



Keeping Texans healthy at home.

We're making it easier for you to get the care you need, when you need it. To ensure you have a successful video visit, please follow these instructions.

Prepare for your visit

- ▲ Have you signed up? Text **BETTER** to **88408** to download the app and create your account or visit MyBSWHealth.com.
- ▲ If this visit is for a minor, the parent or legal guardian must also have an account linked to the minor's account to act as proxy. For assistance, call 855.691.0180.

Complete your visit

15 minutes before your appointment time:

- ▲ Find a private and quiet location with good lighting
- ▲ Log into your MyBSWHealth account
- ▲ Complete the eCheck-in process, available up to 3 days before your appointment
- ▲ If prompted, allow MyBSWHealth to access your camera and microphone
- ▲ If on a computer and prompted, allow Vidyo extension and test hardware
- ▲ Find your scheduled appointment, click on it, and choose the Begin Visit button

Having trouble?

Ensure you have a good WiFi or cell signal. If possible, try a different device (smart phone, computer, etc.). Call MyBSWHealth Patient Technical Support at **855.691.0180**

