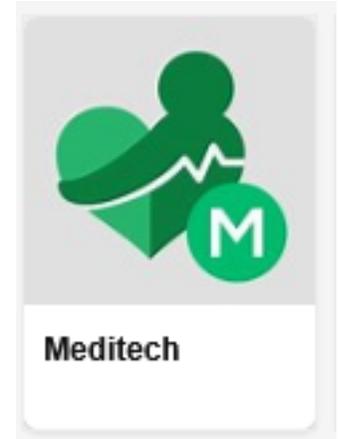# Virtual Visits

Accessing NMC's Patient Portal

Access the Patient Portal using the MHealth app on your phone or smart device, or with a computer by browsing to the link on NMC's website here: https://www.northwesternmedicalcenter.org/patients-visitors/patient-portal/

*You can download the app by searching for "Meditech MHealth" in the app store.

Meditech

The Portal Page on NMC's website provides useful information: https://www.northwesternmedicalcenter.org/patients-visitors/patient-portal/

Welcome to NMC's Patient Portal
Powered by Meditech

For your convenience and continuity of care, we have made patient health information available to each individual. Our Patient Portal is a secure way to share health records, communicate with healthcare providers, view medication history and more. Key Portal features convenience, quick access, and security of information. Health Information from all hospital and physician practice visits are accessible through NMC's Patient Portal.

NMC's Portal covers all NMC hospital services as well as NMC's physician and specialty practices.

This includes: Inpatient Care, Diagnostic Imaging, Laboratory Services, Primary Care and Pediatrics, and specialty clinics such as Northwestern Ear, Nose & Throat, etc.

In addition to the NMC MHealth Portal Application, NMC is pleased to provide you access to your health information through other Personal Health Record Applications on your SmartPhone.
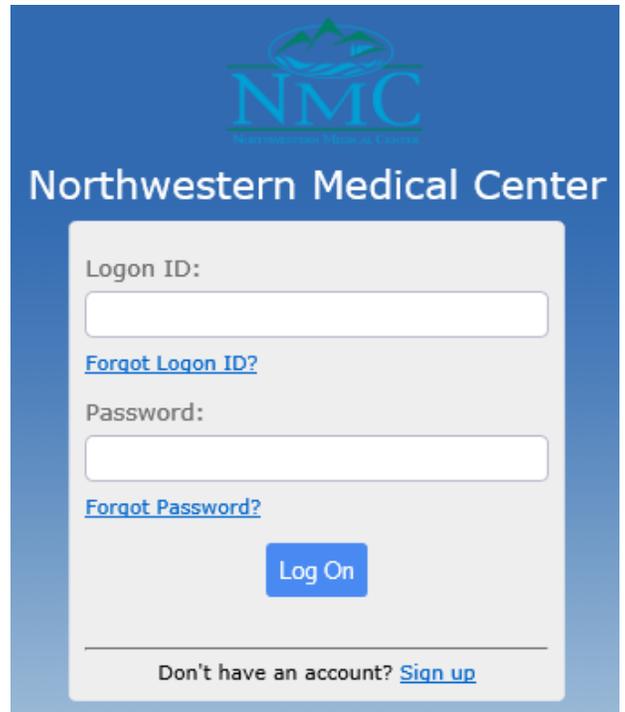
Please contact our Health Information Management Department at (802) 524-1060 for more information on how to request this service.

CLICK HERE TO ENTER

New to NMC's Patient Portal? Click here to enroll.

Logging In To The Portal

The login screen is the same for all users, whether accessed from Apple devices, Android devices or the NMC website.
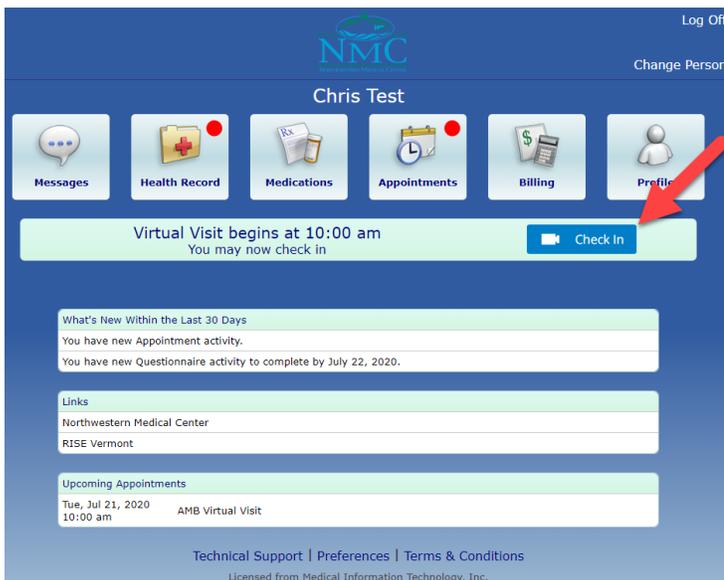

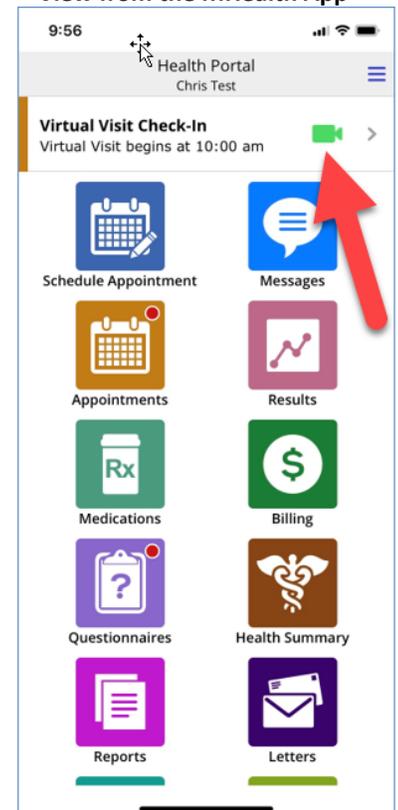**Viewing/Accessing Your Virtual Visit**

You can begin your Meditech Virtual Visit up to 30 minutes BEFORE the appointment time, or up to 60 minutes AFTER the appointment time.

View from the Patient Portal via the Website

View from the MHealth App

What You See When You Start Your Virtual Visit

The first screen you encounter allows you to update your Patient Profile. Once you have made any changes to your profile, **click the Next button.**

On the next screen, **click the Yes radio button** to accept the Consent Form and then click the button marked **Start the Visit.**
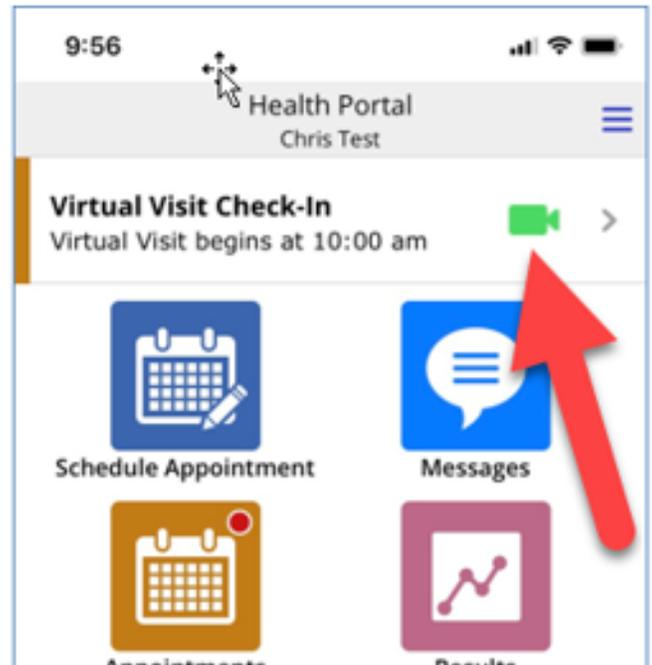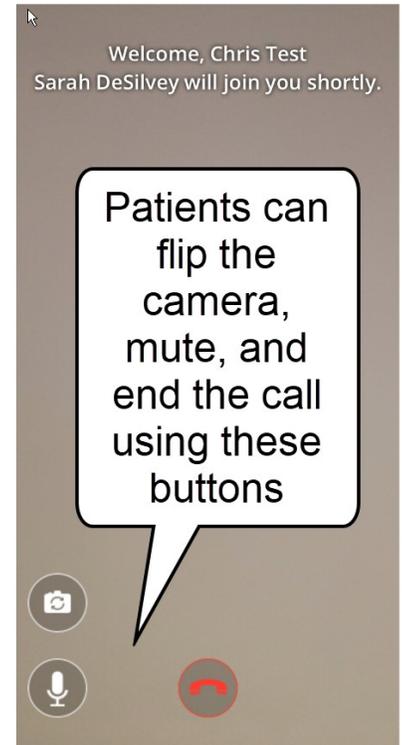
Your View of the Virtual Visit

The virtual visit screens are very similar across all platforms, Apple, Android and the Website.

There are buttons to flip the camera, mute and unmute yourself and to end the call.

If you accidentally inadvertently clicks the Red Phone button and end the call, you can click the Green Camera icon to rejoin their visit with the provider.

Note that you can only rejoin up to 60 minutes after the scheduled time for the visit.