



Family Medical
Specialties
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Telehealth Virtual Visit Guide

How to join a Video Visit via Computer

Family Medical Specialties
Learn more at: www.fammedspec.com
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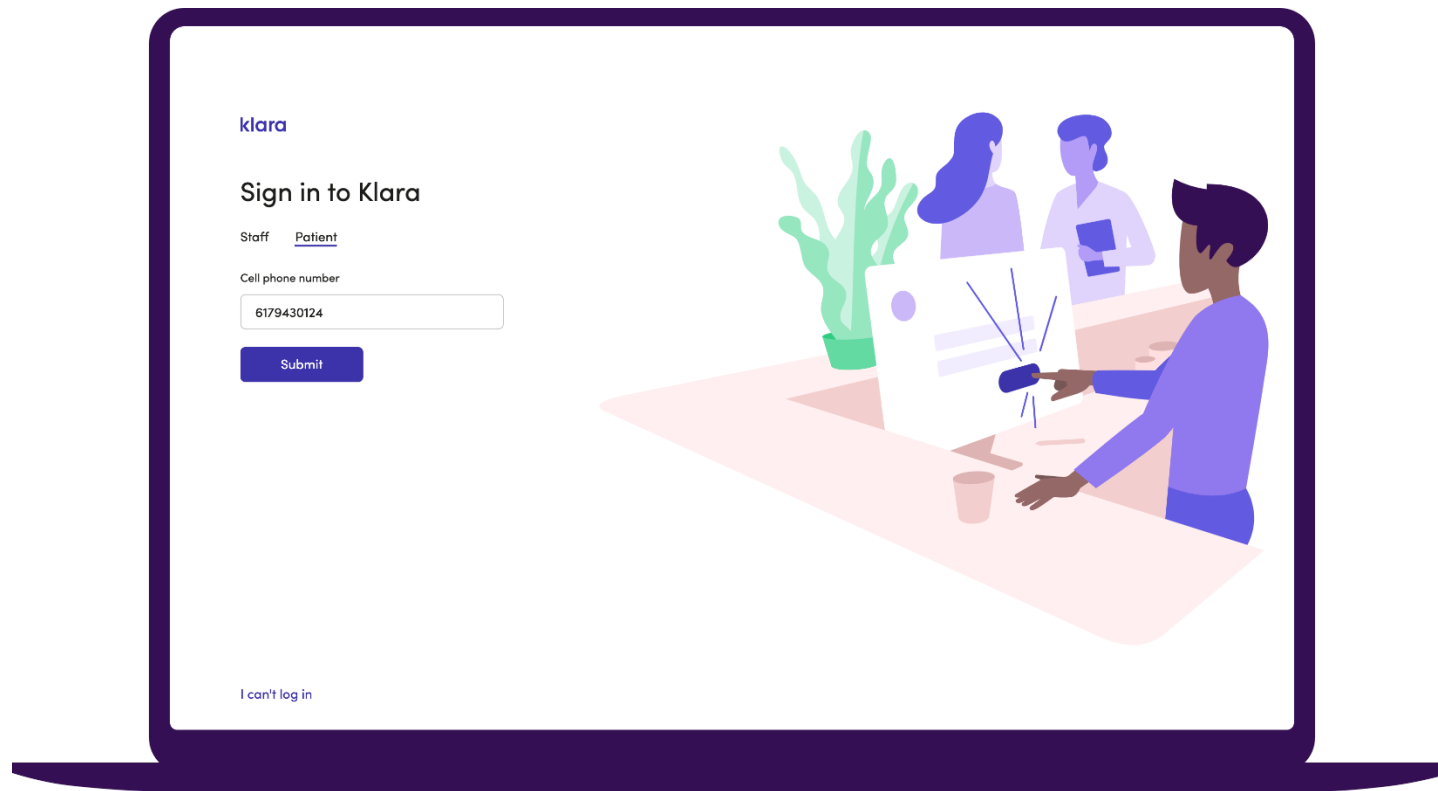
Telehealth Virtual Visit Guide: How to join a Video Visit via Computer

1) Prepare for your video visit.

A few minutes before the scheduled session:

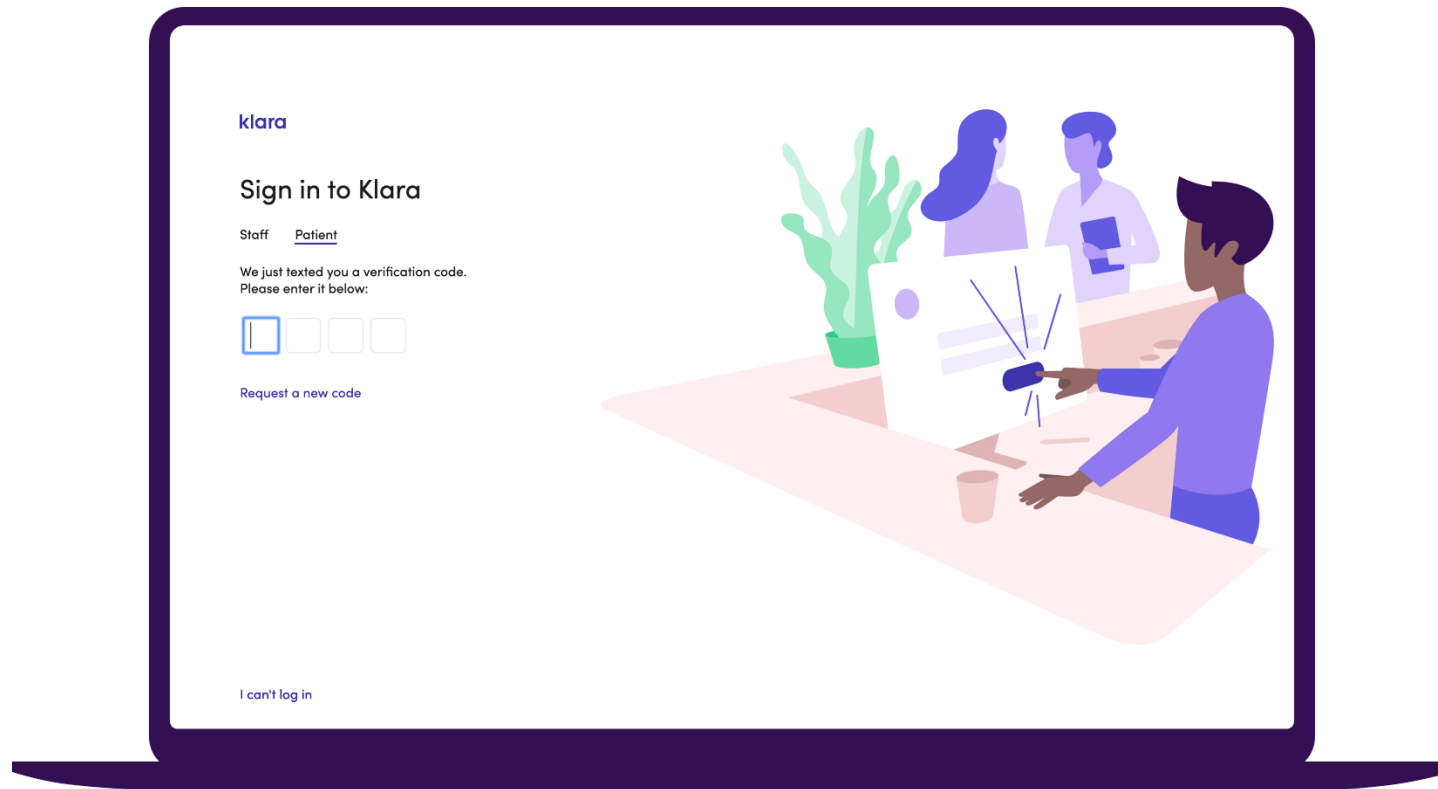
1. Make sure that the device you are going to use for your visit has a good connection to your internet or WiFi service.
2. Make sure that you are in a well-lit room where the provider will be able to see you and hear you.

2) At the time of the visit, go to patient.klara.com and enter your cell phone number.



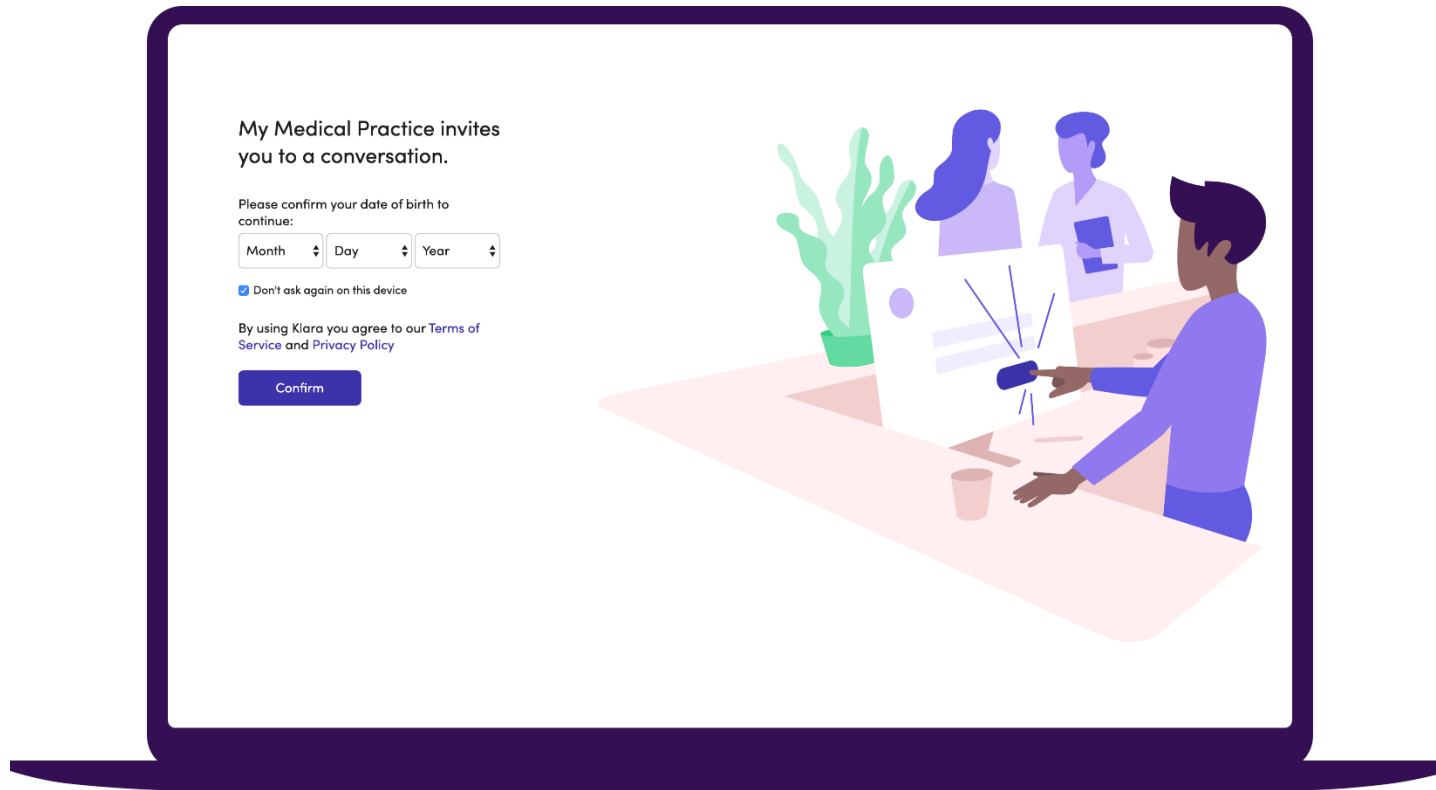
3) Enter your verification code.

You'll receive a text with a four-digit verification code. Enter it in Klara.



4) Verify your DOB.

If you haven't accessed Klara from this device in the last 30 days, you'll need to verify your Date of Birth.



My Medical Practice invites you to a conversation.

Please confirm your date of birth to continue:

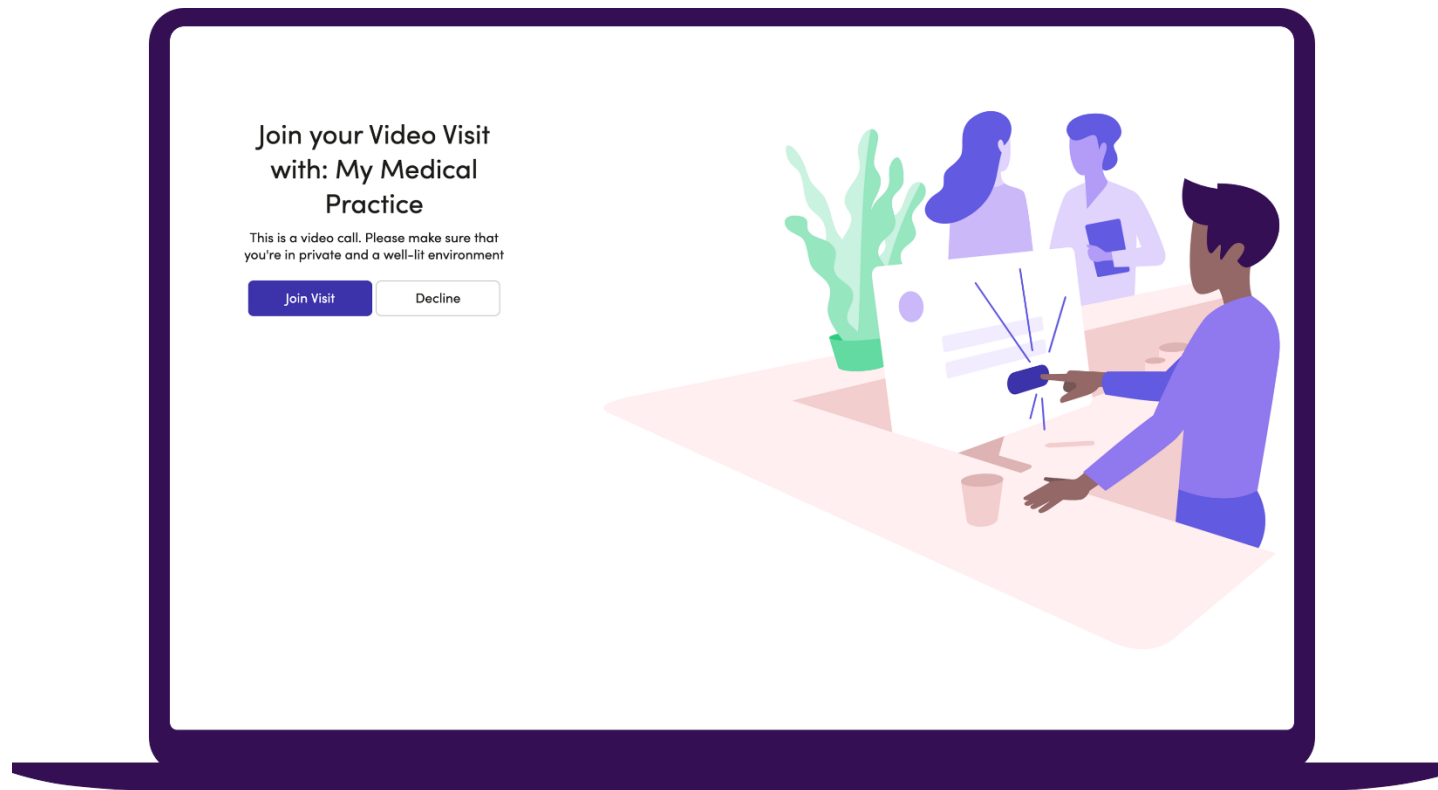
Month Day Year

☒ Don't ask again on this device

By using Klara you agree to our [Terms of Service](#) and [Privacy Policy](#)

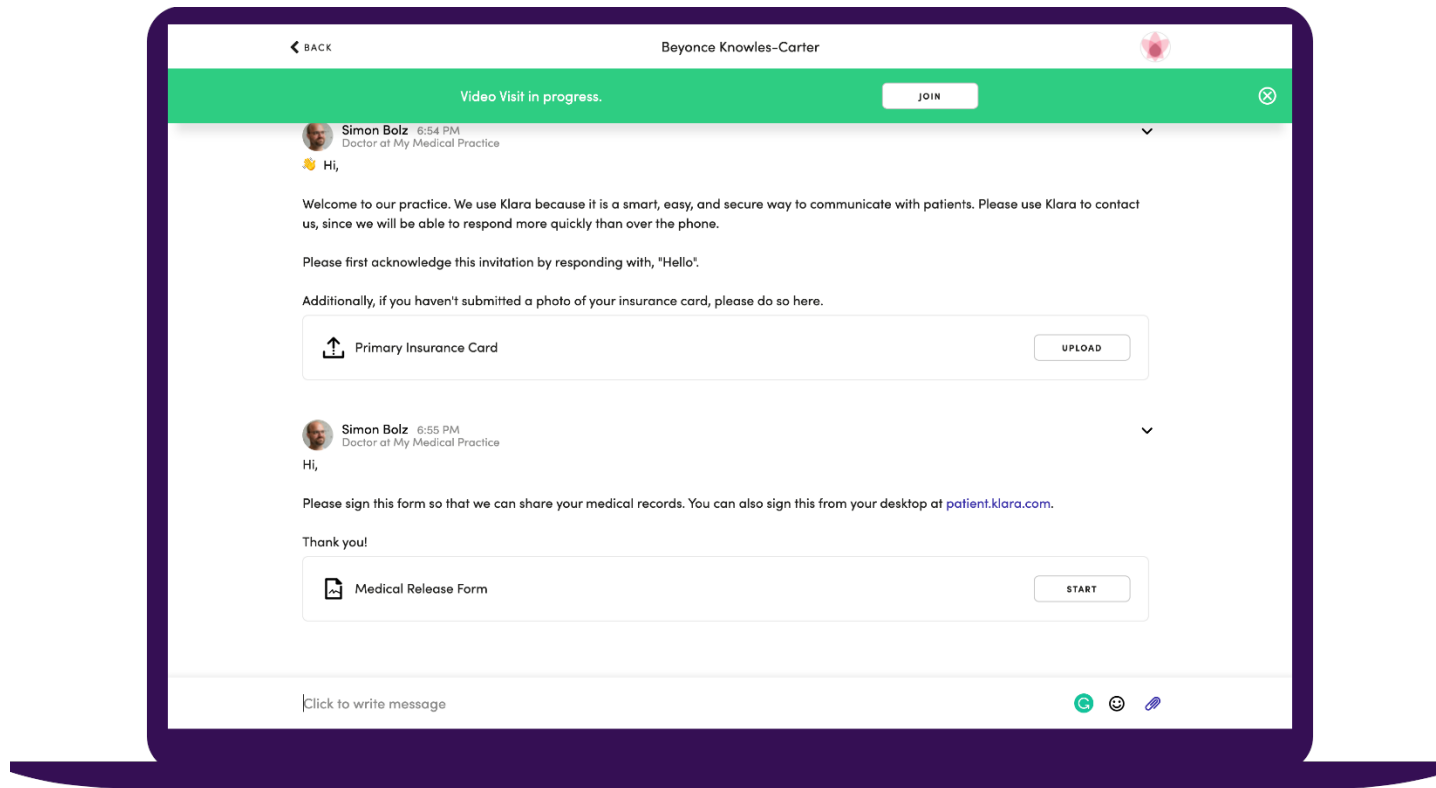
The background of the laptop screen features a stylized illustration of three people (two women and one man) sitting at a table, looking at a laptop. There is a green plant on the table and a cup.

6) Review the practice name listed and click *Join Visit*.



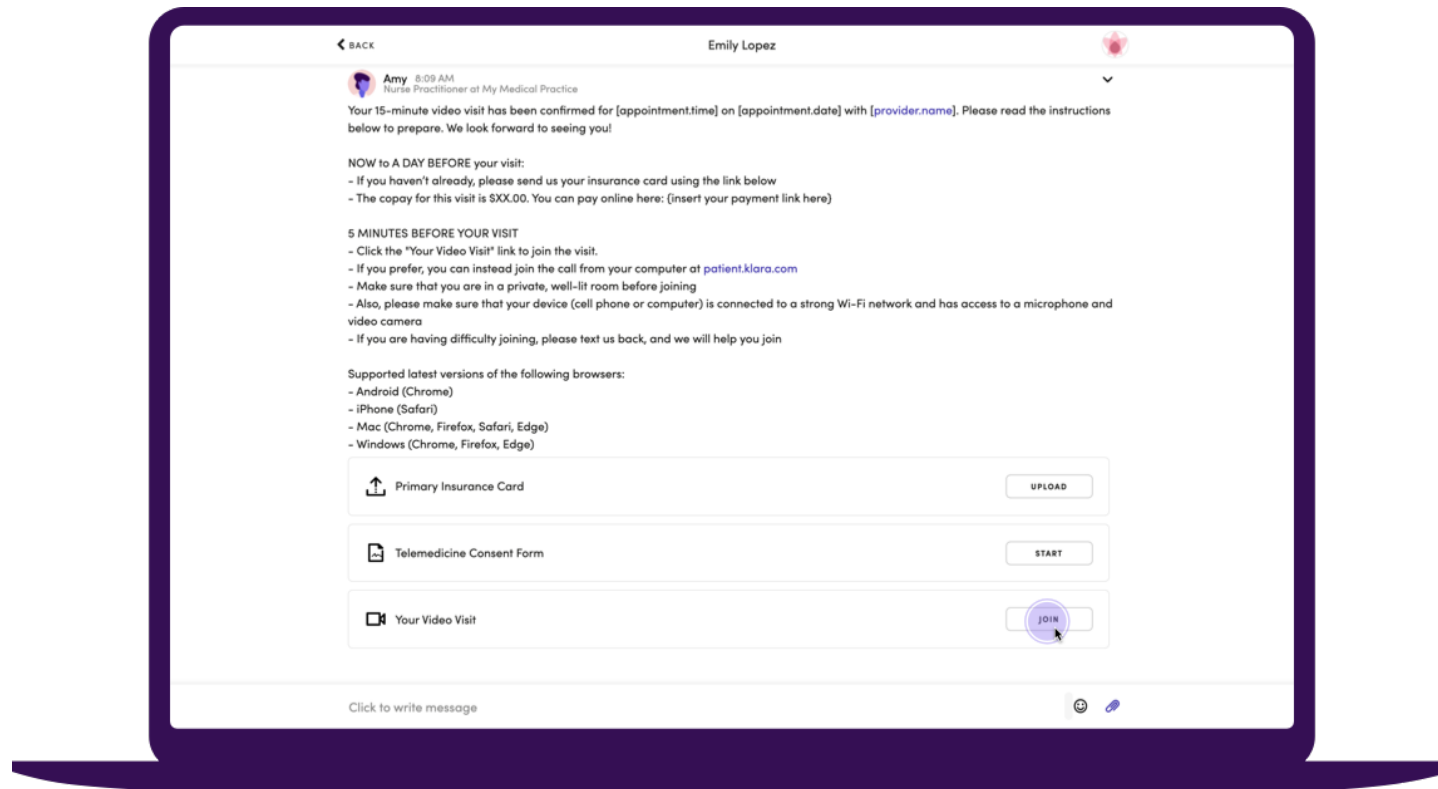
7) You'll enter your conversation with your provider.

If your provider is already in the visit, you'll see a banner that lets you know the visit in progress.
Click *Join*.

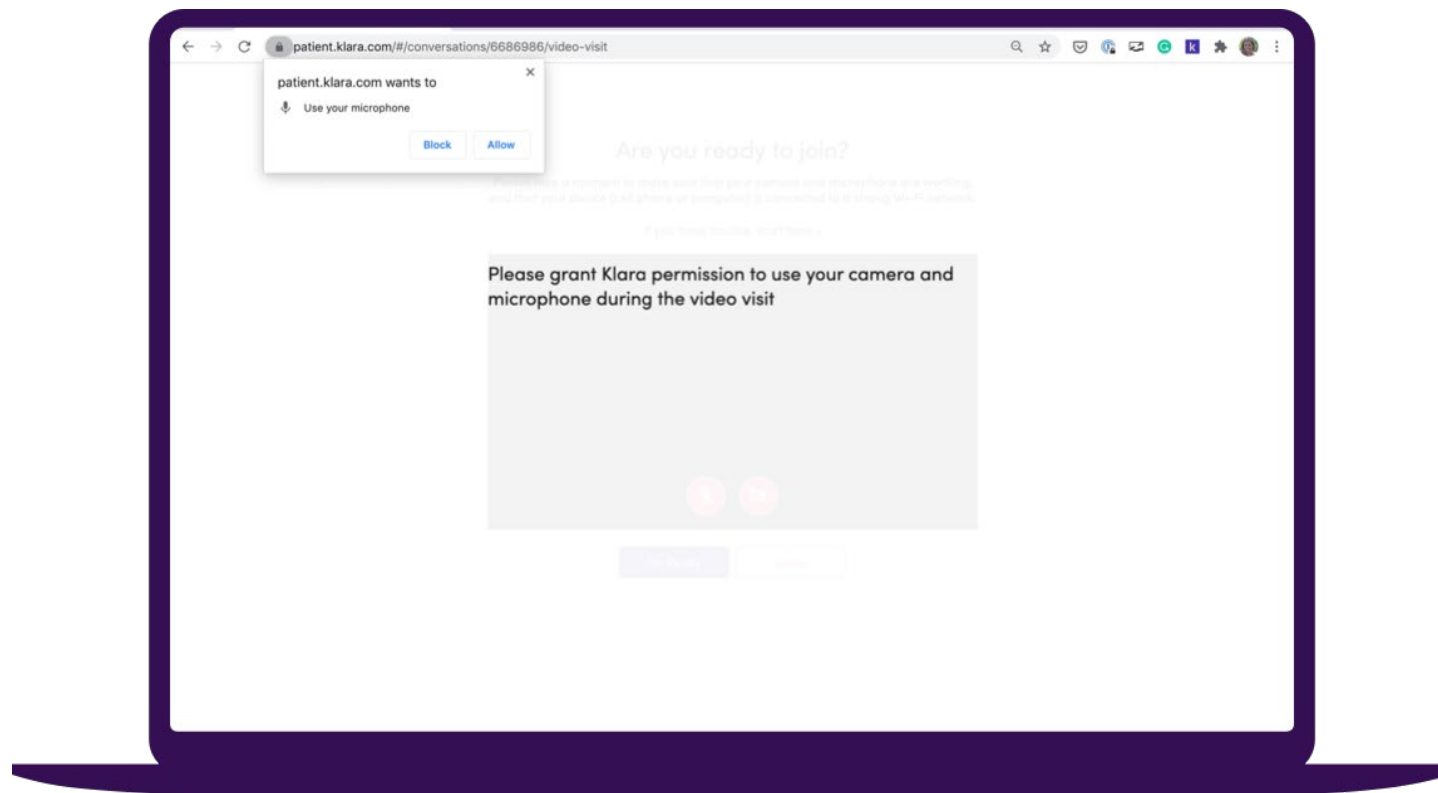


The screenshot shows a web interface for a telehealth visit. At the top, there's a navigation bar with a back arrow, the name 'Beyonce Knowles-Carter', and a profile icon. Below this is a green banner that says 'Video Visit in progress.' with a 'JOIN' button and a close icon. The main content area shows a message from 'Simon Bolz' (Doctor at My Medical Practice) at 6:54 PM. The message says: 'Hi, Welcome to our practice. We use Klara because it is a smart, easy, and secure way to communicate with patients. Please use Klara to contact us, since we will be able to respond more quickly than over the phone. Please first acknowledge this invitation by responding with, "Hello". Additionally, if you haven't submitted a photo of your insurance card, please do so here.' Below the message is a form with an upload icon, the text 'Primary Insurance Card', and an 'UPLOAD' button. Another message from 'Simon Bolz' at 6:55 PM follows, saying: 'Hi, Please sign this form so that we can share your medical records. You can also sign this from your desktop at patient.klara.com. Thank you!' Below this is another form with a document icon, the text 'Medical Release Form', and a 'START' button. At the bottom, there's a text input field with the placeholder 'Click to write message' and icons for voice, emojis, and attachments.

If you do not see a banner to join the visit, click the **"Your Video Visit"** link in your Klara messages.

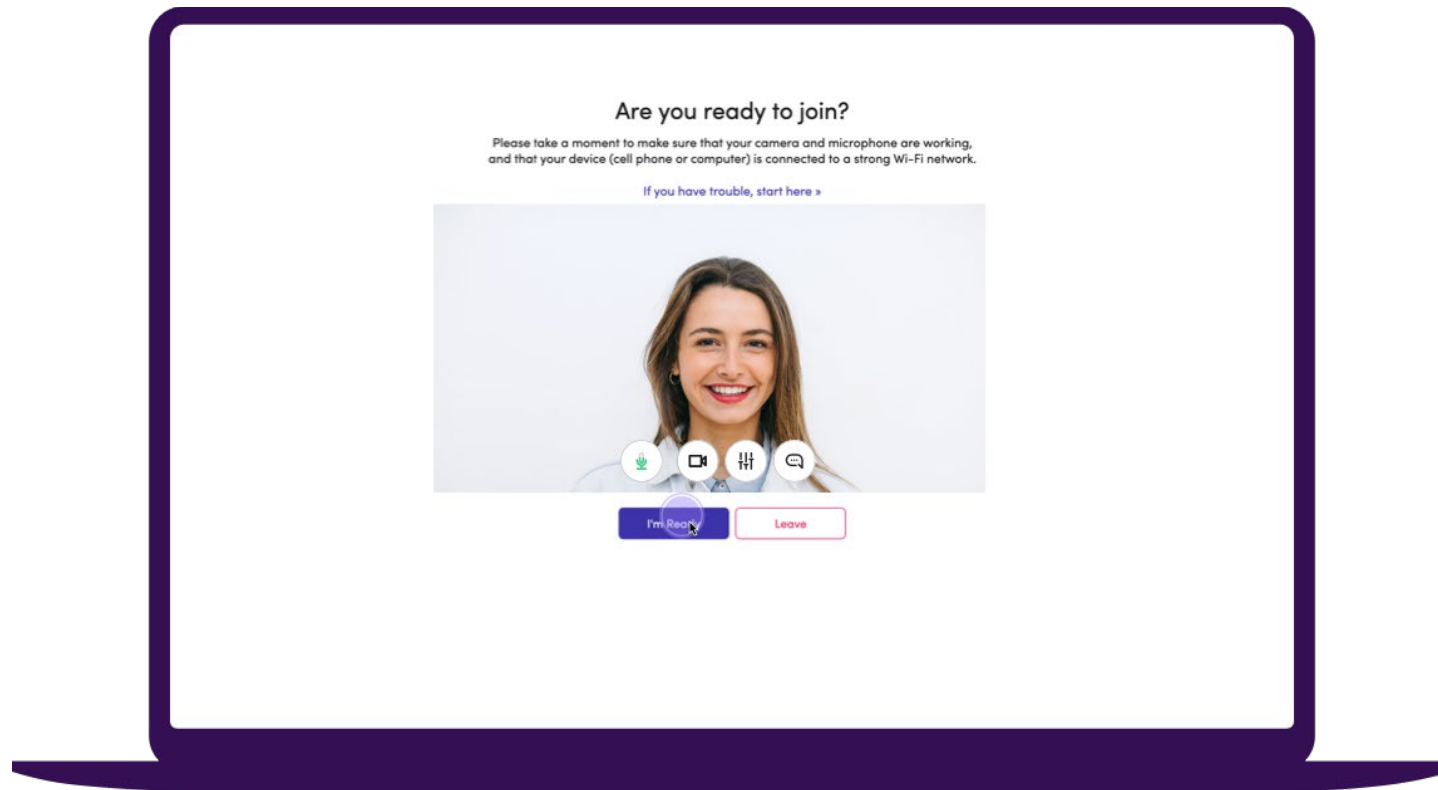


If it is the first time you are using Klara for a video visit, you may need to allow your browser to access your camera and microphone. Follow the steps in your browser.

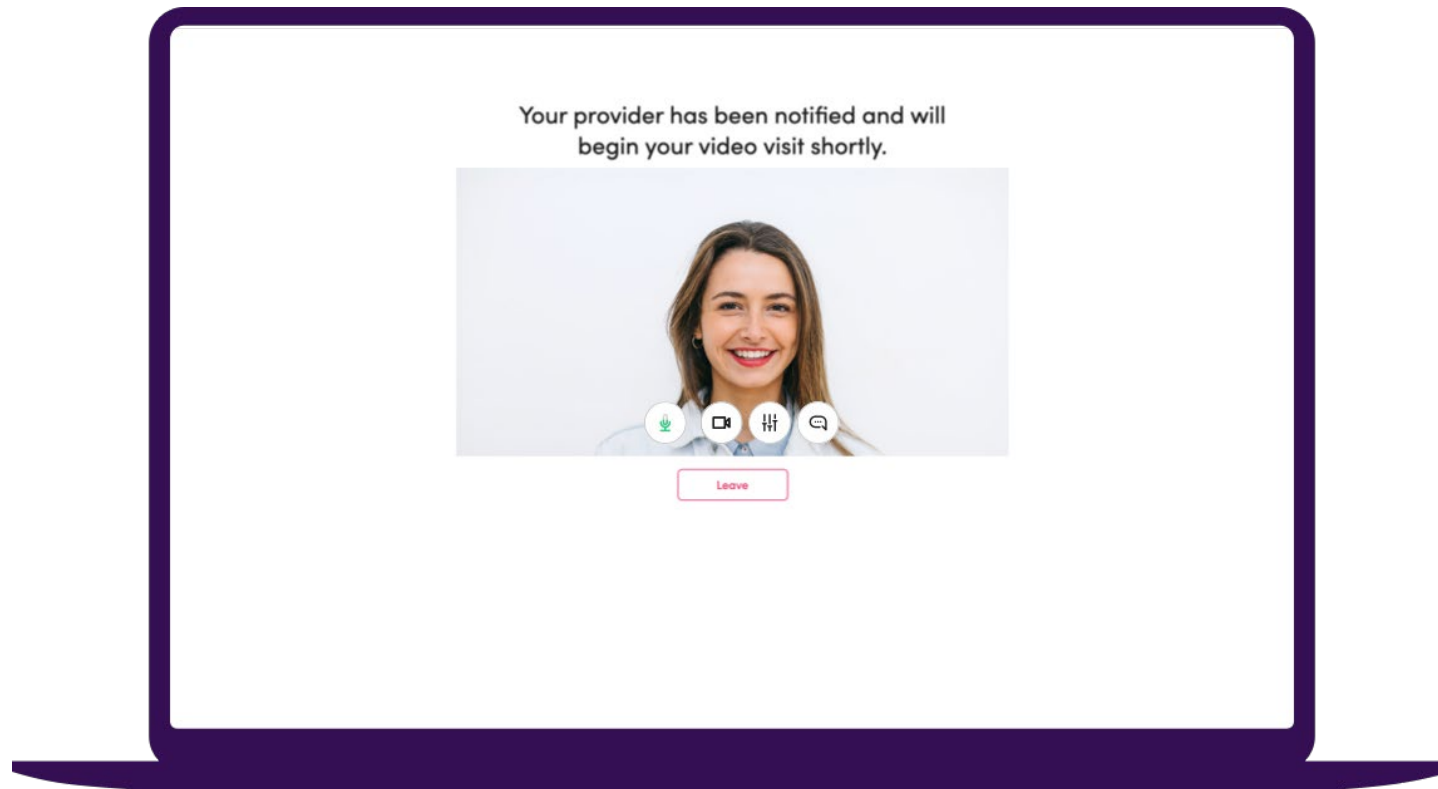


8) Check your settings.

Check to make sure that your microphone and camera are working, and that your device has a strong connection.
When you're ready to start the visit, click **"I'm Ready"**.

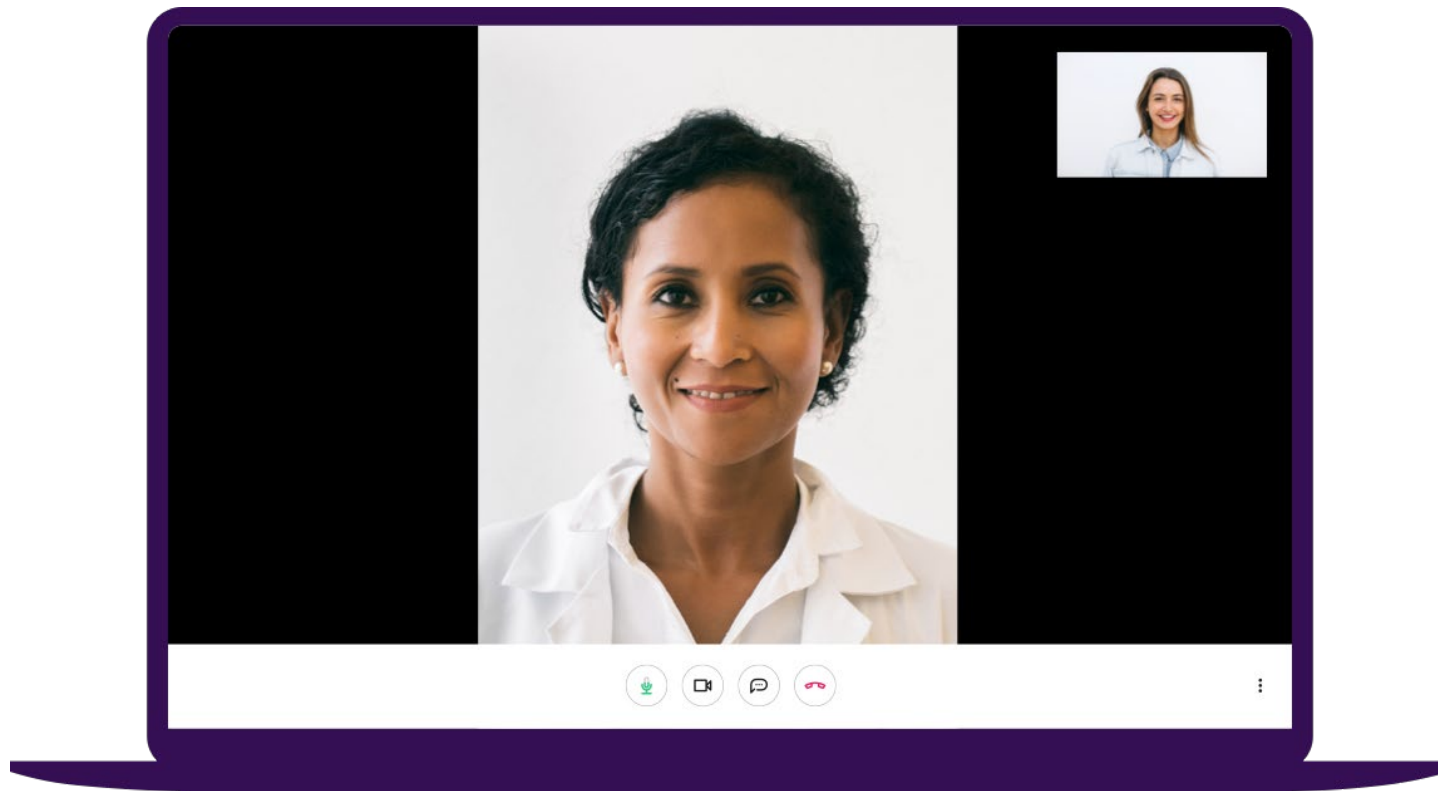


If your provider hasn't joined the visit yet, you'll see a message letting you know that they'll be with you shortly.



9) Join the visit!

As soon as your provider joins, you'll be placed in the visit with them.



When the visit is over, click the red button to hang up.