

Patient Instructions. Attach the below text to the email sent to patient when scheduled along with invitation link:

We have you scheduled for a telehealth visit for your upcoming appointment! Below this information regarding the process, is the actual invite for the meeting. We will also send a copy of the invite the day before your appointment as a reminder.

We appreciate your patience and understanding during this time and continue to have your health and safety as our utmost priority.

To complete our telehealth visit, you will need a smartphone or laptop/tablet that has a built-in camera. It is possible to use a desktop computer, but you must have a camera and microphone with your desktop for this to work.

If you are using your phone for the visit, you must be able to access your email from your phone so that you are able to click on the link below. You will also need to download the "Zoom" app from your app store. It is called "ZOOM Cloud Meetings" and has a blue and white icon next to it.

You will need to click on the link in your email to get to the meeting/appointment when it is time. We suggest that you start the process a few minutes before your appointment time to ensure you are able to successfully access the appointment.

If the application asks for you to allow use of your camera and headphone/audio/microphone, please say "Yes" or "Allow". This is how we will be able to hear/see each other. Sometimes after starting the meeting you may need to click on the camera icon or the microphone icon to enable these features so that we can see/hear you. (These icons are often hidden; you may need to touch the screen to illuminate them) We understand that there will be questions and potential need for troubleshooting during the process of getting you ready for your appointment. We are happy to assist however we can!

If we are not in the virtual meeting/appointment right away, please wait for us!
Stay healthy, and we look forward to seeing you for your telehealth appointment.