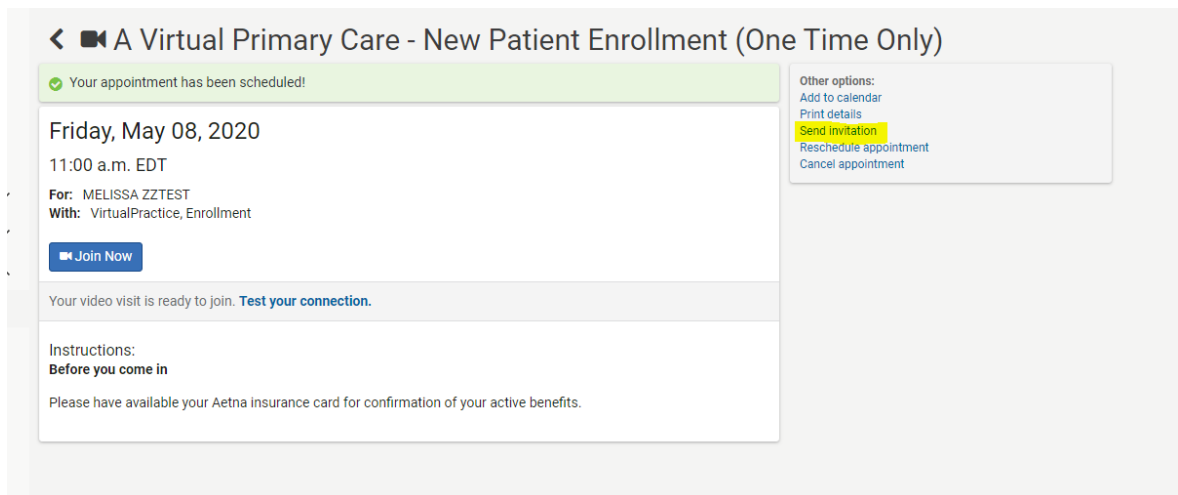


How to Send a Video Visit Invitation to Others

Inviting Others to your Video Visit

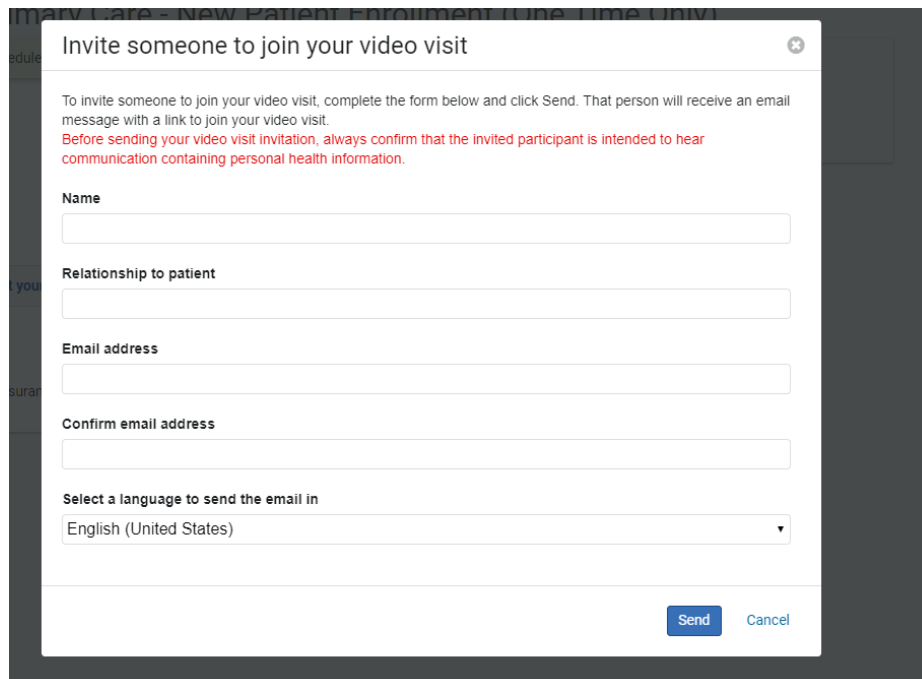
You can send an invitation for your scheduled Video Visit appointment to others you wish to join your visit. The person you invite will receive an email with a link to your video visit.

1. In your portal account, you will be able to see the Other Options: list next to your appointments. From the list, click Send Invitation.



The screenshot shows a web interface for a video visit appointment. At the top, it says "A Virtual Primary Care - New Patient Enrollment (One Time Only)". Below this, a green banner states "Your appointment has been scheduled!". The appointment details are: "Friday, May 08, 2020" at "11:00 a.m. EDT", for "MELISSA ZZTEST" with "VirtualPractice, Enrollment". A "Join Now" button is visible. To the right, under "Other options:", the "Send invitation" link is highlighted in yellow. Other options include "Add to calendar", "Print details", "Reschedule appointment", and "Cancel appointment". Below the appointment details, a message says "Your video visit is ready to join. Test your connection." and instructions state "Before you come in" and "Please have available your Aetna insurance card for confirmation of your active benefits."

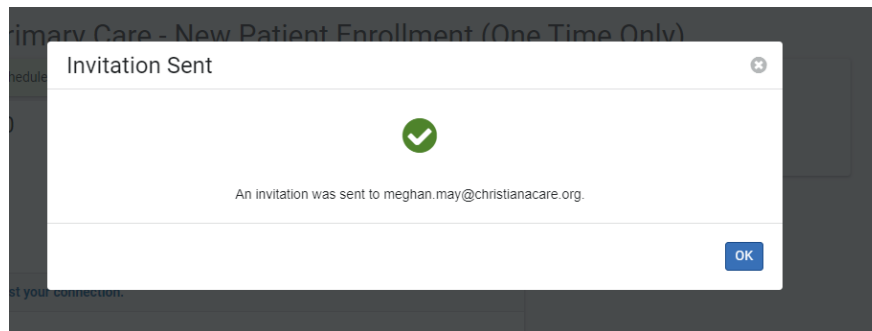
2. You must complete the fields in the window that displays. You can select between English and Spanish for the email the invited person receives. When finished, click Send.



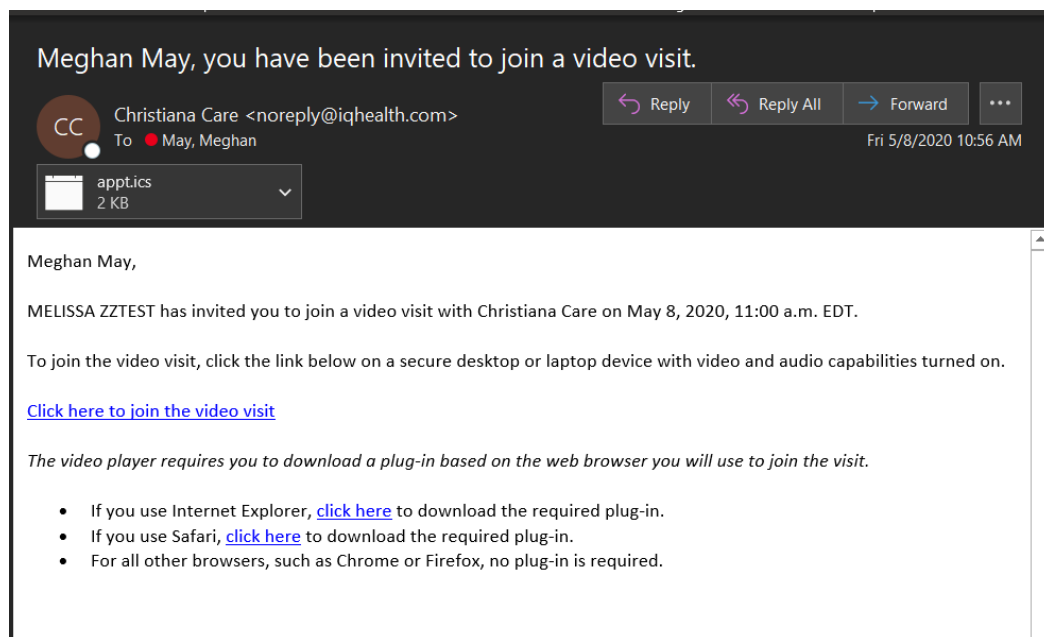
The screenshot shows a modal window titled "Invite someone to join your video visit". It contains the following text: "To invite someone to join your video visit, complete the form below and click Send. That person will receive an email message with a link to join your video visit. Before sending your video visit invitation, always confirm that the invited participant is intended to hear communication containing personal health information." The form has five input fields: "Name", "Relationship to patient", "Email address", "Confirm email address", and a dropdown menu for "Select a language to send the email in" (currently set to "English (United States)"). At the bottom right are "Send" and "Cancel" buttons.



3. You will receive a confirmation message that the invitation was sent.



4. The person you invited will receive an email from "Christiana Care <noreply@iqhealth.com>" with the appointment date, time and a link to the Video Visit.



5. At the time of your appointment, the invited person can join, but will see the screen below if you or your provider have not joined yet. Once you or the provider joins, the invited person will see the same screen as you.

