

# VCU Health Anywhere

## Health Care Anywhere You Are

VCU Health Anywhere allows you to have a virtual visit with a real VCU Health provider via a mobile device or computer. It is a true face-to-face visit in the comfort your own home, office, or anywhere you have a web connection.

### TIPS & TRICKS FOR A SUCCESSFUL VISIT

1. If using the app on your smartphone, please have a second phone (regular or smartphone) at the same time to be able to talk with the VCU Health representative.
2. An environment free from noise and distractions is ideal for the best appointment experience.
3. You will need a smartphone (iPhone or Android), tablet, or computer with a web camera for your appointment.
4. The lighting in the room should be in front of you to avoid any shadows which could make it difficult for the provider to see you; be sure your windows are closed to decrease bright light.

For issues or additional questions about VCU Health Anywhere, call (833) 889-9072 or email us at [connectanywhere@vcuhealth.org](mailto:connectanywhere@vcuhealth.org).



### Set up your visit

1. Look in your inbox for an e-mail from Do-Not-Reply@VCUHealthAnywhere.com. This e-mail will have your appointment information.
2. Click "Get Ready" and follow the instructions to set up your account.
3. This will take you to [www.vcuhealthanywhere.org](http://www.vcuhealthanywhere.org).
4. Your VCU Health representative will guide you through your virtual visit experience.
5. Once the VCU Health representative directs you to do so, then you will be allowed to download the VCU Health Anywhere app.



- Credit cards and some insurances accepted
- Private, secure and compliant with healthcare regulations