



## Virtual clinic appointment

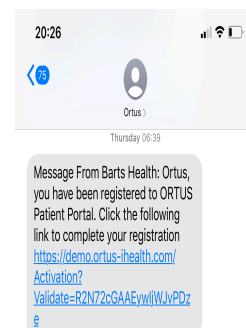
Your appointment will be in a **virtual clinic** using the  app.

For instructional videos on using the app, please **search 'Ortus-iHealth' on YouTube**

Please **ignore** any instructions to come to the hospital for your appointment.

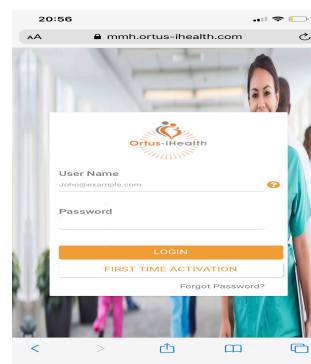
### 1. Completed Profile Activation : **Once Hospital admin have registered YOU!**

- a. Once Hospital admin have registered the system will send you an SMS to your registered mobile number with a link
- b. Click the link and follow the instructions:
  - i. Confirm your name, and date of birth
  - ii. Enter your email address – **THIS WILL BECOME YOUR USERNAME**
  - iii. Choose a password
  - iv. Your email address will be sent a verification code (**Check Junk Mail if you don't receive it**) – enter the verification code – Your Registration is complete





Alternatively go to <https://mmh.ortus-ihealth.com>

- c. Click **First Time Activation**
- d. Type in your **mobile number** OR your **hospital number** to find your profile and complete the same process above by confirming your name, DOB...



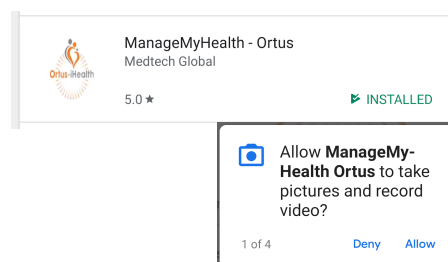
**IF NEITHER WORK – THE HOSPITAL HAS NOT REGISTERED YOU- CONTACT THE HOSPITAL**

### 2. Download the app

- a. If you have an **iPhone** go to the **App Store**  and if you have an **Android** go to the **Play Store** 
- b. Search for '**Ortus**'
- c. When you find '**ManageMyHealth – Ortus**' click **install**

**Now** please do the following:

- d. When you first open the app, please **allow access** to your







microphone, camera, notifications etc. in order for the app to function correctly

- e. You will be able to **see your appointment times on the app**; if you need to **cancel**, please click **on the** **Upcoming Appointments** or **Calendar** and a message will be sent to the Barts team

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### Before your appointment

1. Keep a **diary of your symptoms** by clicking on **Symptom** and then 
  - a. Please note we will **NOT** look at this except at your appointment time; if you have concerning symptoms **please go to your GP or nearest A&E**
2. **Monitor yourself** by clicking on **Vital** and then 
  - a. Please input **regularly and as instructed** by your clinical team
3. **Fill in questionnaires** your clinical team may have sent you by clicking on **Questionnaire**
  - a. Please fill this **1 week before your appointment**

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### Your appointment – **CAN BE VIA THE APP OR THROUGH A DESKTOP COMPUTER**

You can have your video appointment either through the APP on your phone/tablet or through the <https://mmh.ortus-ihealth.com> website on your computer/laptop

1. **Through the APP:** Please **open the app 5-10 minutes before** your appointment and click  so that your clinical team knows you are ready
  - a. You should receive a reminder from which you can click  directly
  - b. Please ensure you are on **WiFi** or have strong mobile signal
  - c. Your clinical team will instruct you as to next steps and **send you a**  through the app after the call
2. **Through your computer/laptop:** go to <https://mmh.ortus-ihealth.com>: **Log in using your username and password**
  - a. On the home screen you will see your appointment – just press JOIN APPOINTMENT and wait

