Patient Portal Virtual Visits
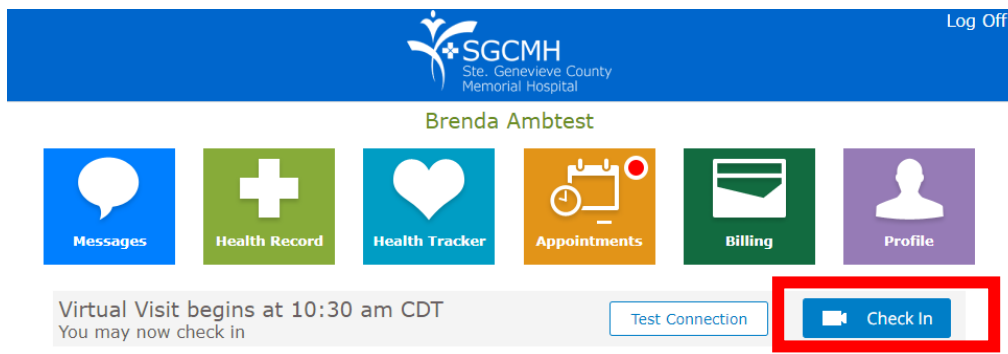
(Video Calling through SGCMH Patient Portal)

Requirements to use:

1. SGCMH Patient Portal Account.
   a. If you do not already have an account, an email will be sent for you to create a logon ID and Password.
2. Computer/Laptop with Web Cam, Microphone, and latest version of Google Chrome.
   a. Click here to download Chrome.
3. Mobile Device make sure you are using the MHealth patient portal app

How to use Patient Portal Virtual Visits:

1. Log into your Patient Portal account at least 15 minutes prior to your scheduled Virtual Visit appointment time.
   a. If you have more than one person in your portal account, click **Change Person** to select the one with the scheduled Virtual Visit appointment.
2. Click the **Check in** button to complete registration, then the Virtual Visit will start.

3. The Video will start. Please wait until the clinic staff or provider joins.

Tap to add additional guest to the visit

Tap to turn camera on or off

Tap to **Mute** your microphone

Tap to **END** your Visit.