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**TELEMEDICINE E-VISITS FOR PATIENTS**

**Call the office to set up an E Visit 336-352-4900.**

Once your appointment is made you can go into the portal [www.yourhealthfile.com](http://www.yourhealthfile.com) and follow the instructions.

 1.On the home page, click the **Appointment Check-in** tile.



You can complete intake information before joining an e-visit. You can use the navigation menu at the top of the page to review and fill out each form. You can also click a check-in process form link.

 2.Click **NEXT** at the top of the page to continue to navigate the check-in process until it is complete. You can also use the navigation menu to select a form to fill out.

You do not have to complete all forms to complete the check-in process. When you complete a form, a green checkmark  appears next to the step.



1. When you are done filling out the intake forms, you can click **Complete Check-in Process**.



 If you complete the intake forms and it isn’t time for your E-Visit you can log out.

**At the time of your appointment** log back in to your portal and click on Appointment Check In.

You will see the Appointment Check-In Process box again. Click on the dropdown arrow and scroll down to the bottom and click on COMPLETE CHECK IN PROCESS.



**The e-Visit window opens.**

You will appear on the left side of the screen and the provider appears on the right side.

You can communicate by:

**Phone:** patient provides the preferred phone number when they request an E-Visit or

**Video chat:** Patients and providers use the on-screen microphone. The browser may prompt the patient to allow access to their computer's camera and microphone. Patients must allow access.

1. Patients can end their e-visit by clicking **End e-Visit**.

