

## **CGM ELVI ®- Telemedicine**

Video calls with your provider can be conducted using a mobile device or computer. The App can be downloaded to any mobile device.



## **Mobile Device**



Enter your name and access code. You will be entered into the waiting room. You will be notified via incoming call when the provider is ready to see you. Tap the green circle to enter the session.



## Computer

You will receive an email from <u>elvi@cgmus.com</u> titled *CGM ELVI - Invitation to your personal ELVI appointment*. Click the link in the email or copy and paste the link into your browser.

e	vi@cgmus.com
C	GM ELVI - Your personal access code
	CGM ELVI - Invitiation to your personal ELVI appointment
	Hr. Marcus Welby has invited you to a personal video conversation. GGM ELVI is an online platform for secured video calls and free of charge for you
	To enter the video conversation, please open the link https://elvi.cgmus.com and enter your access code. Your access code is:
	RJYN4D2N
	You can use this code to enter Hr. Marcus Welby's digital waiting room via your computer/tablet at the agreed time for a video consultation.
	By computer / tablet:
	<ul> <li>Just copy the code sent to you,</li> </ul>
	<ul> <li>click here or enter the address https://elvi.cgmus.com in your Internet browser (Chrome, Firefox or Safari),</li> </ul>
	<ul> <li>enter your first and last name and the code in the "Login with access code" field,</li> </ul>
	<ul> <li>and you will find yourself inside the digital waiting room. Your contact person will get in touch with you.</li> </ul>
	Do you want more information? Here you can download the CGM ELVI quick guide to get started.
	By Smartphone-App:
	Download the free ELVI-App from the Google Play Store or from the Apple Store.
	Enter your first and last name and the access code,
	<ul> <li>afterwards click on "Start the Session",</li> </ul>
	<ul> <li>wait for your conversational partner, until he contact you.</li> </ul>
	Do you need more information? Download here the manual instructions for a quick start into ELVI.
	Do you have any questions?
	Our CGM ELVI Support Team will be happy to help you personally:
	Call us on 855-270-6700
	Go to our customer portal: <a href="https://customerportal.cgm.com/customerportal/login.xhtml">https://customerportal.cgm.com/customerportal/login.xhtml</a>
	You can reach the CGM ELVI team from Monday to Friday from 08:00am to 05:00pm.
	The FLVL Team is available from Monday to Friday at 08:00am to 05:00am

Enter your name and access code. Check the *I accept the usage terms checkbox* and click Start session.



You will be directed to the Waiting Room and will be notified when the doctor is ready to start the session.

CGM ELVI • online	System Check	🛡 Data Protection 🕥 Help 📼 English - 🖼 Log out
TEST PATIENT	Waiting room of Mr. Marcus Welby	
Waiting Room	Mr. Marcus Welby is: ONLINE Please be patient, you will be called.	Also in this Room: O WAITING USERS