

## Instructions

If you've been scheduled for a video visit just follow the 3 steps below to connect from your desktop or mobile device!

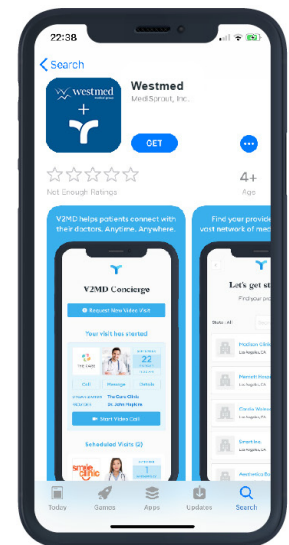
### Guide for Mobile (See next page for Desktop Guide)

#### ① Download App & Create Account

Download the 'Westmed for Patients' app from the Apple App Store or Google Play Store by searching 'Westmed'. Once you've opened the app, you will be able to create your account. This app is for the use of secure video technology to conduct virtual visits with Westmed healthcare providers.

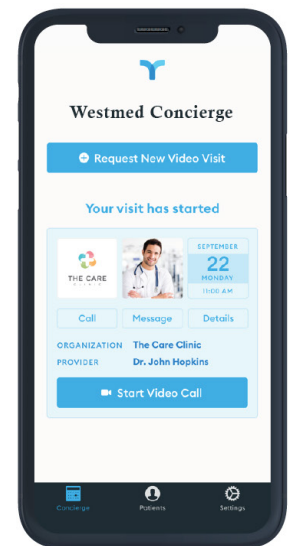
#### Quick Tip

Download the app and create your account **before** the time of the visit so you are ready to go with a smooth connection experience at the time of your appointment. **This app is different from the My Westmed portal app.**




#### ② Login to Westmed Concierge

Once you've created your account, login using the 'Westmed for Patients' app and you will proceed to your Westmed Concierge page where you can see your upcoming appointments.



#### ③ Start Visit

Ten minutes before the scheduled time of your visit you will see a  button appear in your invite.

Click the button and you will then see a screen saying **'Please wait for clinician to join the call.'**

When your provider starts from their end you will see the video call begin. Occasionally it may take even up to a minute to connect from when your provider starts from their end.

# Guide for Desktop

## ① Create Account

You've received an email informing you that you have a visit with your medical provider. Because privacy and security is paramount, in order to access the visit you will need to create an account. To create an account go to:

<https://platform.medisprout.com/patient/signup>

### Quick Tip

Create your account **before** the time of the visit so you are ready to go with a smooth connection experience at the time of your appointment.


## ② Login

Once you have created your account, you can login to your Westmed Concierge where you will see your upcoming appointment.

You can login using this link below:

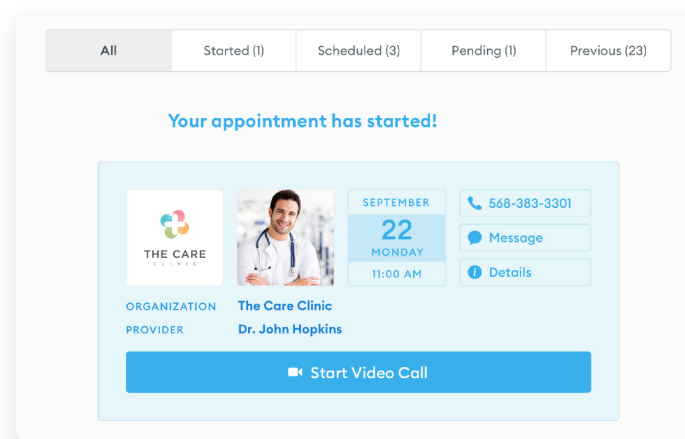
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## Questions?

For any questions please reach out for support by clicking the chat icon at the bottom right of any browser or emailing/calling: [support@medisprout.com](mailto:support@medisprout.com) or call **866-896-1431**.