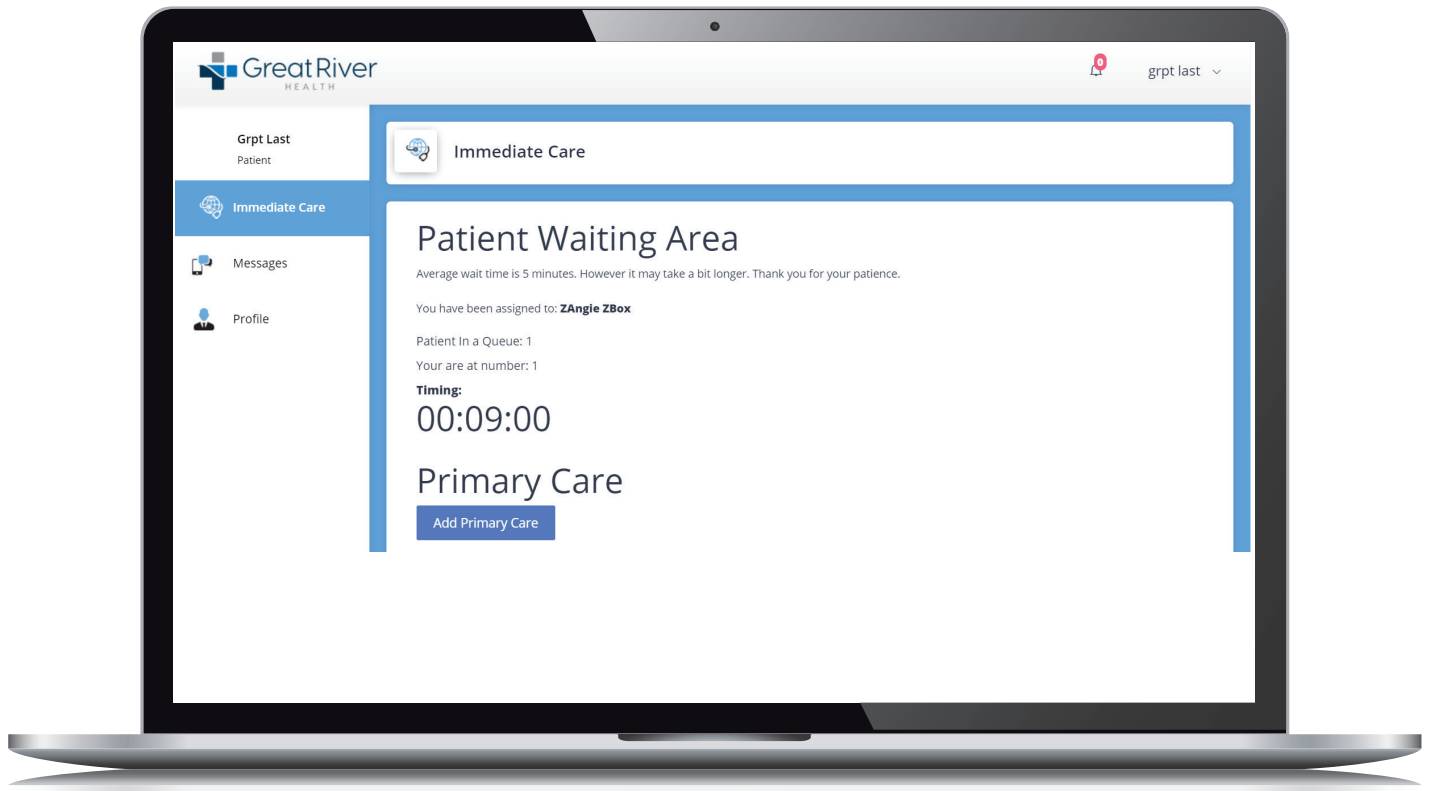
5. After submitting, you will receive an email with instructions for logging in. Following the link in the email will take you to <https://onlinecare.com/greatriver>. Enter the username and password from the email and click Login.



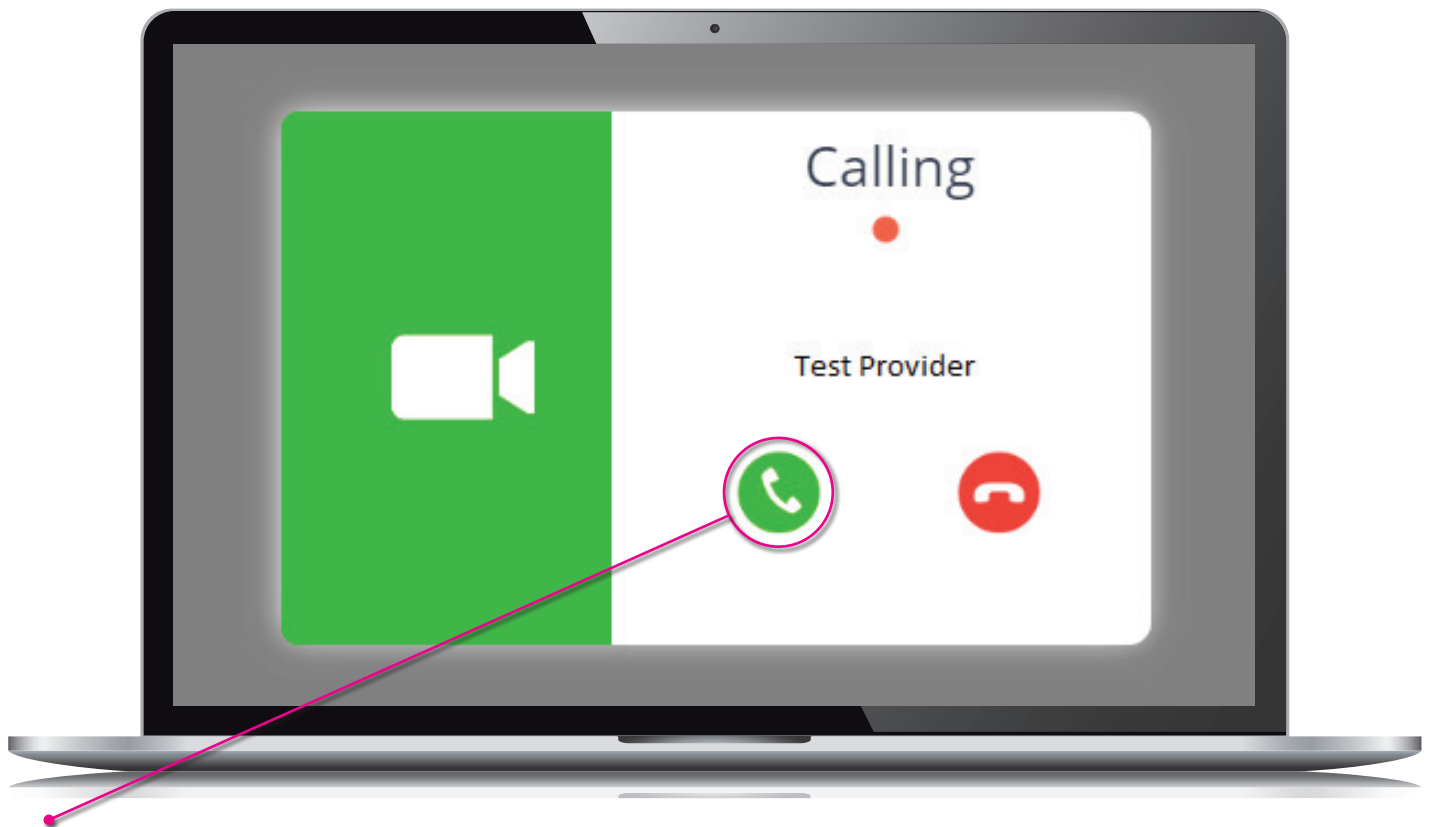
6. After logging in, choose Immediate Care on the top left side of the screen. Then search for your provider and click Select.



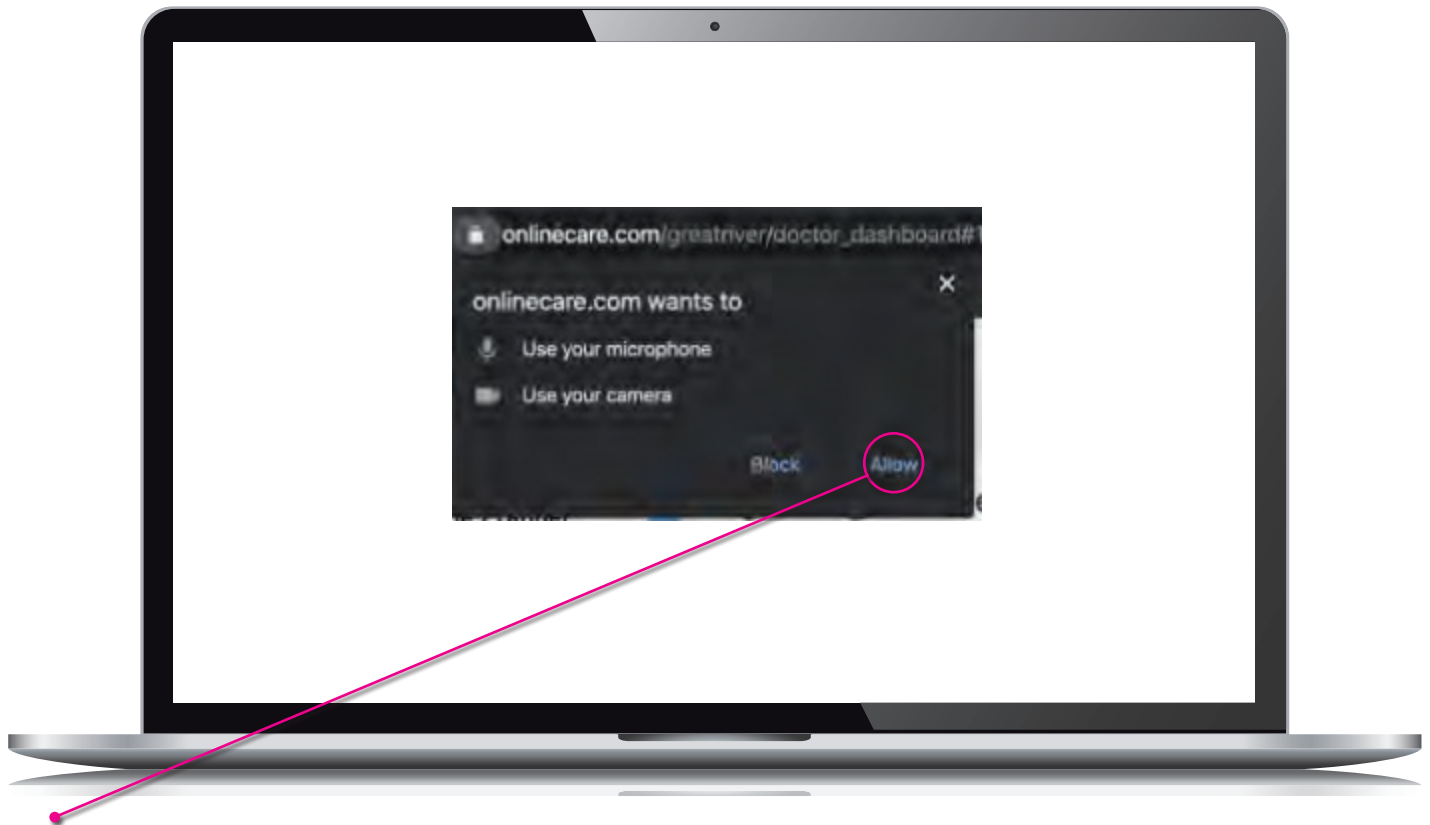
7. After you have selected a provider, you will be asked to confirm your choice. Click Done to verify you want to have a remote visit. This will immediately put you in the provider's waiting room.



8. When you are in the waiting room, remain in front of your computer to be ready for your appointment. The timer is only an estimate..

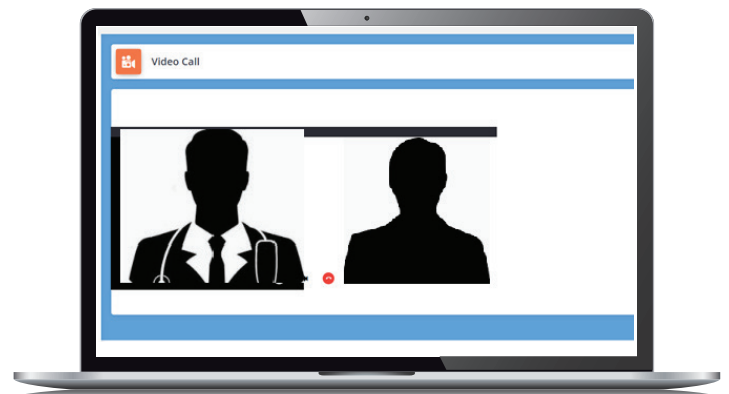


9. When the provider is ready for the visit, you will receive an incoming call. Click the green phone icon to answer.



10. The telehealth visits starts when you click the green phone icon. You will be prompted to use the microphone and camera. Click Allow.

11. Now you are in a telemedicine visit with a provider.



Be prepared for your telemedicine visit:

- Find a quiet room. Try not to be distracted by children (who are not part of the visit) and pets.
- Make a list of your medicines with the dosages and times you take them, or have the medicines with you.
- If desired, have someone with you in the room to help you understand the information you receive in your visit.