We are now offering telemedicine visits! To help all patients to understand the process, here is a quick guide to ensure that your telemedicine visit goes smoothly and efficiently.

Step 1: Call our office or book online. Be sure that you are selecting "video visit" when booking online. Also, be sure to enter an email address you have access to. We will be communicating via email prior to your visit.

Step 2: Check your email in about 5-10 minutes after booking your appointment. You will have an email from FollowMyHealth asking you to register is the service we use to provide telehealth visits. Follow the instructions for registration.

If you have not received an email, check your spam and junk folders. The email will come from noreply@followmyhealth.com. If no FollowMyHealth email is showing, please email info@nmcdallas.com with your full name, date of birth, your appointment time and state that you have not gotten an email from FollowYourHealth.

For your reference, the instructions within the FollowMyHealth email are below:

To register for FollowMyHealth:
Step 2A: Visit the link in the email. The links provided are unique invitations for each appointment.

 If you already have a portal account, click **sign in and add this connection** (skip to step 2C).

Step2B: Create a username for your portal account. By default, this will be your email address. Next, create a password following the criteria noted on the right of the screen. Confirm your password to continue.

Step 2C: Connect your account. Follow the on-screen prompts to complete your account connection. These screens include accepting our Terms of Service, entering your Invite Code [year of birth] and accepting the release of information.

Step 3: After you are registered, you can log into your account to see all your information.

On a computer: You will see your appointment time on the top right box within your dashboard under upcoming.

On a smartphone/ tablet: You will see your appointment time within the menu button (top left with three lines) under the appointments button.

 You will see the **join visit/check in** button that you will use during your appointment time. It is accessible starting 15 minutes prior to your appointment time. You can also download the FollowMyHealth app.

Step 4: At 15 minutes before your appointment time, log into FollowMyHealth (this works on any computer, smartphone, or tablet).

On a computer: You will click the **join visit** button at on the top right side of your screen under upcoming appointments.

On a smartphone/tablet: You will click the **check in** button within the menu button (top left with three lines) under the appointments button.

Steph 5: Click the **join visit/check in button** to see your provider at your appointment time.