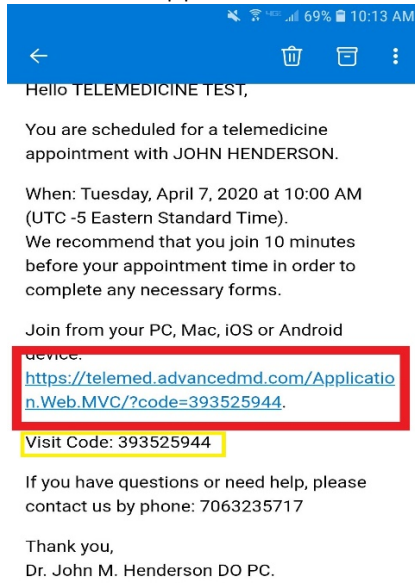


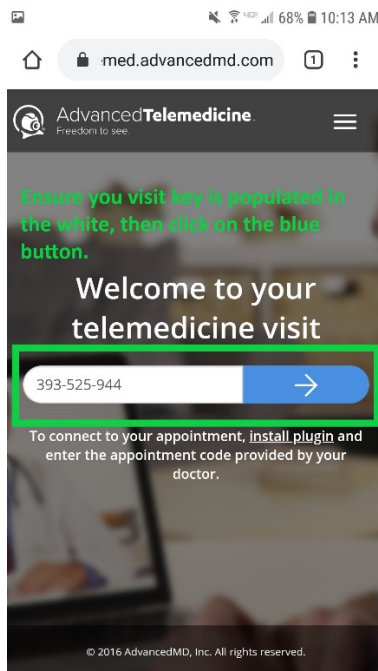
TELEMEDICINE VISIT WALK THROUGH

1. You will receive an email from our office in one of two ways.
 - a. Two days prior to your scheduled visit
 - b. Immediately upon scheduling for on-demand Telemedicine visits
 - c. Click the provided link approximately 10 minutes prior to your scheduled appointment time. The day of your appointment.

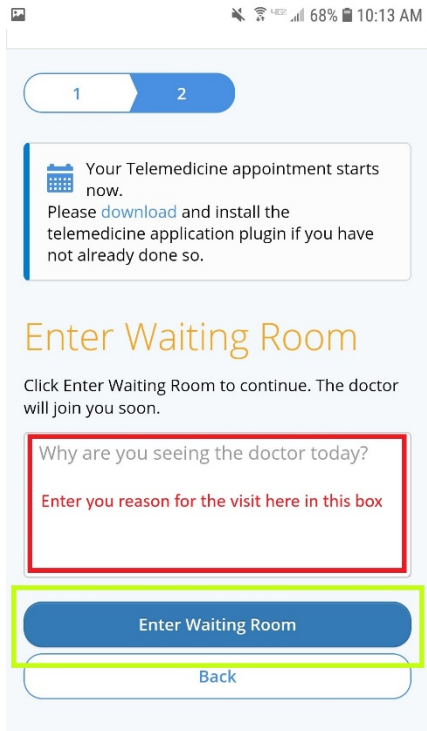


← Reply

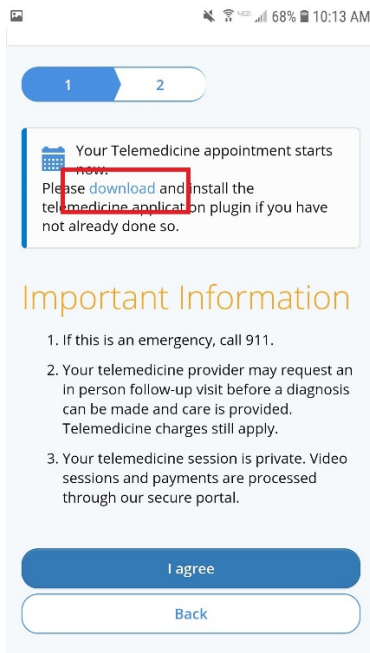
2. You will be taken to the online telemedicine start screen
 - a. Ensure your visit key is populated in the white bar
 - b. Then click on the blue button



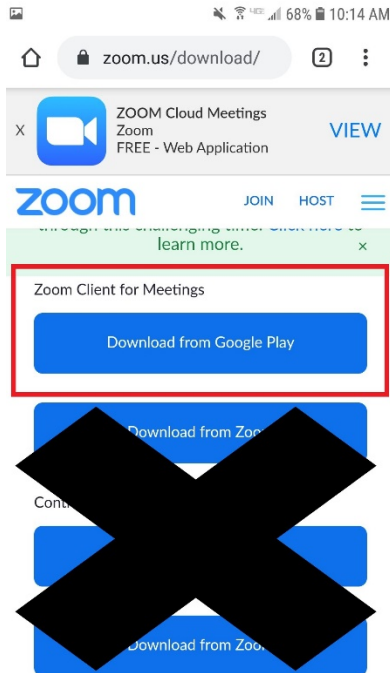
3. Once you click on the blue button you will be taken to the visit reason screen. This is your last step prior to entering the visit.
 - a. Enter your reason for the visit
 - b. Click on Enter Waiting Room button



4. On the confirmation screen you will be told three things pertaining to the visit parameters. Then you will click on "I agree".
 - a. If you haven't yet downloaded the ZOOM app onto your device, you will click on the "download" link to install Zoom.

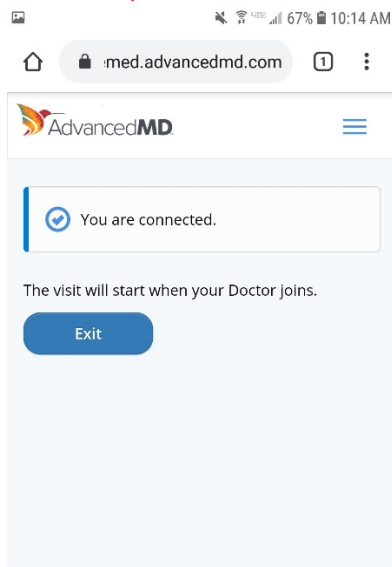


5. On that next screen, ensure you click on the top option. Not any of the other three choices.

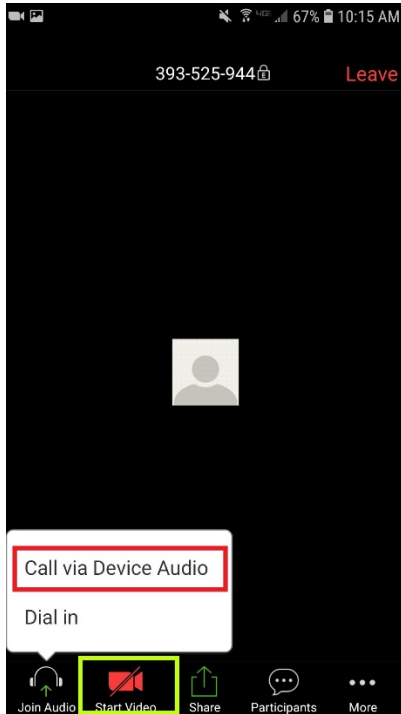


6. Once you have entered the waiting room you will see this screen. On the doctor's end we will be notified that you're in the waiting room and ready for your visit.

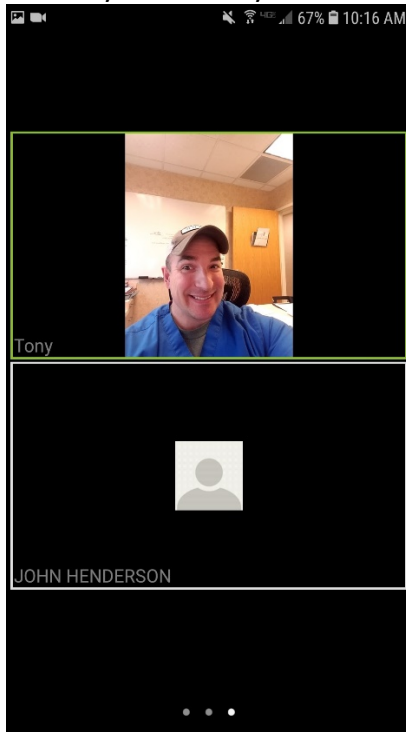
*****PLEASE REMEMBER THAT WE ARE STILL SEEING PATIENTS IN THE OFFICE AS WELL SO YOU MAY HAVE A WAIT TIME SIMILAR TO AN IN-OFFICE VISIT. WE WILL MAKE EVERY EFFORT TO START YOUR VISIT ON TIME, BUT EACH PATIENT IS UNIQUE AND MAY REQUIRE MORE OR LESS CARE*****



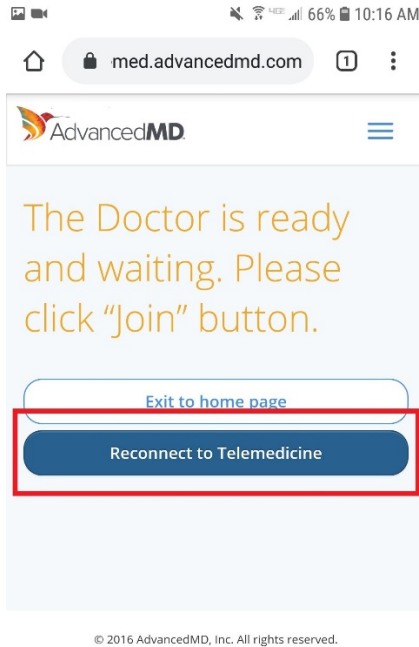
7. Once the doctor selects the “Start Call” button on his end you will enter the video/chat meeting room. On this screen ensure you do two things
 - a. Select the “Call via Device Audio” option
 - b. Click the “Start Video” button



8. This is what your screen will look like once you are in, all options are selected, and you're ready to visit with the doctor.



9. Once the doctor has selected all of his options, you will see and hear him in the meeting as well.
10. If for some reason you back too far out of the meeting and see this screen, just click on the “Reconnect” button.



I hope this helped with your attempts to navigate the Telemedicine tool for our system. If you have any questions don't hesitate to call our office to speak with a staff member.

Respectfully,

Tony