

# Scheduling and Joining Virtual Appointments via the Marathon eHealth Portal

Suggested Web Browsers: Chrome or MS Edge

## To Schedule a Virtual Appointment:

- Log in to the Marathon eHealth Portal at [my.marathon-health.com](http://my.marathon-health.com). Click the **Appointments** tab, or select **New Appointment** on the homepage, and select **Virtual** as your appointment location.
- Choose the service you'd like under **Appointment Type**.
- Select your provider and appointment time and click **Schedule**.
- Confirm the state you are located in and availability.

The screenshot shows the 'Appointment Search' form with the following fields and values:

Patient:	Test, Demo
Location:	Virtual
Appointment Type:	Comprehensive Health Review
MH Provider:	Any
Start Date:	04/09/2020
End Date:	05/09/2020

## To Join a Virtual Appointment:

- Log in to the Marathon eHealth Portal at [my.marathon-health.com](http://my.marathon-health.com) 10 minutes before your appointment start time.
- Select the **Join** button on the **Appointments** page.
- You will be prompted to open Zoom Meetings when accessing your appointment. If you don't have Zoom downloaded, you will be prompted to download before you can join.
- Once you enter the meeting, select **Join Audio** so your provider can hear you. To use a phone instead of your computer audio, dial the telephone number provided.

The screenshot shows the 'Next Appointment' confirmation screen with the following details:

04/09/2020 at 10:00 AM

Patient: Test, Demo  
Location: Virtual (Video)  
Provider: Benoit, Brandie  
Type/Reason: Comprehensive Health Review /dfd

Buttons: Cancel, Reschedule, Join

Information on how to join a virtual meeting

The screenshot shows a Zoom meeting waiting screen with the following text:

Please wait for the host to start this meeting.

Start: 10:00 AM

Appointment with Marathon Health

Test Computer Audio

If you are the host, please [login](#) to start this meeting.

If your desired virtual appointment is not available, or if you need help accessing your appointment, call the health center.

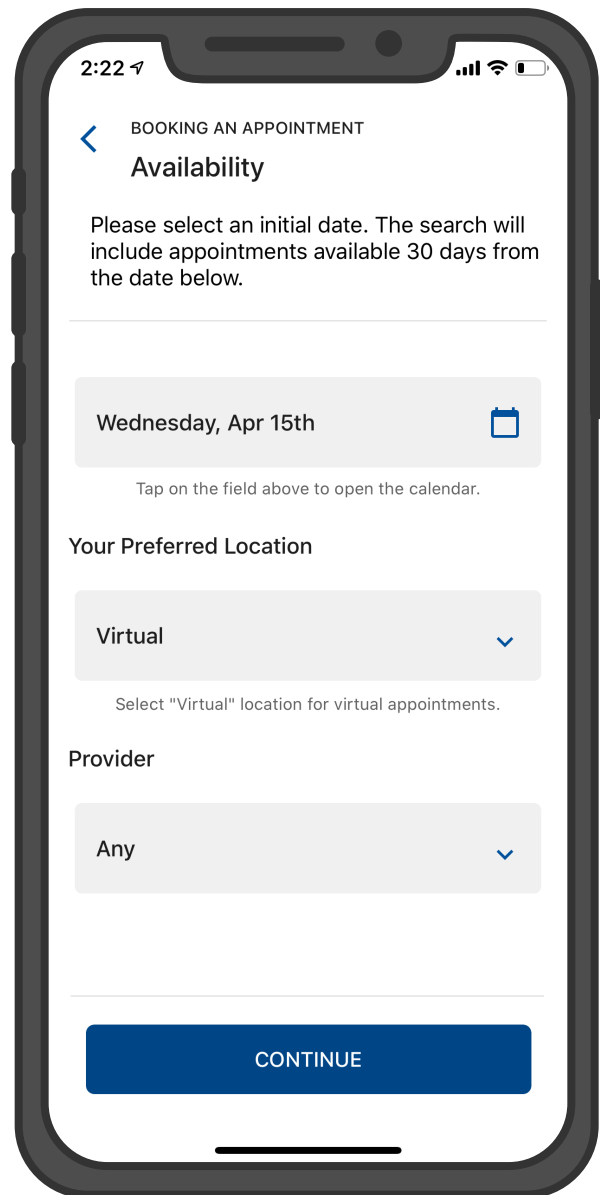
# Scheduling and Joining Virtual Appointments via the Marathon Health App

## To Schedule a Virtual Appointment:

- Open the Marathon Health app and login using your Marathon eHealth Portal username and password. Select **Appointments** and then **Book Appointment**.
- Select **Virtual** as your appointment location, choose your provider, and click **Continue**.
- Choose the service you'd like under **Appointment Type**.
- Select your appointment time and confirm the state you are located in.
- Click **Confirm Appointment**.

## To Join a Virtual Appointment:

- Download the Zoom Cloud Meetings app from the App Store or Google Play if you do not already have it. You do not need to create a Zoom account to join a virtual appointment.
- Open the Marathon Health app and log in 10 minutes before your appointment start time.
- On the **Appointments** page, select the **Click Here to Join** button. You will be redirected to the Marathon eHealth Portal.
- Log in to the Marathon eHealth Portal.
- Select **Continue** from the Zoom app pop-up.
- Click **Join Meeting**, then **Open** from the Zoom app.
- Once you enter the meeting, select **Join Audio** so your provider can hear you. To use a phone instead of your computer audio, dial the telephone number provided.



Download the Marathon Health app

If your desired virtual appointment is not available, or if you need help accessing your appointment, call the health center.

**Marathon**  
*health*  
For life.