

Telehealth Instructions

Using the ZOOM app, please type in: **meeting ID: 480 775 4240** (this is the office phone number), then please make sure that the PATIENT's name is listed underneath

- In order to use the system, you'll need to download the Zoom app onto any electronic device you might use for visits. You'll also need to set up an account with them. Parents, it is fine to use your account for these meetings, just please change the screen name as you sign in. You won't receive a separate link; the meeting ID above is the same every time

- You need to be physically present in Arizona, due to federal and state laws. If you are in a car, it needs to be parked.

- Try to log in 10" before your appt time, if it's convenient. If I don't start the appt right on time, it's usually because other people have needed extra time and I'm running behind schedule. Please be patient.

- If you have difficulty logging on, call Melissa at 480-775-4240. If she doesn't answer, please send a portal message.

- MEASUREMENTS: **Please measure weight before every appointment**, especially if you have recently started a new medication or you have concerns of weight gain/loss.

If your child is on a stimulant medication, please also take their heart rate/ pulse. Every 3 months or so, I will send a portal message before the appt also asking for their height. If you are an adult on stimulant medication, blood pressure checks are mandatory. Omron is a reliable brand of blood pressure cuff that has \$35-\$40 ones on Amazon or Walmart.

Please get measurements before signing into the appointment (within 2-3 days before is fine).

- Please feel free to portal message/ call if you have questions- we aim to help in whatever you need.

- Since we are doing both in office and telehealth appointments, it can get confusing to know which format each person is requesting. To confirm the format for your appointment: on the onpatient app, click the calendar icon; under the date of your next appt, it should say "telehealth" or "in office". If you want to change, just let us know.

- Except for new patients, you generally get to choose which format you prefer. If you are using insurance, double check with them that they are still paying for telehealth visits (some aren't anymore!). You are ultimately responsible if they deny the claim.