TELEMEDICINE INSTRUCTIONS FOR PATIENTS

1. The patient will receive an **e-mail and/or text message** before the scheduled appointment time. He/she will be able **click on the link** either through the text message/e-mail. (*These screenshots are shown through a mobile phone. The e-mail link if used on a desktop/laptop are the same.*)
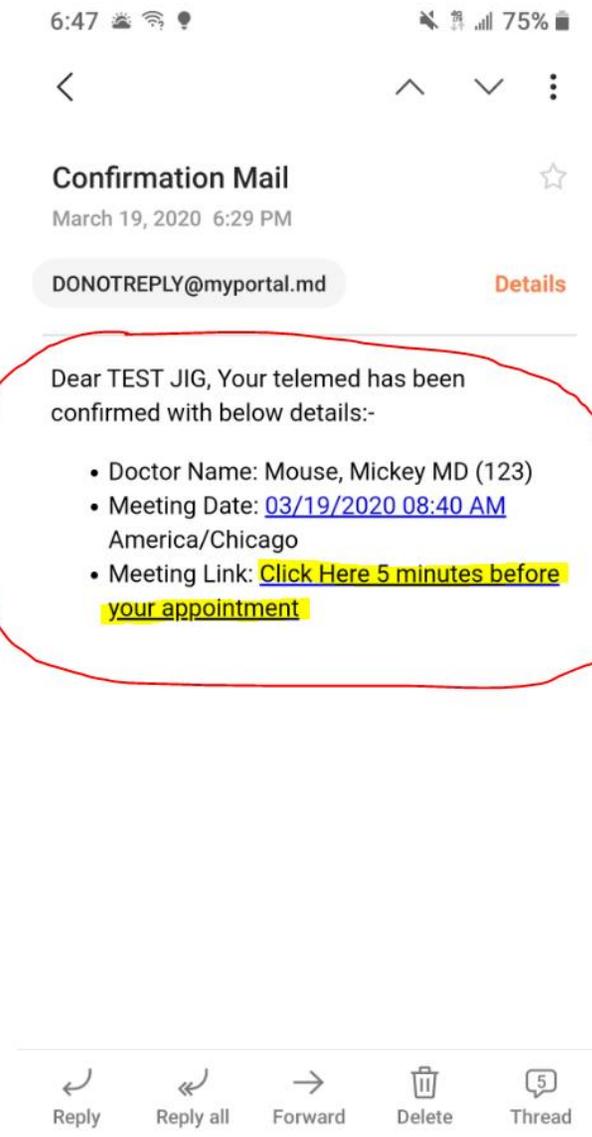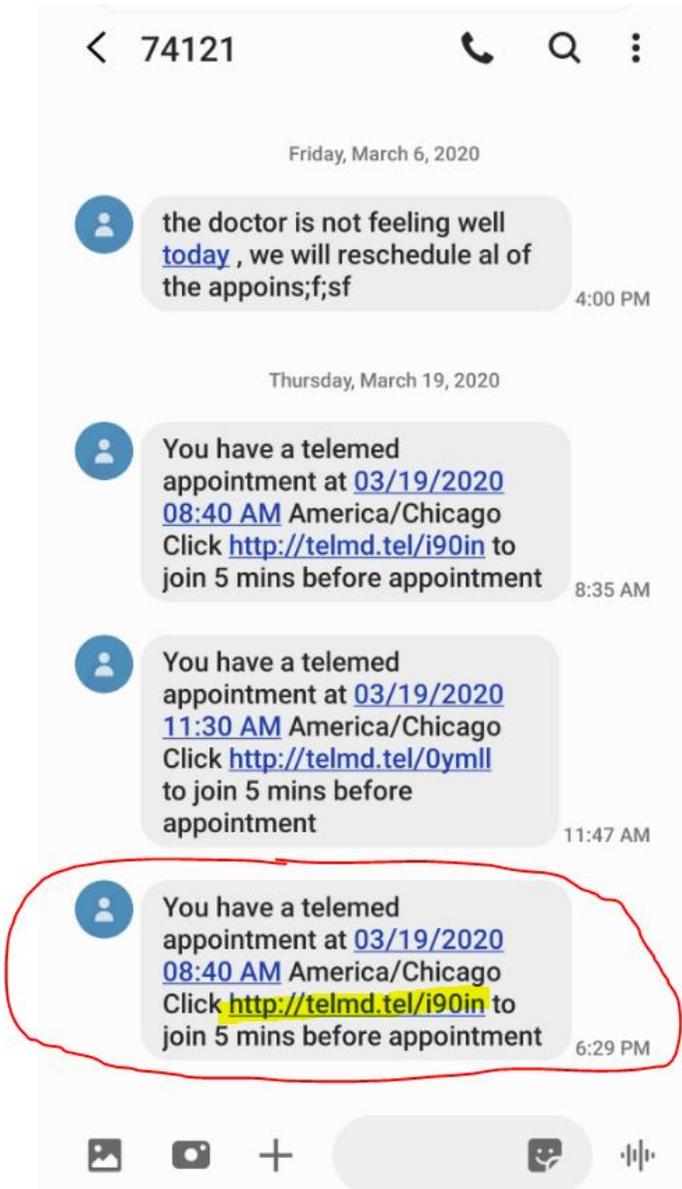
2. In the first window, if his/her **camera/webcam** is connected on the device, it will automatically default into the drop down on the top left hand side. If he/she has multiple cameras devices/webcams, he/she can select the one they would like to use. A window will show the image and the patient will be able to adjust accordingly and then click **Next**.
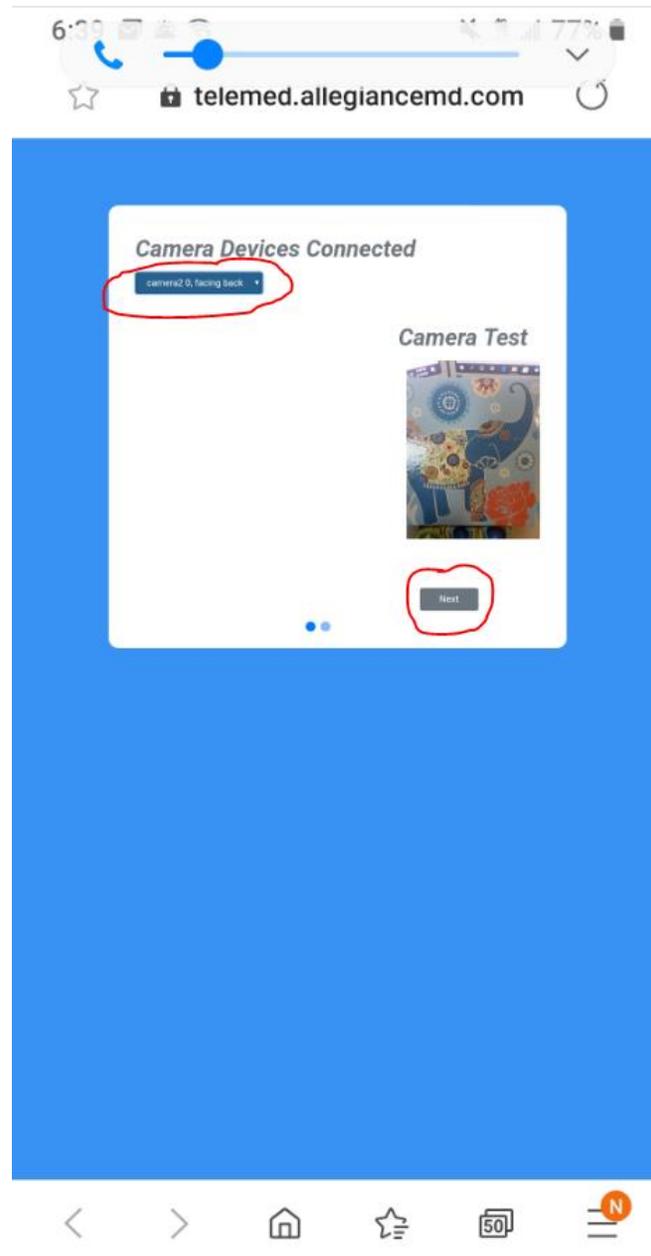
3. In the second window, if his/her **microphone** is connected, it will automatically default into the drop down on the top left hand side. If he/she has multiple microphones/audio devices, he/she can select the one they would like to use. A window will show the audio level and the patient can adjust the audio settings on his/her device accordingly and click **Start Call**.
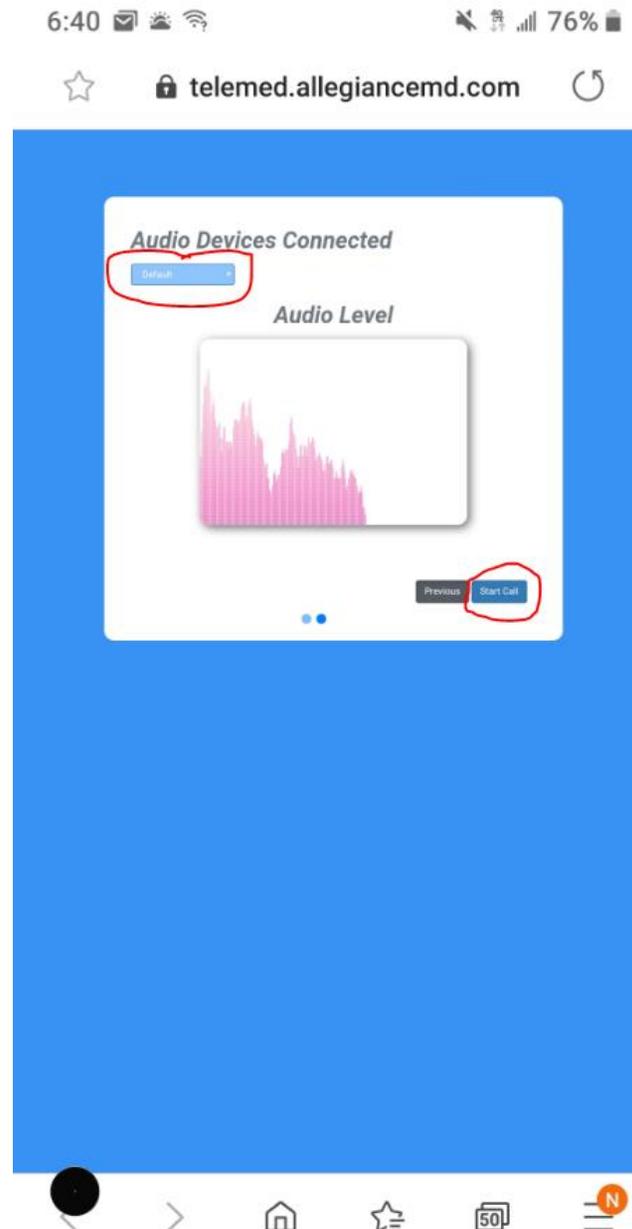
4. The doctor will receive a "Acknowledge This Message" to let him/her know **"waiting for other user to connect"** and can click **Close**. Once the patient is on the call, he/she will be able to view the doctor's image in the center screen. The bottom smaller screen on the right-hand side will be the image of the patient themselves.
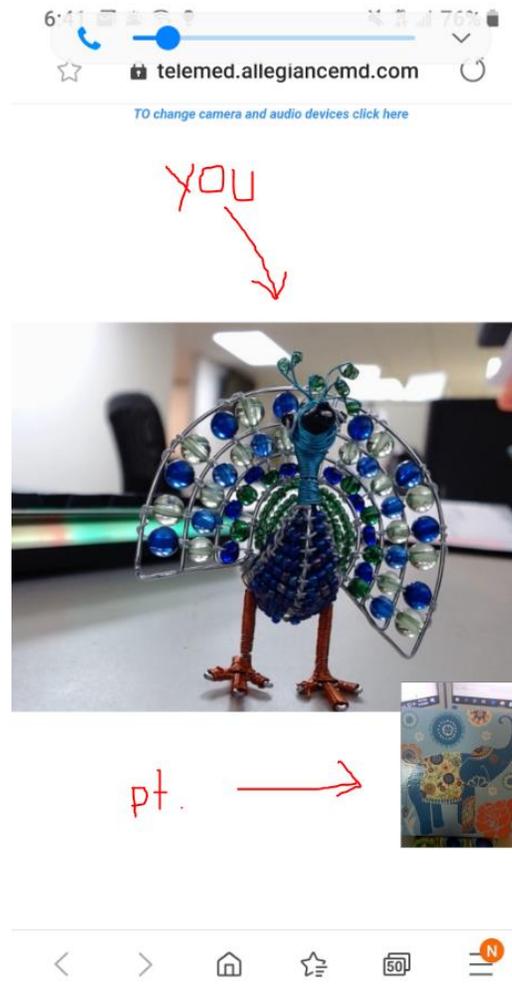
7. Please be sure the patient exits the screen when finished!

A 4K Camera would offer the best resolution, but a more affordable option would be to choose a webcam that at least has 1080p resolution as we have suggested with Veracity 9.1 as well!

PLEASE NOTE

- Copayment WILL be collected, virtually, before Telemedicine visit begins.

-The Nurse will go over history FIRST.

-Then, Dr. Tondapu will start the visit.