

AdvancedTelemedicine

Patient Documentation

With the AdvancedTelemedicine™ feature you can meet with you provider online when a Telemedicine appointment has been scheduled. You can use your PC, iPhone®, iPad®, or Android device to use AdvancedTelemedicine.

When you schedule your appointment, inform your Doctor's office that you would like to teleconference using AdvancedTelemedicine. After you make the appointment, an email will be sent to your email address to confirm the appointment, and with instructions on how to join the teleconference.

Note: The email can take up to thirty minutes to be sent. If you do not see the email after thirty minutes, check your spam folder.

Enter the Teleconference on a PC

You should join the session a few minutes before your scheduled appointment so you have time to download and install the necessary programs and get set up.

1. Click the link in the email.
2. Click **Join Session**.
3. Install the telemedicine plugin (first time only).
4. Read the terms and conditions and click **I accept**.
 - a. Enter **Payment** information, if prompted. Your credit card will be authorized for the displayed amount.
 - b. Click **Make Payment**.
 - c. Click **Next** once your card is authorized.
5. Enter the reason for the visit.
6. Click **Enter Waiting Room**.
7. Wait for the Doctor to open the call.
8. When the Doctor has started the visit, click **Join**.

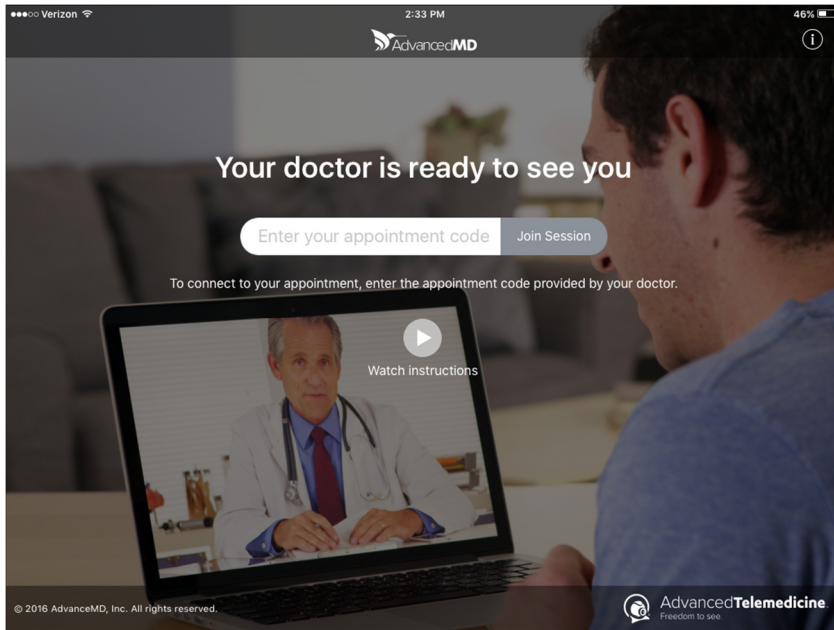
When the call is complete, your credit card will be charged.

Enter the Teleconference using an iPhone or iPad or Android

If you are using an iPhone or iPad, you will need to download the app from the Apple Store.

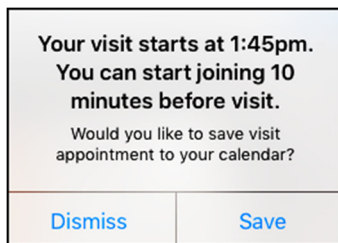
If you are using an Android device, you will need to install the Zoom plug-in.

If you are having trouble with this, try the Zoom website
support.zoom.us

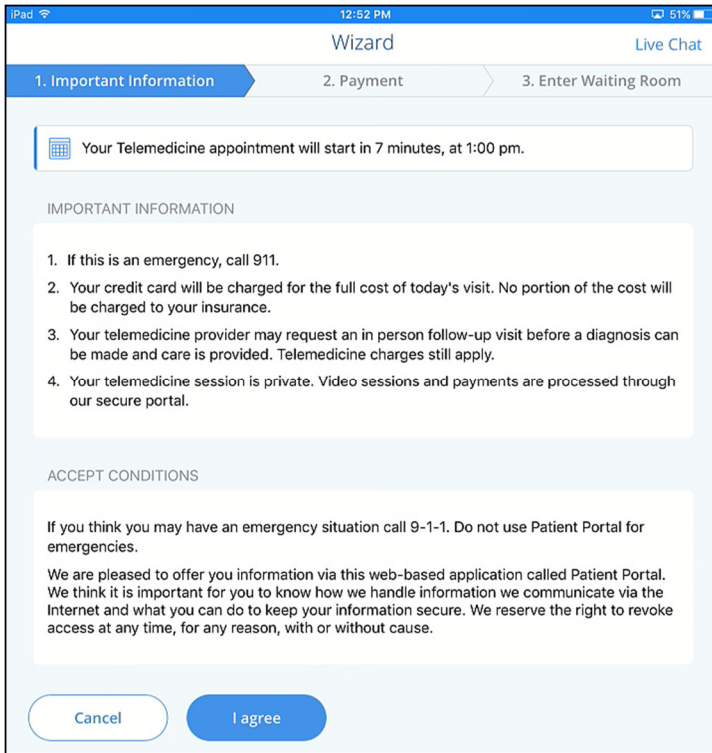


Join a Telemedicine session

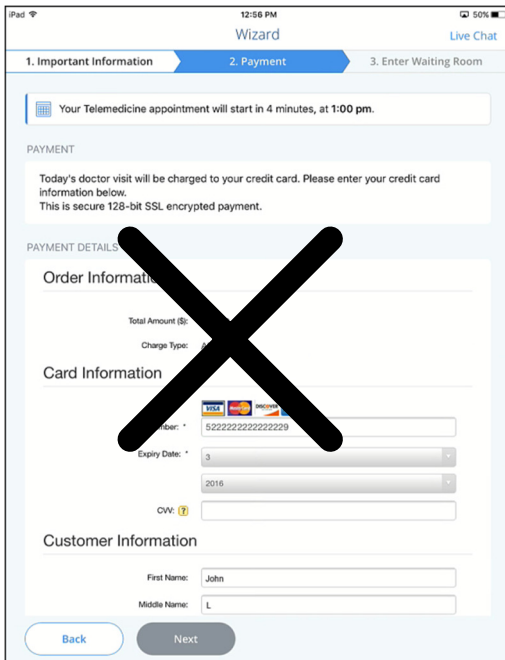
1. Open the email from the practice and click the link to join the session.
2. If prompted, enter the appointment code received in the telemedicine confirmation email.



3. After you join the session, the **Important Information** screen opens, where you must agree to the conditions before continuing. Tap **Cancel** to return to the telemedicine main screen.



4. On the **Payment** screen, enter your payment information, and then tap **Next**.

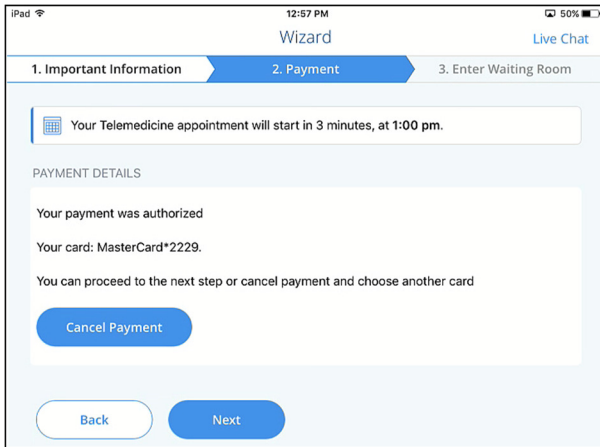


We are going to be billing insurance for these visits as we would for an in-person office visit.

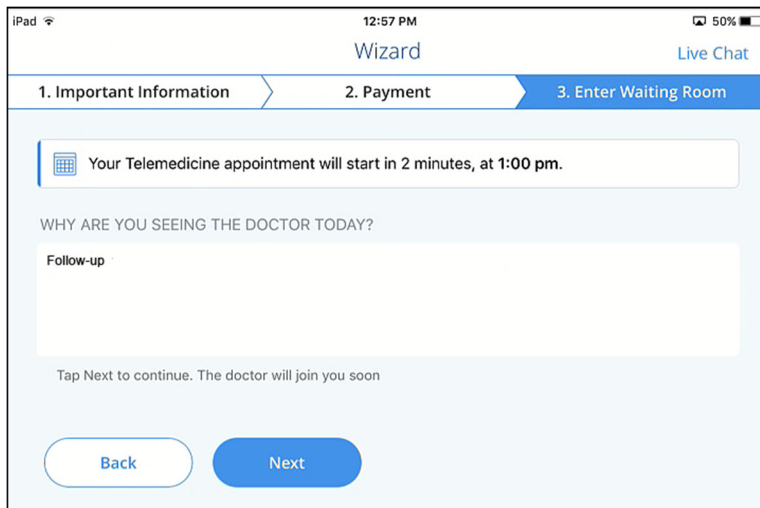
Please talk to our staff about any copays you may have with your insurance.

The **Payment Details** displays the payment status, and allows you to cancel the payment if necessary.

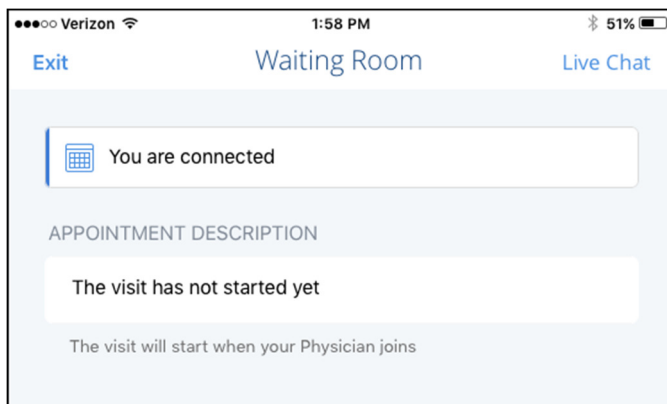
5. Tap **Next** to continue, or **Cancel Payment** to enter a different credit card.



6. On the Enter **Waiting Room** screen, enter the reason you are being seen by the doctor, and then tap **Next**.



If the doctor has not yet connected to the session, the **Waiting Room** screen displays as you wait for the doctor to join.



Message

If you need to contact the provider while you are waiting, click **Messages**.

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