



U C H C VirtualDoc
PATIENT GUIDE

STAY CONNECTED, STAY HEALTHY!

TABLE OF CONTENTS

How to Use this Guide.....	1
What is UHCVirtualDoc?.....	3
Let's Get Started!.....	6
UHCVirtualDoc on a Mobile Device.....	16
How to Dowload UHCVirtualDoc from the Apple Store.....	17
How to Dowload UHCVirtualDoc from Google Play.....	21
UHCVirtualDoc Support.....	33



HOW TO USE THIS GUIDE

HOW TO USE THIS GUIDE

This guide provides instructions on how to set up and use your **UCHCVirtualDoc** account.

There are **2 ways** to access **UCHCVirtualDoc**:

1

FROM A DESKTOP COMPUTER

Be sure to **ONLY** use these web browsers:

-  Google Chrome
-  Firefox
-  Safari

OR

2

ON A SMARTPHONE OR DIGITAL DEVICE

Via the UCHCVirtualDoc App



**WHAT IS
UCHCVIRTUALDOC?**

WHAT IS UCHCVIRTUALDOC?



is an application that provides you access to online visits with your UCHC healthcare provider, as well as other features that can be very useful.

Features:

- **Video/Virtual Visits (for certain conditions).**
- **Sign documents, fill out forms, prior to your appointments procedures.**
- **Receive reminders for upcoming appointments and procedures.**
- **Avoid wait times on the phone.**
- **Send and receive messages.**
- **Get directions to your appointments.**
- **Available in both English and Spanish.**

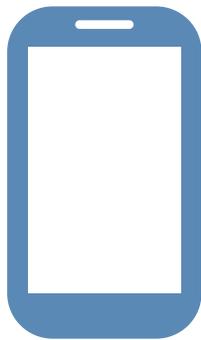
Other Features:

• **Digital Check-In.**

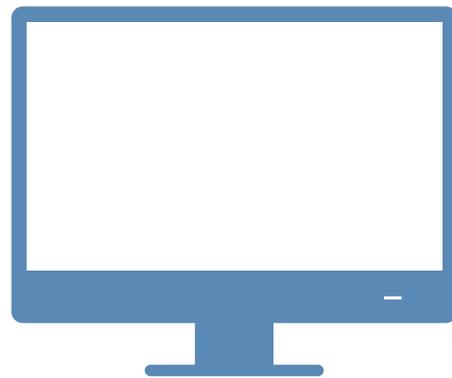
If your are **COMING IN** for a visit, check-in and complete necessary paperwork **before** your appointment saving you time when you arrive.

ACCESSING UCHC VirtualDoc

There are two ways to access
your UCHC VirtualDoc:



SMARTPHONE OR
DEVICE APP ACCESS



DESKTOP
ACCESS



IMPORTANT NOTE ABOUT DESKTOP ACCESS

• While you can use a web browser on your desktop to conduct a video visit with your doctor, **mobile devices are preferred** since most of them already have the **appropriate camera and microphone setup** for video visits.

• Be sure to **ONLY** use Google Chrome, Firefox or Safari web browsers to access your appointment and connect from your computer.



**LET'S GET
STARTED!**

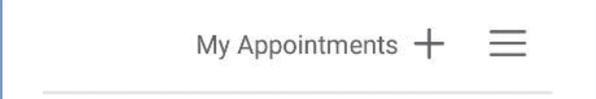
YOUR FIRST APPOINTMENT

STEP 1 - CALL UCHC

To schedule your **FIRST** telehealth appointment, please call 718.220.2020

IMPORTANT NOTE ABOUT FUTURE APPOINTMENTS

- After your first telehealth appointment, you will be able to schedule future telehealth appointments through your desktop or the app and will **NOT** need to call.
- Look for the image below on the app and click the + sign to request your future appointments.



My Appointments + ≡

STEP 2 - RECEIVE NOTIFICATIONS

Upon scheduling your **UCHCVirtualDoc** appointment, you will receive one or two alert notifications depending on what methods of communications you have provided:

 Via Email

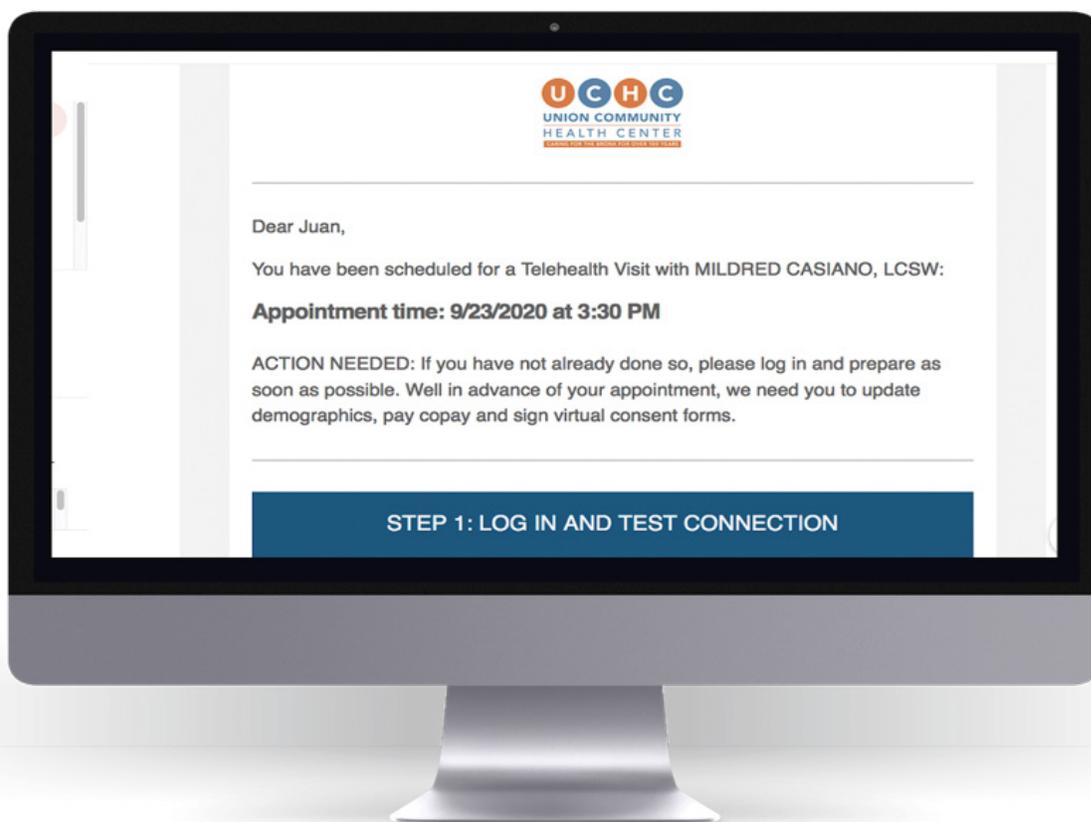
 Through Text

EMAIL NOTIFICATIONS

After your Telehealth visit is scheduled, you will receive at least **2 emails**:

EMAIL 1

Subject: Activation | Your video visit is scheduled.
Your activation email will be immediately sent following the scheduling of the appointment and will look like this.



- Click on the link (see graphic above) and follow the prompts to login and activate your account.
- Once you select the link in the email, a new tab will open to UCHCVirtualDoc.com.

NEW USER

Click
"Sign Up"

Sign Up

Log In

Enter the
information
below

New to UCHCVirtualDoc? Sign up now!

Create your account now, and get access to secure messaging with your doctor, scheduling and other tools to manage your health

First Name:

First name

Last name:

Last name

Email

Email

Date of Birth

Month

Day

1990

Continue

Create
username
and
password

New to UCHCVirtualDoc? Sign up now!

Create your account now, and get access to secure messaging with your doctor, scheduling and other tools to manage your health

Username

Username

Email:

Email

Password

Password

Confirm password

Confirm password

I accept the [Terms of Service](#)

Create account



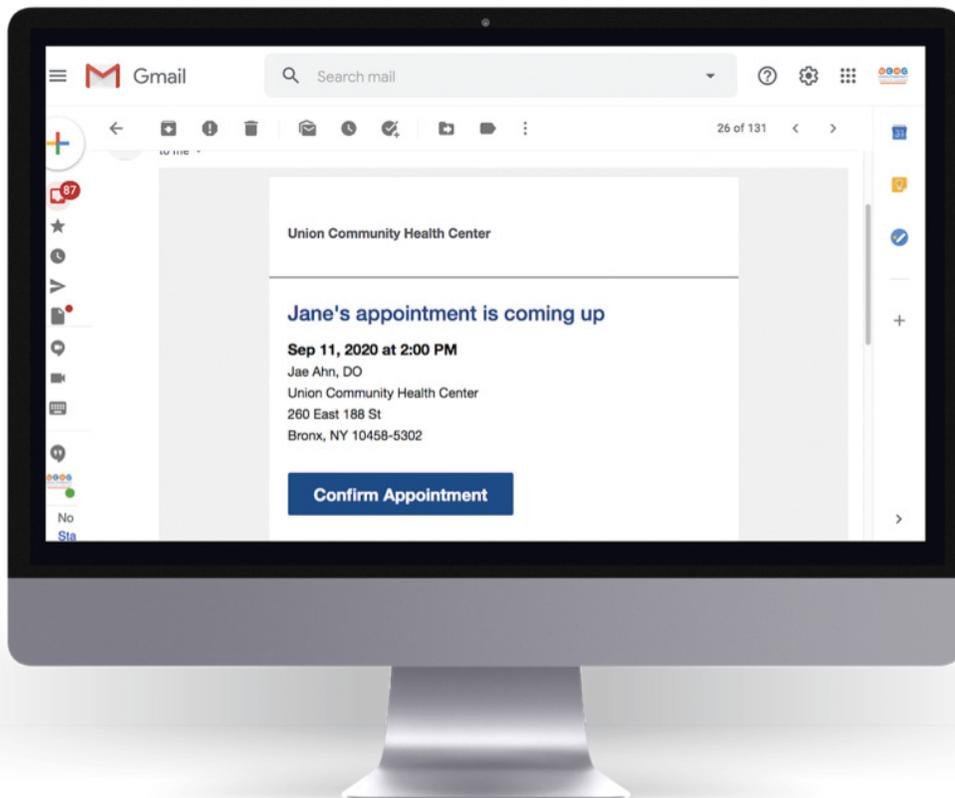
IMPORTANT NOTE ABOUT USERNAMES AND PASSWORDS

• You will select your own unique user question and the answer.

EMAIL 2

Subject: Confirmation Required.

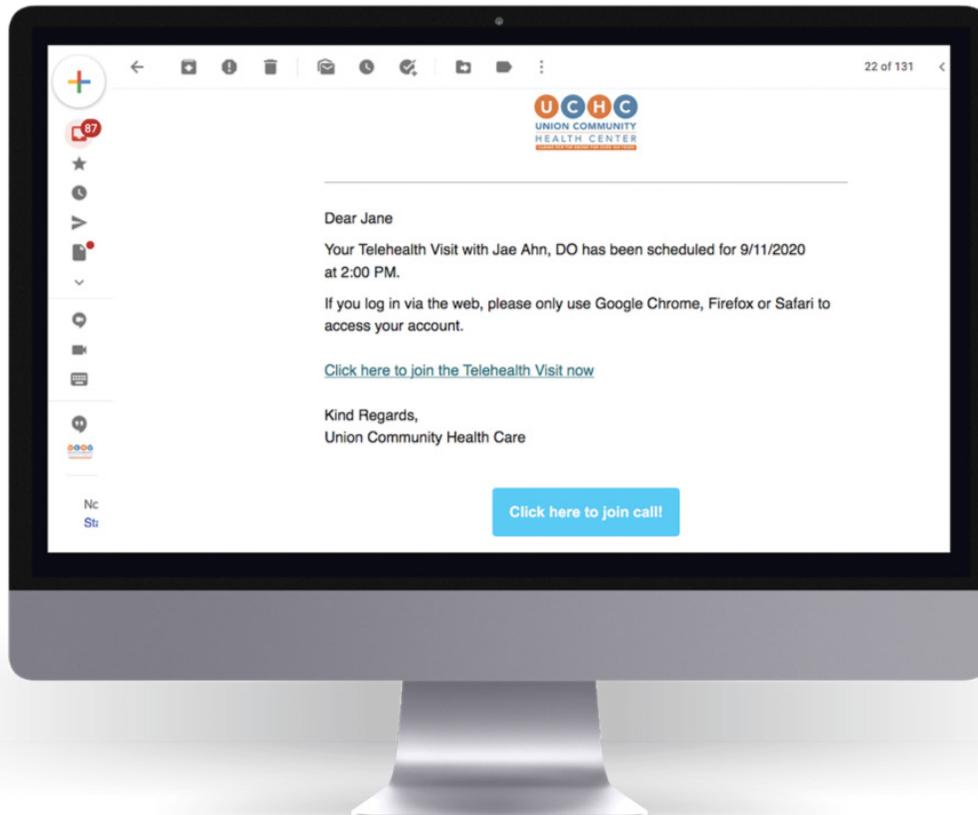
You will receive this confirmation email within 24 hours after your scheduled virtual appointment.



•Click on the Confirm Appointment bar to accept your appointment.

EMAIL 3

Subject: Reminder | Check-In: Your Telehealth Visit Link.
You will receive this reminder email with a link to your **UCHCVirtualDoc** appointment **at least 15 minutes** before the scheduled telehealth visit.



- **CLICK on the LINK**
- Be ready for your appointment at least 3-5 minutes before the call.
- Make sure you are in an area where the internet connection is good and there is not too much noise.



IMPORTANT NOTE ABOUT DIGITAL CHECK-IN

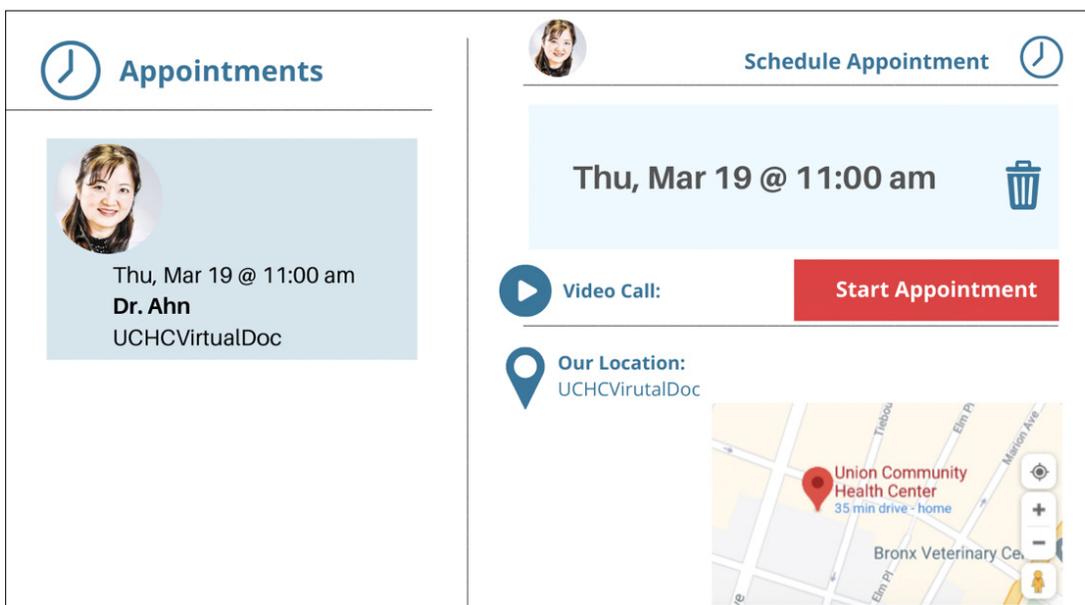
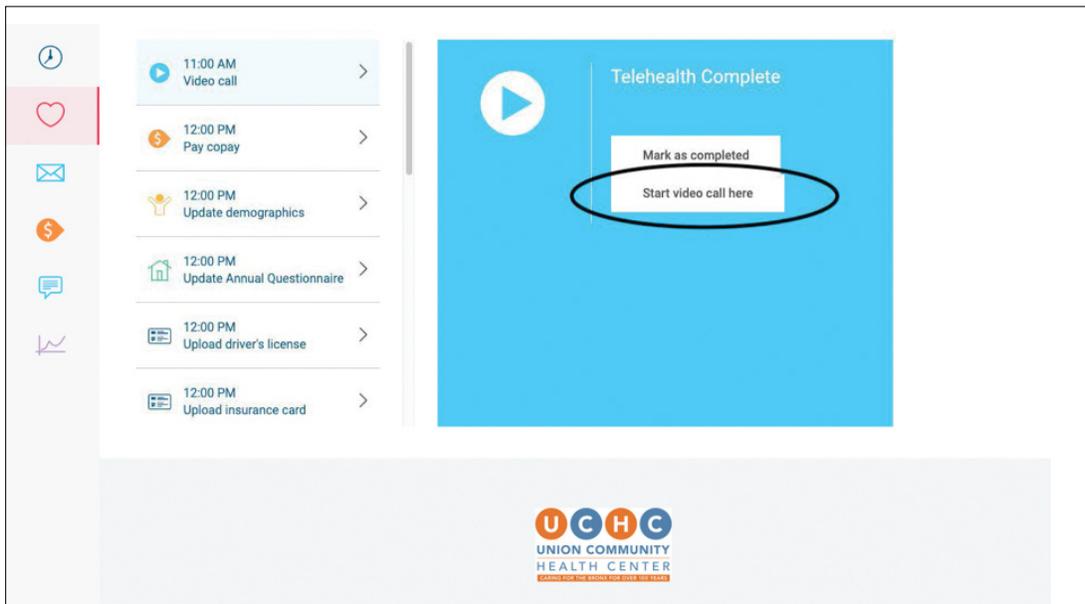
- Any tasks associated with your visit, for example, patient consent forms, uploading of health insurance information, etc. must be completed prior and **ONLY** through the app.

**YOU ARE NOW
READY
FOR YOUR
TELEHEALTH
VISIT**

After you are logged in, you will see the following on your computer screen:

- The menu bar will be on the left.
- The telehealth “Start Video Call” in the middle of the screen and/or by clicking the designated video call on the **menu bar**.

Click “**Start Video Call**” to begin.



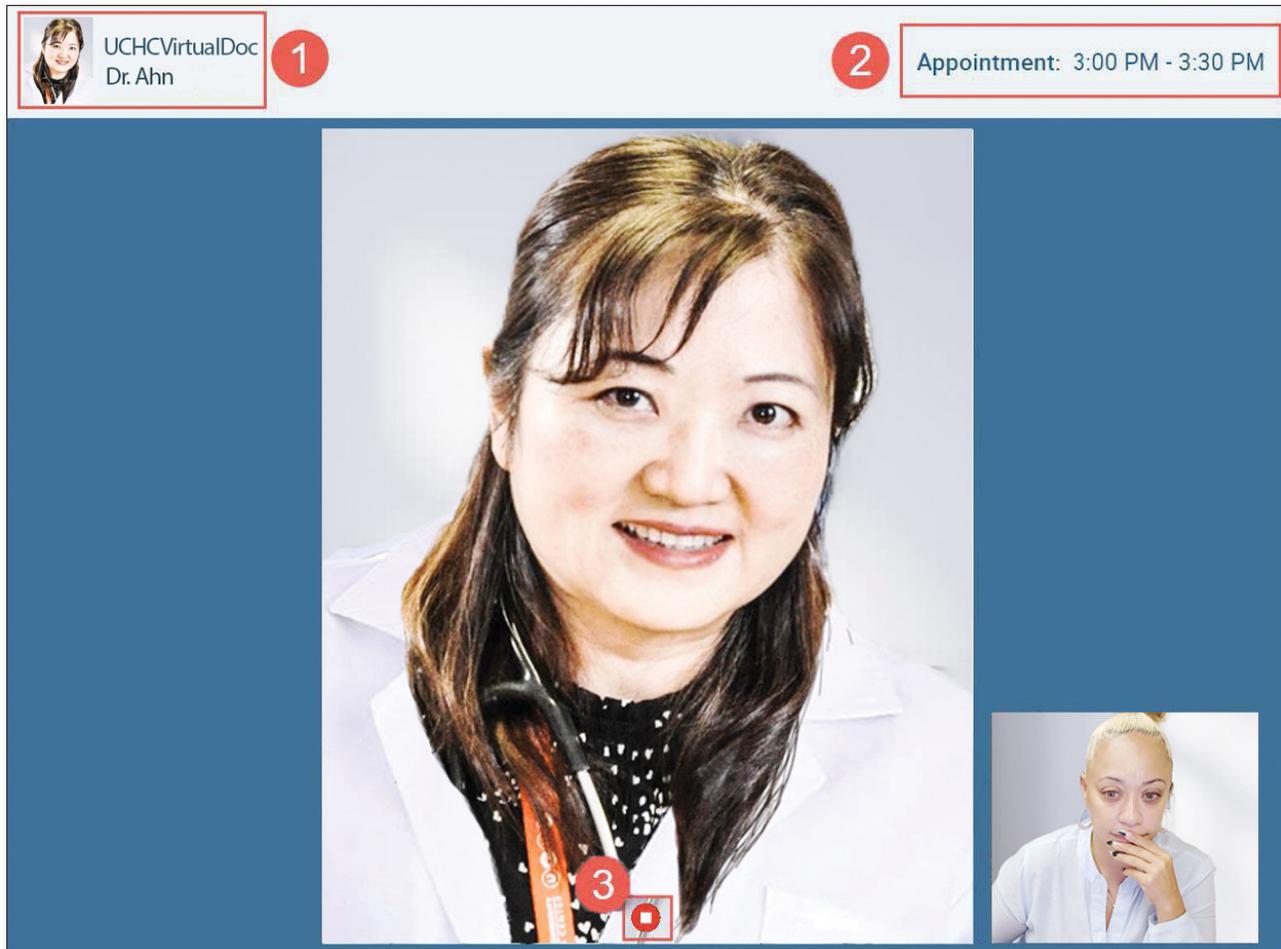
WHAT HAPPENS IF YOUR PROVIDER DOES NOT APPEAR ON YOUR SCREEN?

Sometimes providers may be delayed due to unforeseen circumstances. If this happens, the advisory below will appear on the screen alerting you that your provider will be with you shortly.



Please wait. Your provider will start the call in a minute

Once your provider joins the call, they will appear on the screen to conduct the Telehealth visit with you.



Your screen will look like this and will display:

1

Your provider's name
(Top Left Corner)

2

The appointment
timeframe
(Top Right Corner)

3

A red circular
indicator to end
the telehealth call
(Middle of Screen)



**UCHCVIRTUALDOC
ON A MOBILE
DEVICE**

UCHCVIRTUALDOC ON A MOBILE DEVICE

Mobile App Download Instruction

To get started, follow the instructions in the next section to download the **UCHCVirtualDoc** Mobile app from either the **Apple App Store** (if you have an Apple iPhone/iPad/iPod) or **Google Play store** (if you have an Android device).

HOW TO DOWNLOAD UCHCVIRTUALDOC FROM THE APPLE APP STORE

STEP 1

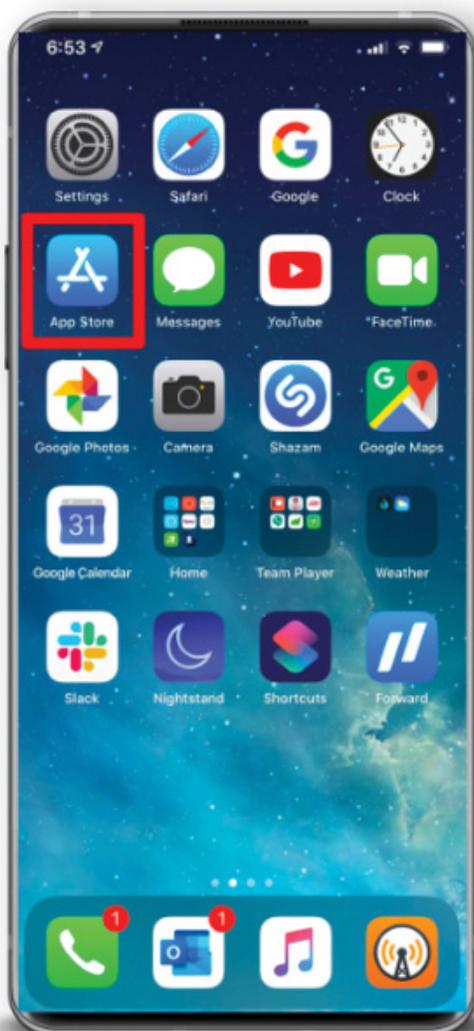
Before you can download the app, you must have:

1. An active | enabled Apple device (iPhone, iPad, or iPod)
2. An Apple ID account (If you do not have an Apple ID, please refer to the Apple ID set up Guide in our Troubleshoot Manual)

STEP 2

After you have set up your device and signed into your Apple ID account, download the **UCHCVirtualDoc** app from the Apple App Store by clicking on the icon labeled **“App Store”** (shown in the image).

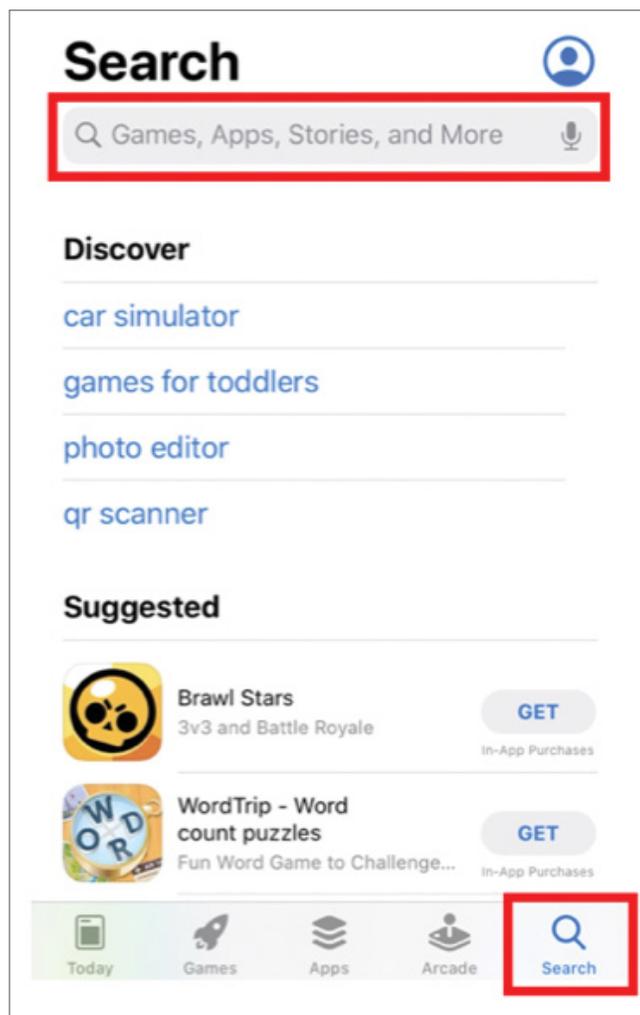
It should be on the first page of your mobile phone home screen. If you don't see it, try swiping between the pages to look for the icon.



STEP 3

Once you open the App Store, you should see the word **“Search”** in large letters at the top of your screen.

If you do not see it, you should still see five different icons in a ribbon across the bottom of your screen. The rightmost icon is a magnifying glass icon labeled **“Search”**. Please click on this icon to switch to the search tab of the App Store.

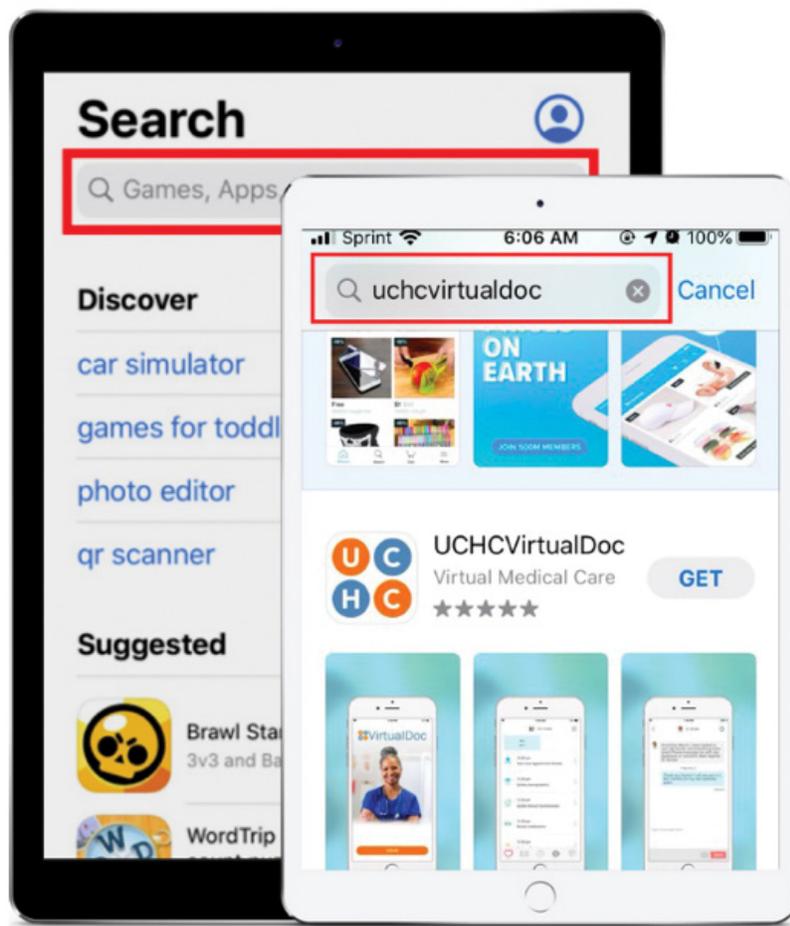


STEP 4

To begin your search, press on the light gray search bar located below the word “Search,” type in **“UCHCVirtualDoc”**, and then press the blue “search” button in the bottom right corner of the keyboard. Refer to the top image to the right for assistance.

STEP 5

You will now see a list of search results. Find the one labeled **“UCHCVirtualDoc”** with the icon shown in the bottom image to the right and press on the **“GET”** button to begin downloading the app. It is free to download, so do not worry about incurring any charges.



HOW TO DOWNLOAD UCHCVIRTUALDOC FROM GOOGLE PLAY

STEP 1

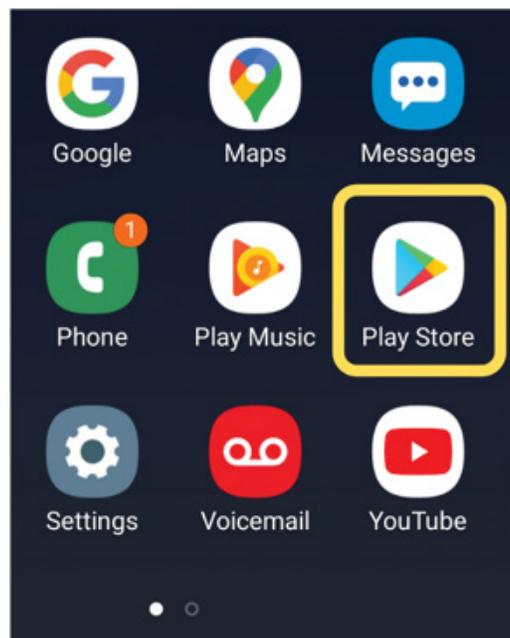
Before you can download the app, you must have:

1. An active | enabled Android device
2. A Google ID account

STEP 2

After you have set up your device and signed into your Google ID account, download the **UCHCVirtualDoc** app from the Play Store by clicking on the icon labeled **“Play Store”** (shown in the image).

It should be on the first page of your mobile phone home screen. If you don't see it, try swiping between the pages to look for the icon.

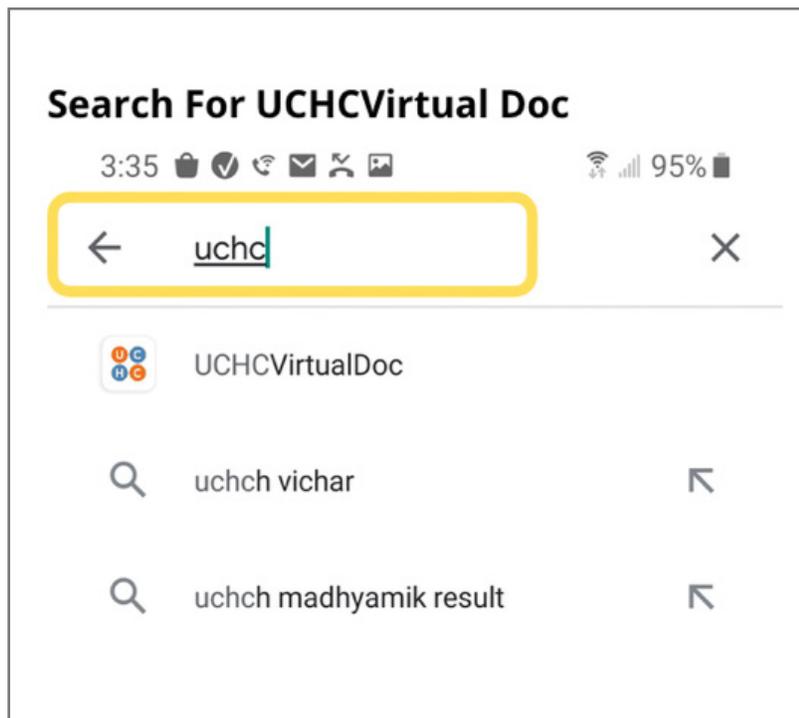


STEP 3

Once you open the App Store, you should see the word **“Search for apps and games”** at the top of your screen.

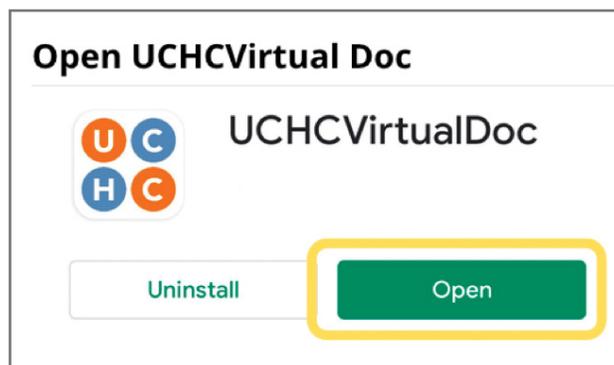
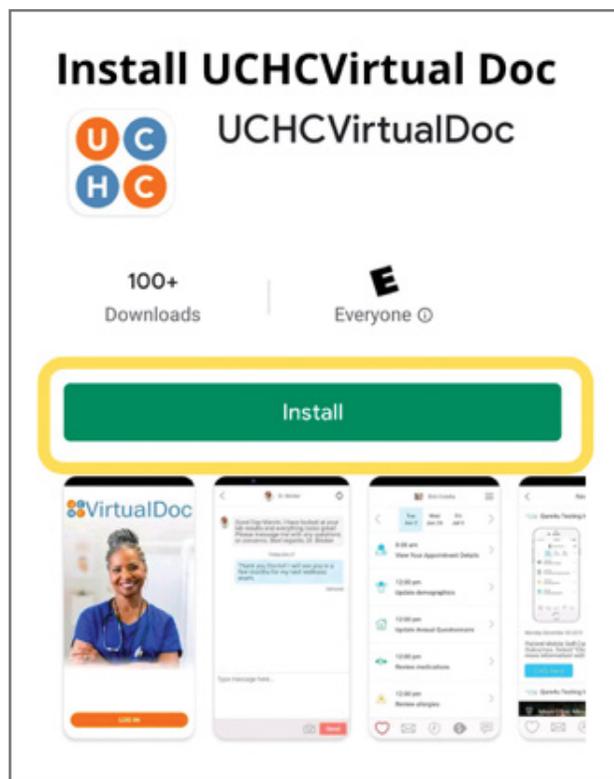
STEP 4

To begin your search, press on the light gray search bar located below the word “Search,” type in **“UCHCVirtualDoc”**, and the UCHCVirtual icon will show up. Then press on the icon. Refer to the image for assistance.



STEP 5

You will now see “**UCHCVirtualDoc**” app with an Install icon below. Press on the “**Install**” icon shown in the bottom image to the left to install the app. After your installation is completed press on the “**Open**” icon to start the app. It is free to download, so do not worry incurring any charges.

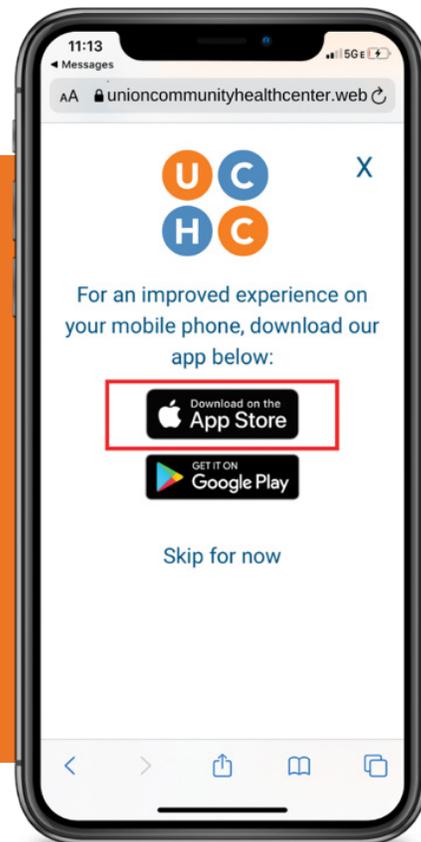


DOWNLOAD SUCCESSFUL

Press the home button to return to your home screen. The “**UCHCVirtualDoc**” app should now appear as an icon on your screen. If you don’t see it, swipe through the pages of your home screen until you locate it.

TEXT NOTIFICATIONS

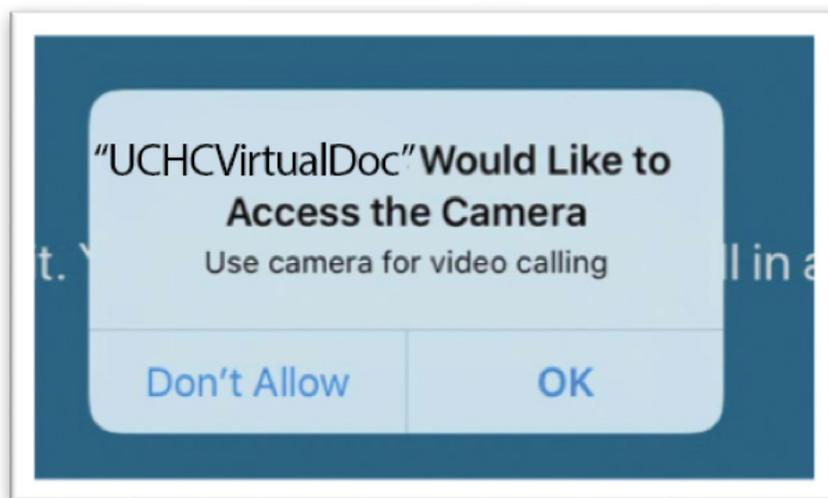
The **UCHCVirtualDoc** app download can also be done by clicking your prefer app market icon when you receive your telehealth appointment text notification, which will be sent to your phone.



ENABLING YOUR DEVICE MICROPHONE AND CAMERA

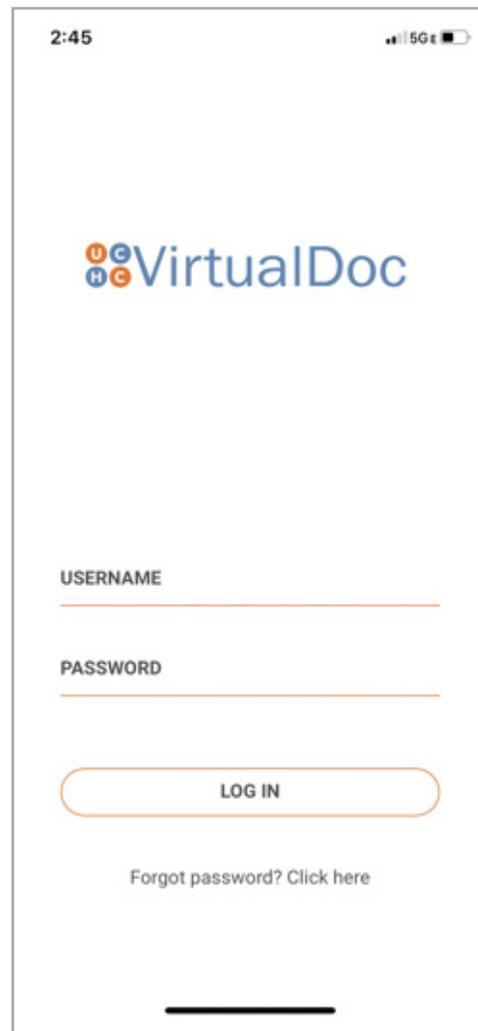
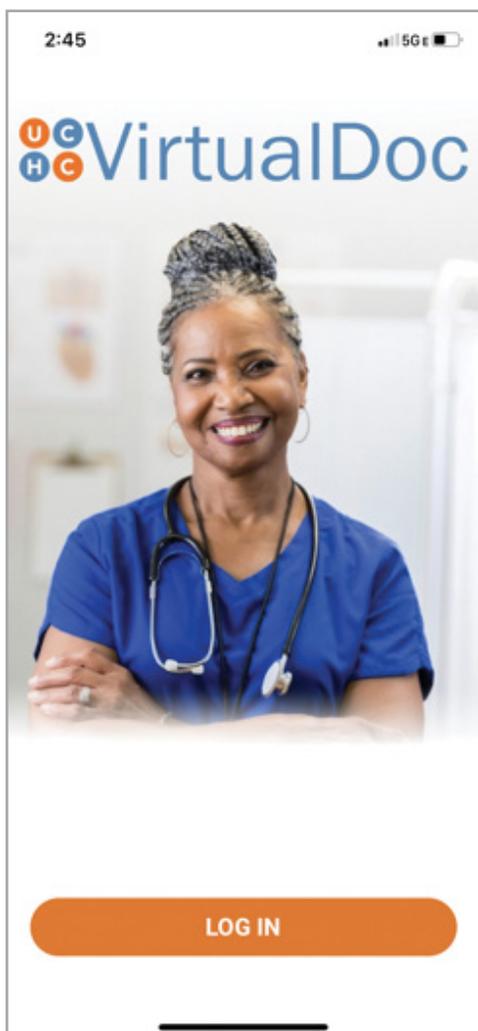
When starting a telehealth visit, you will be requested to allow access to your device's Camera and Microphone. **Select OK** on your device to enable when asked.

If you don't receive a pop-up or select "Don't Allow" by mistake, you can also manage this permission in the device's settings.



STARTING YOUR VISIT FROM THE UCHCVIRTUALDOC APP

Upon launching the app, you will be presented with a login screen.



IMPORTANT NOTE ABOUT LOGIN

- Although you will have access to the login screen, your account must be activated first before you can login. See next steps.

PATIENT ACCOUNT ACTIVATION VIA MOBILE DEVICE

Once you have called to schedule your first telehealth virtual appointment, you will receive an email and a text message, but only if you have provided both methods of contact. It is your preference to choose whatever option works best for you.

ACTIVATION TEXT NOTIFICATIONS

Once you have downloaded the app you will be able to access the following text messages to proceed.



Please confirm your mobile phone number ending in (***) ***-***75

1/2 **Next** >



Your Telehealth visit with Union Community Health Center has been scheduled! Please login to prepare now.

Activate account here:
<https://unioncommunityhealthcenter.web/r/XKWE2>

Activate your account

Please set up Username and Password

STEP 1

Activate your account.

11:09
Messages
AA unioncommunityhealthcenter.web.n

U C H C
UNION COMMUNITY HEALTH CENTER
CARING FOR THE BRONX FOR OVER 100 YEARS

Activate your account

Please set up Username and Password

Username

Password

Confirm password

STEP 2

Create your own username, password, security question and security answer.

11:09
Messages
AA unioncommunityhealthcenter.web.n

U C H C
UNION COMMUNITY HEALTH CENTER
CARING FOR THE BRONX FOR OVER 100 YEARS

Activate your account

Please set up Username and Password

Username

Password

Confirm password

Security question

Security answer

I accept the Terms & Conditions

STEP 3

You have now activated your **UCHCVirtualDoc** account. You will receive a text at least 15 minutes prior to your scheduled telehealth appointment with a link that will take you directly to the log-in page. Input your credentials and hit next and the **UCHCVirtualDoc** app will open.

Here is what the text notifications will look like:

Your Telehealth visit with Union Community Health Center has been scheduled! Please login to prepare now.

Activate account here:

<https://unioncommunityhealthcenter.web/r/XKWE2>

Activation
Text

Your Telehealth visit with Union Community Health Center has been scheduled! Please login to prepare now.

Please login here:

<https://unioncommunityhealthcenter.web/r/XKWE21X>

Message for
established
patients

Check-in to your Telehealth appointment with Union Community Health Center now!

Pease login here:

<https://unioncommunityhealthcenter.web/r/XKWE21X>

Check-In texts for
new and established
patients

IMPORTANT NOTE ABOUT LOGIN

• All links will take you to the **UCHCVirtualDoc** App for download, activation, confirmation and/or check-in.

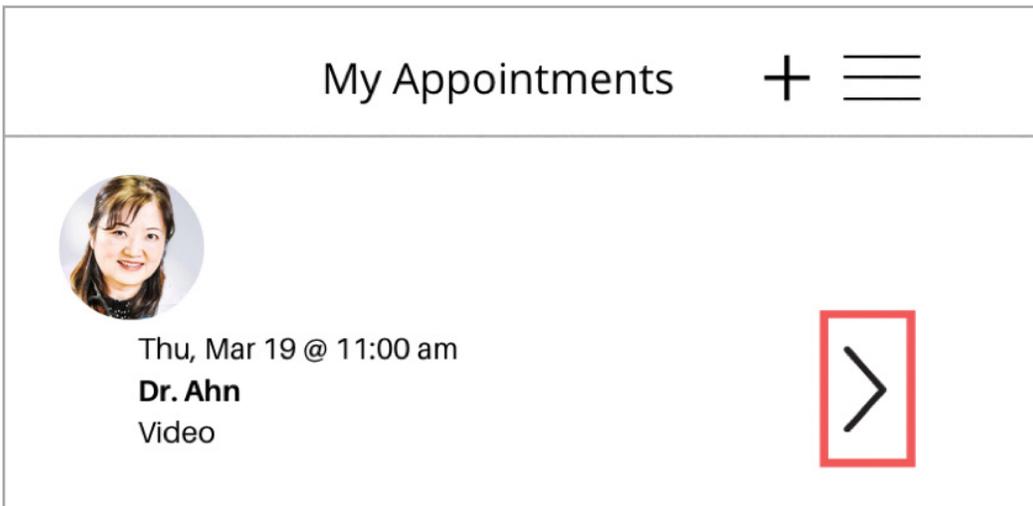
**Remember consent forms may only be completed through the app.*

STARTING YOUR VISIT FROM THE UCHCVIRTUALDOC APP

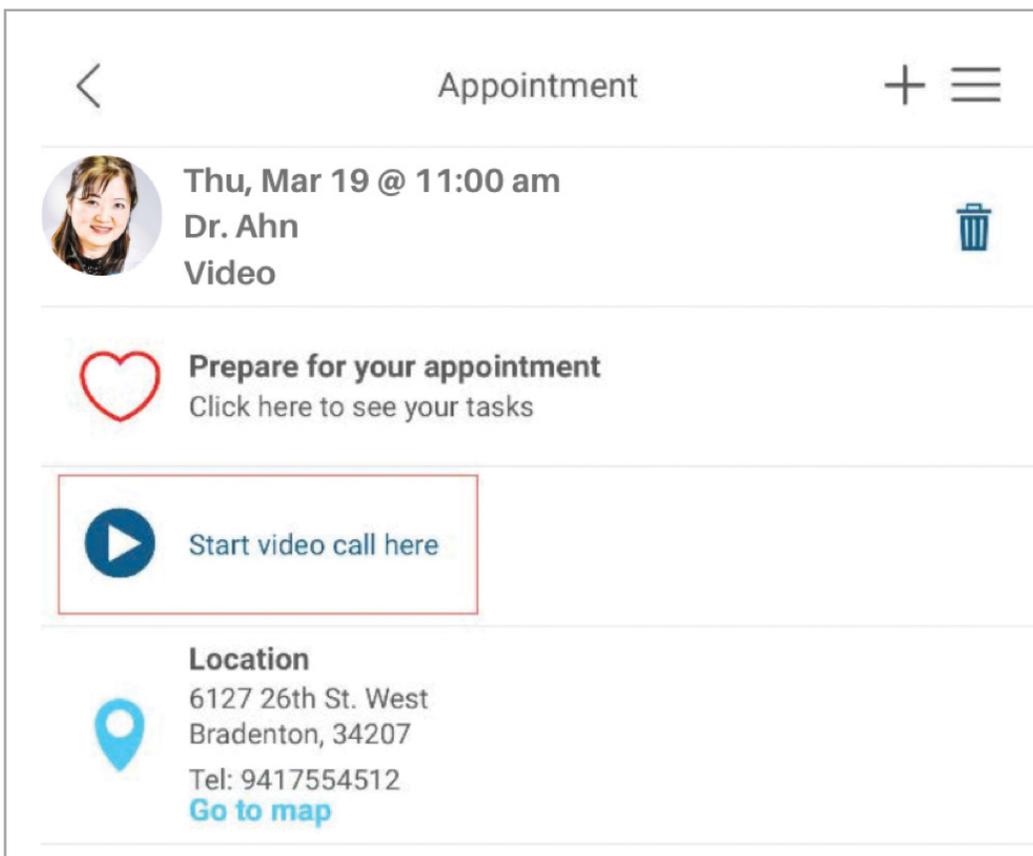
After logging into the **UCHCVirtualDoc** app, navigate to your appointments by selecting the **clock icon** on the bottom right navigation bar.



Select the **arrow** next to the telehealth appointment you would like to connect to.



In the appointment details page, select the Blue Play button where it says **“Start video call here.”**



The call will open within the **UCHCVirtualDoc** app. Your screen will look like this and will display:

1. The provider, featured as the larger image in the center of the screen.
2. You, (the patient) will have a smaller preview window in the bottom right.
3. End the telehealth call by pressing on the phone icon.



IMPORTANT NOTE ABOUT TELEHEALTH CALLS

- Telehealth calls default to the front facing camera. Select the “switch camera” icon to switch to the rear camera and again to go back to the front facing camera.



**UCHCVIRTUALDOC
SUPPORT**

UCHCVIRTUALDOC SUPPORT

What if I forget my UCHCVirtualDoc username or password?

Click the **Forgot Username?** or **Forgot Password?** link below the login fields for assistance. You will be prompted to answer some security questions to verify your identity so that you can recover your username or password. If you fail to recover your password after 5 unsuccessful attempts, you will be directed to reset your password. If you have 5 unsuccessful attempts at resetting your password, your account will be deactivated and you will need to contact Customer Service.

Patient Support

844-961-2226

Monday – Friday | 7:30AM – 8:00PM EST

Saturday | 8:30AM – 5:00PM EST

Email: patient@quire4u.Freshdesk.com

Email: support@quire4u.com

Union Community Health Center

718-220-2020

Monday – Friday

9:00AM – 5:00PM

www.uchcbrooklyn.org

**STAY
CONNECTED**

**STAY
HEALTHY**



718.220.2020

www.uchcbronx.org



STAY CONNECTED, STAY HEALTHY!