# How to Access a Telehealth Home Call Through a Phone Using the Nebraska Medicine App

Please follow these steps to begin your scheduled telehealth home visit with your provider from your phone.

Home video visits require you to have a One Chart | Patient account. Please create an account by visiting **NebraskaMed.com/OneChart** before following these instructions.

#### Instructions to Download the Nebraska Medicine App

#### Apple iOS users please follow these instructions:

- **Step 1:** Open the App Store.
- Step 2: Search for Nebraska Medicine.
- Step 3: Click on the GET button, and confirm that you want to install the app.
- Step 4: After the Nebraska Medicine app is installed, click Open.
- Step 5: Log in with your One Chart | Patient account username and password.

#### Android users please do the following:

- **Step 1:** Open the Google Play Store.
- Step 2: Search for Nebraska Medicine.
- Step 3: Click Install.
- Step 4: After the Nebraska Medicine app is installed, click Open.
- Step 5: Log in with your One Chart | Patient account username and password.

### Instructions on Telehealth Home Visit

**Step 1:** Open the Nebraska Medicine app.

**Step 2:** Log in with your One Chart | Patient account if you aren't already logged in.

#### Step 3: Select Begin Visit.

If this is not visible, select Visits at the top of your screen, find your appointment and then select Begin Visit.

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Open The App	Red	egin your vic IDEO VISIT F Begir	leo visit w PROVIDER n Visit	ith ICC	Ор	en this pag	ge in "Nebr Ca	ancel

Step 4: Select Open.

If you are having difficulties or need help please contact our customer service team at **402.559.0700** or by email at **onechartpatient@nebraskamed.com**. Our representatives are available 24/7 by phone and from 8:30 a.m. to 5 p.m. via email.

## Download the new app: NebraskaMed.com/App



### Step 5: Wait for host to arrive.

	Loom video visit	
		Leave
🐥 Waiting fo	or the host to start this m	eeting
Meeting ID	852	2735 694
Time	4:29 PM Central Sta	ndard Time
Date	2	2021-01-04

(Please note: If you are an Android user please select **Turn on Video/camera** or click on the **Device** audio button.)

