Google Play Store or Apple App Store

Please Download the VSee Messenger app to your smart phone as soon as your TeleHealth Visit is scheduled.

Go to Google Play Store of the Apple App Store and search for "VSee Messenger". then click Install

Downloading and installing the VSee app, creating your free account, and initiating contact with your provider as soon as possilbe will allow us to help troubleshoot any technical issues prior to your appointment time. Please follow these steps as soon as possible.
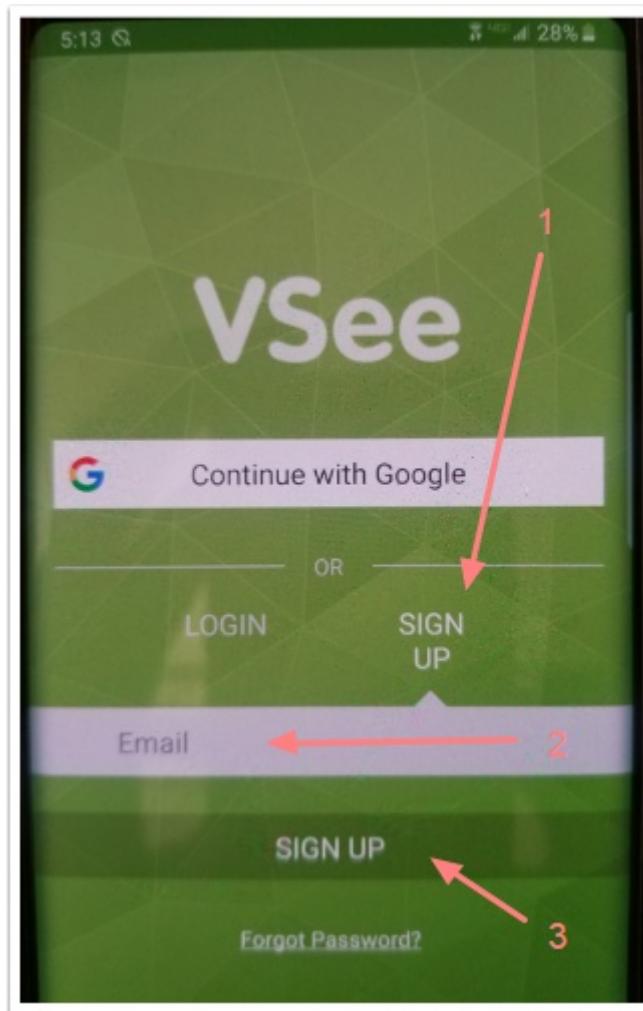
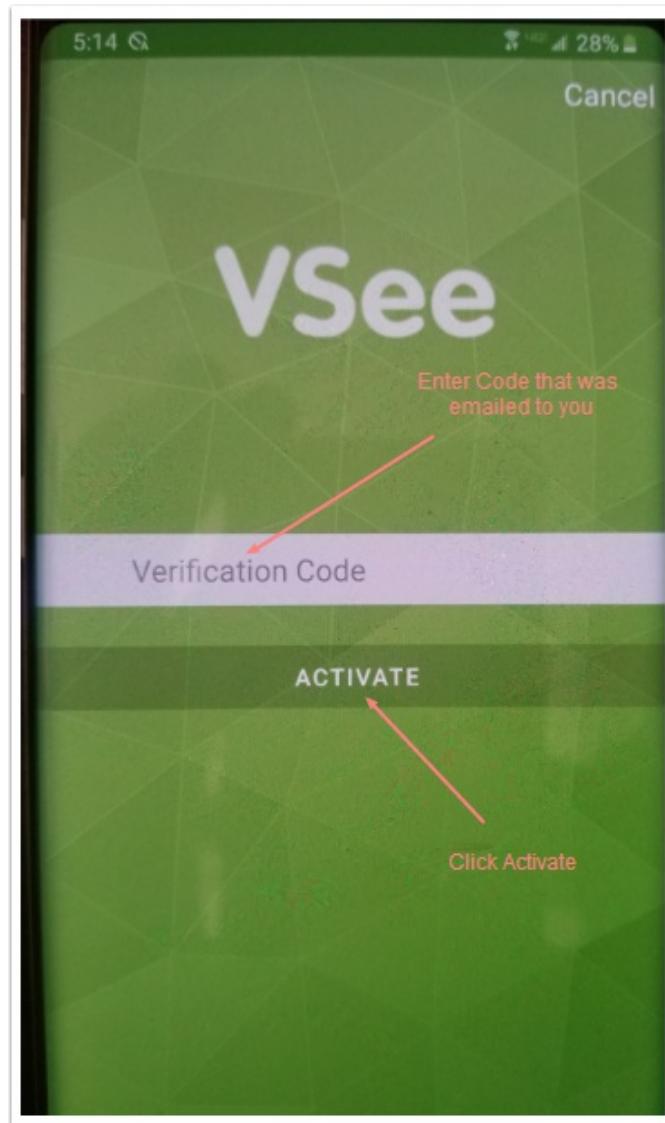*For Apple users - You will need your APPLE ID information.*
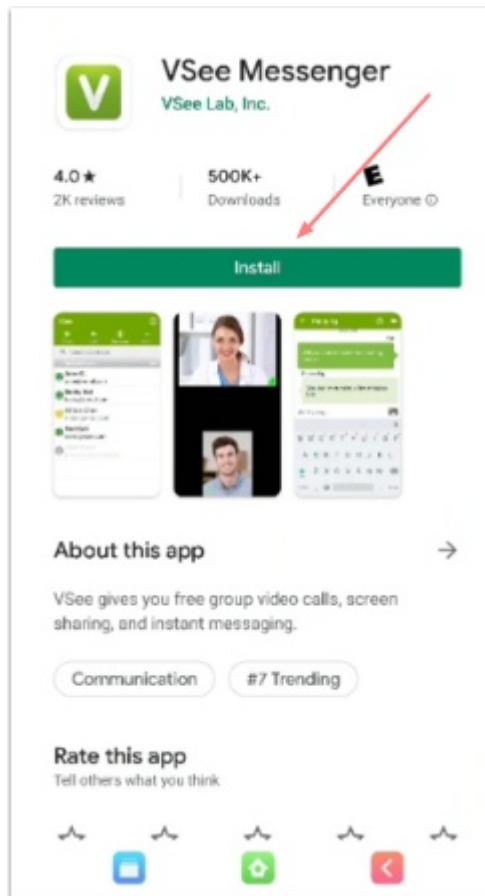
Install VSee

Once VSee is installed, open the app on your phone. Select "Sign Up" and enter your email address in the line provided. Then click the SIGN UP bar at the bottom.
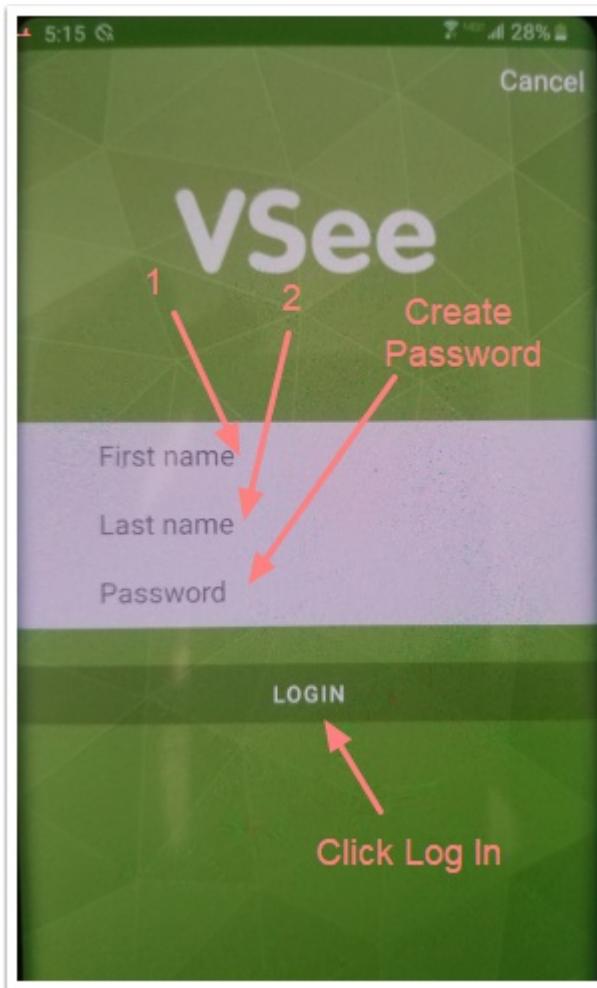
VSee security code

VSee will send a verification code to your email. Follow the steps to verify your account. Then click Acitvate
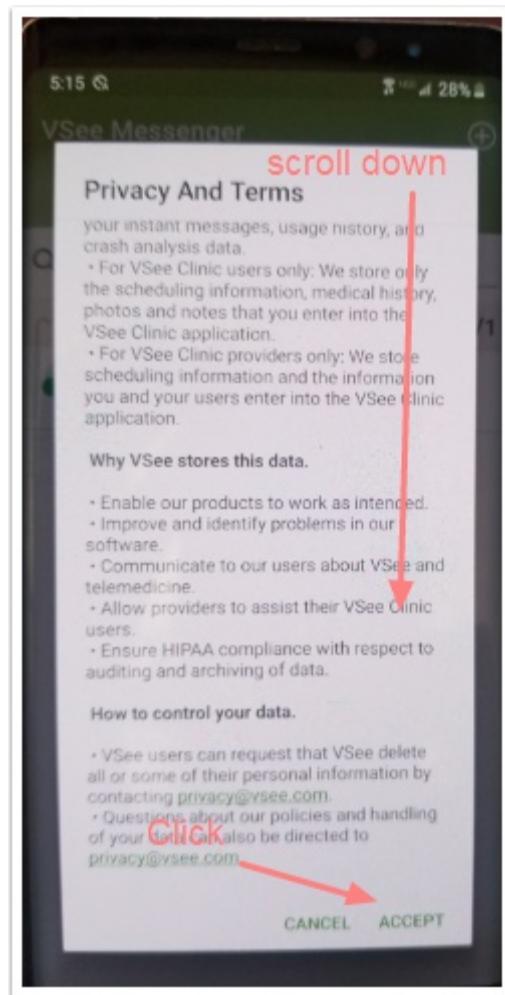
Enter your name and create a password

Once you have entered the verification code that VSee sent to your email you will enter your First and Last name and create a password for your account. Then Click "Log In".

Accept Privacy and Terms

Scroll to the bottom of the screen and then the "Accept" button will become active. Click "Accept".
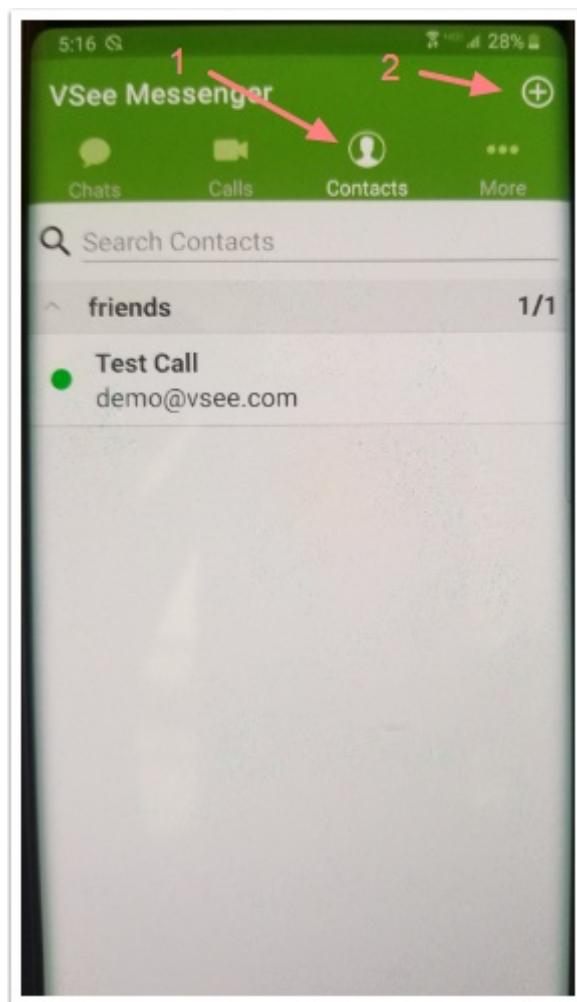
Open Contacts Screen

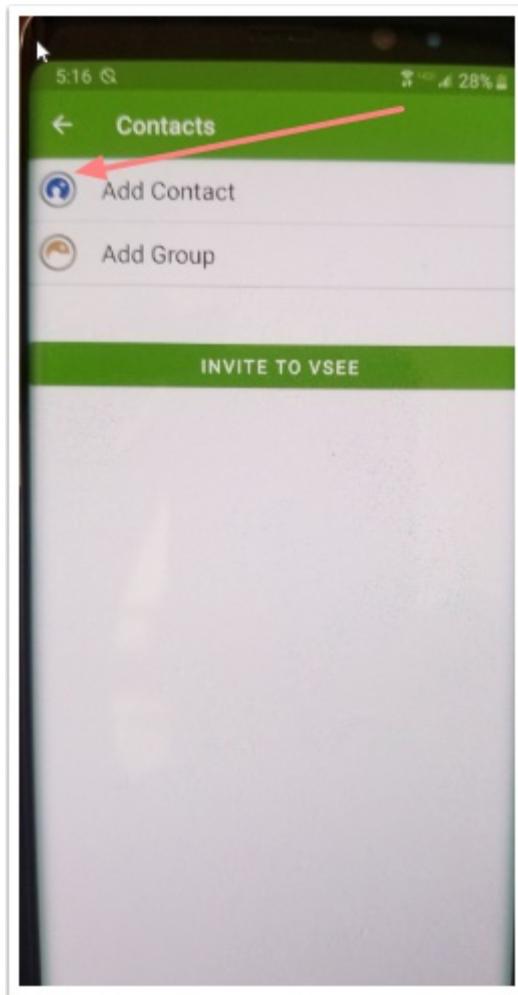You will need to find and add your provider to the "Contacts" in your VSee app.

1. Select "Contacts" and you will see the screen below.

2. click on the PLUS icon in the top right corner.

Add Contact Button

Click the "Add Contact" Button to search for the FMOM Provider using the correctc Provider Contact ID from the list in the next step.

Add FMOM Provider to your Contacts

In the Search For Contact bar enter the Provider Contact ID (all lowercase) and click find.

If you get an error that says invalid or incorrect user ID or Contact Not Found, please make sure none of the characters you are typing are being automatically capitalized by your phone.

All characters of the provider ID are lower case.

Enter the FMOM Provider Contact ID for your Provider. * NO CAPITAL LETTERS *

Click

Enter the correct Contact ID that matches your provider

| Telehealth Vsee Addresses:	
Contact ID:	FMOM Provider:
room16@myfmom.com	Peter Miller, MD
room19@myfmom.com	Jami deVarona, FNP
room21@myfmom.com	Tracy Wirth, FNP
room22@myfmom.com	Shannon Biergans, FNP
room25@myfmom.com	Eric Smith, MD
room3@myfmom.com	Tim Izzo, DO
room4@myfmom.com	Elizabeth Paine, DO
room65@myfmom.com	Ed Ball, DO
room70@myfmom.com	Sandra Brooks, LMSW
room71@myfmom.com	Kelly Skrzypchak, LMSW
room72@myfmom.com	Liz Stoumbos, LMSW

Send Contact Request

Verify this is the correct FMOM provider you have an appointment with and then click "SEND". This will send a message to your scheduled provider asking for permission to accept the contact request.
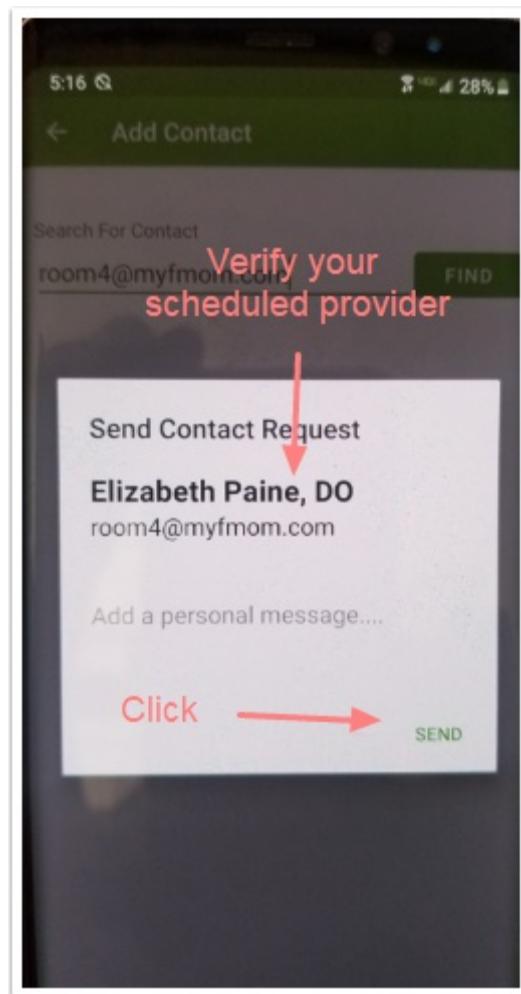
FMOM Provider contact added - waiting for confirmation from provider

Once you have sent the Contact Reqeust you will wait for the provider to accept the request. You do not need to leave the VSee app open on your phone. Please enable notifications if needed for VSee and then be ready around your appointment time for the provider to initiate the visit.

At your appointment time the provider will initiate a call to you using the VSee app. Your phone will notify you to the incoming request much like an incoming phone call or text message notificaiton, select "answer" to initiate the connection. At that time you should be able to see and hear the provider on your screen and the provider should be able to see and hear you.
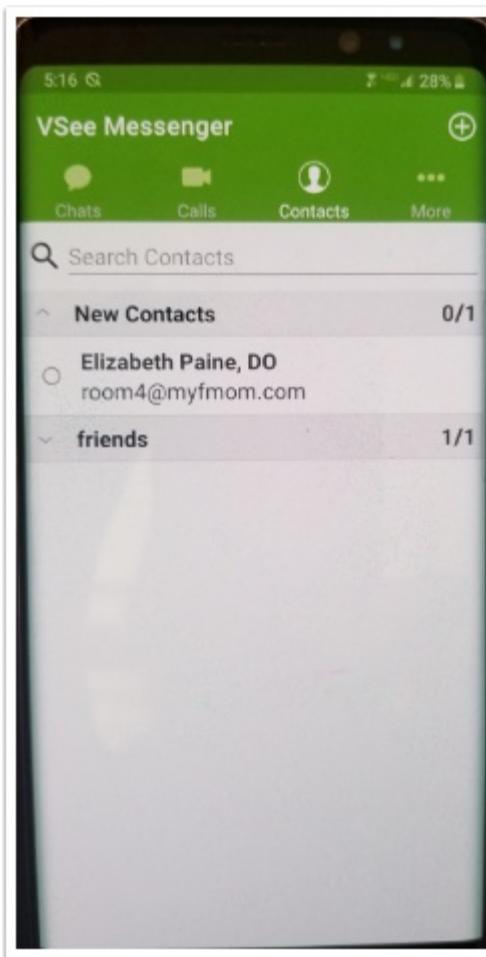
Connecting for the Tele-Health Visit

At the scheduled date and time of your appointment (As close to it as possible) your phone will alert you to the incoming VSee connection request from your provider. It is similar to an incoming phone call or SKYPE or FACETIME alert. You will select to answer the call and initiate the connection. At that time you should be able to see and hear the provider on your screen and the provider should be able to see and hear you. **Turn your Media Volume Up** if you have trouble hearing your provider. This is not a phone call so turning your call volume up won't help.

Please note our providers use virtual scribes for all documentation purposes. There will be a third person with the provider who will only be able to hear what both of you are saying and discussion so that the visit can be properly documented in the chart note and all of the providers directions, orders, etc. can be communicated to our staff for processing. The scribe will not be able to see you or the doctor but you will see a blank screen where they are conected to the call. This is no different than when you are physically in an exam room with the provider. The virtual scribe is listening and documenting the visit as he or she is listening.