

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.

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**

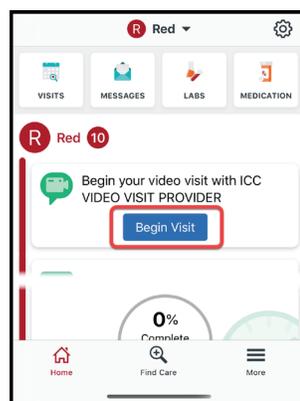


Instructions on Telehealth Home Visit

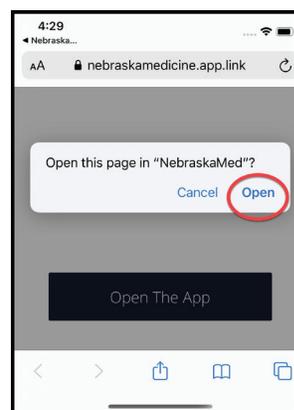
Step 1: Open the Nebraska Medicine app.

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

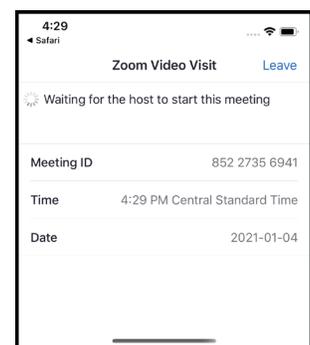
Step 3: Select **Begin Visit**. If this is not visible, select Visits at the top of your screen, find your appointment and then select Begin Visit.



Step 4: Select **Open**.



Step 5: Wait for host to arrive.



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