



How to Set Up Your Chiron Health (Telemedicine) Account

We're happy to offer telemedicine appointments to you using Chiron Health. Review this how-to-guide to help assure your appointments goes smoothly.

Step 1: Make an Appointment with Our Scheduling Department: 763-587-7000

- Confirm your correct cell phone number and email address
- Check to make sure you receive a text and an email from Chiron Health once you've made your appointment

Step 2: Choose a Device for Your Telemedicine Appointment

You will need to choose which device you'd like to use for your telemedicine appointment. Options include your desk or laptop computer, a tablet, or your smartphone. Note: some patients experience problems with smartphones so tablets are preferred.

- For desk or laptop you will need either Google Chrome or Firefox for your browser, speakers, microphone and a camera.
- For tablet or smartphone, you will need to connect through the Chiron Health app.

Step 3: Follow Instructions in Step 4 Based on Your Device Choice

Step 4: Chiron Health App – Account Set-up for Tablet and Phone

- You will receive a text message or email from support@chironhealth.com after you've made your appointment. The message will ask you to download the Chiron Health app in either the App Store or by Google Play.
- Once you've downloaded the app, you will be prompted to confirm your cell phone number. Following, you will receive a text with a code to key into your phone to unlock your account.
- When your account is unlocked, review your personal information and create a password. Make sure you write this password down for use in making future appointments.
- Next, confirm your insurance information. If you are an established patient, your information should already be on your profile. If your insurance has changed, you will need to update this. If you're a new patient, you will need to complete your profile.

Make sure you have your insurance card handy. If you don't have insurance, you will be able to complete self-pay.

- Last, you will need to add a credit card to your profile. There will be no charge for your visit unless your insurance is not valid.
- After you've created your account, go to the Main Screen and locate your appointment date and time. If you don't see your appointment or information is not correct, call our scheduling department at 763-587-7000.

Step 4: Chiron Health – Account Set-up for Desktop or Laptop

- After you make your appointment you will receive an email from support@chironhealth.com
- Click to confirm your email address
- Use the link to set up your account in Chiron. You will be prompted to complete basic information and create an account password. Be sure to make note of your password for future appointments.
- Enter your insurance information and a credit card for your profile. You will not be charged unless your insurance is not valid.
- After setting up your account, you will be prompted to test your computer camera, speakers and microphone. If you have problems, Chiron offers support services via instant messaging.
- Once complete, go to the Main Screen and locate your appointment information, date and time. If there is a problem, call our scheduling department.

Step 5: Day of Appointment by Tablet or Phone

- On the day of your appointment, go to the Chiron Health app 15 minutes prior to your appointment. Click on "Start Appointment" and check yourself in.
- Once you've checked yourself in, wait for your provider to appear on the screen and your appointment will begin. You can expect it to be similar to FaceTime, Skype, or Google Hangouts.

Step 5: Day of Appointment by Desktop or Laptop

- On the day of your appointment, go to the Chiron Health website and log in with your email address and password 15 minutes prior to your appointment. Click on "Start Appointment" and check yourself in.
- Once you've checked yourself in, wait for your provider to appear on the screen and your appointment will begin. You can expect it to be similar to FaceTime, Skype, or Google Hangouts.

Step 6: Returning telemedicine patients will be asked to verify insurance and credit card information before the "Start Appointment" button is available.