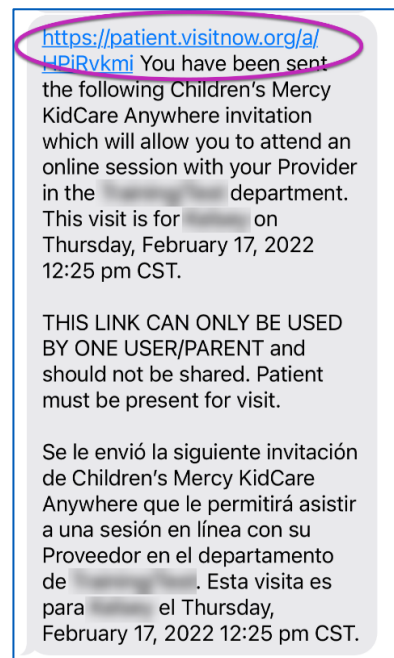
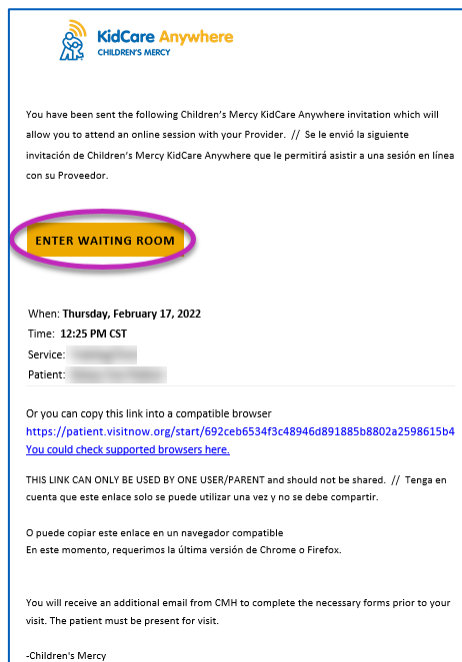


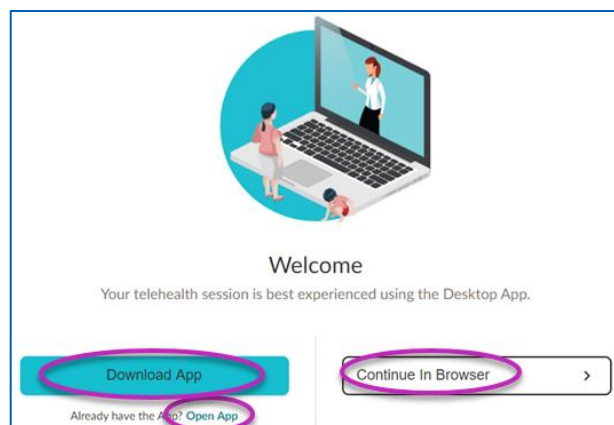
1. 15 minutes before your scheduled telemedicine appointment, click the link sent to you by email or text.

- Only 1 person can connect to the visit using this link. The provider can invite another person once the visit starts.

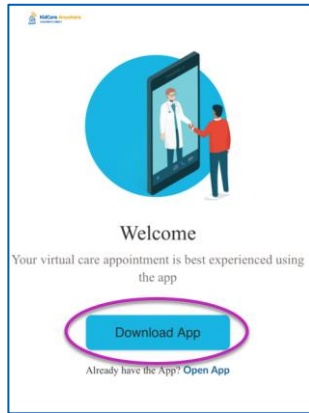


2. If you have not downloaded the app, click Download App and follow the download instructions.

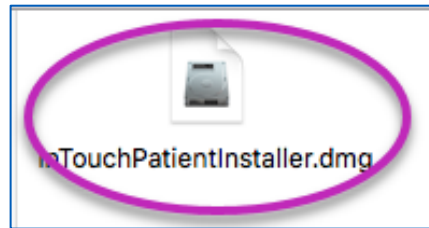
- If you have already downloaded the app, click Open App.
- It is better to use the app, but you can choose to Continue in Browser and use Google Chrome or Safari if needed.



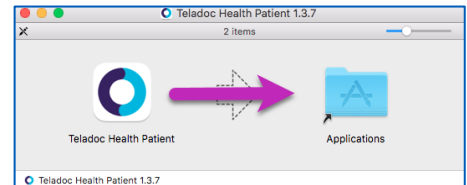
Downloading the App



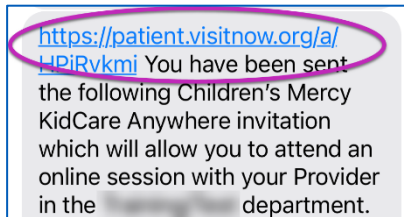
Click the Download App button.



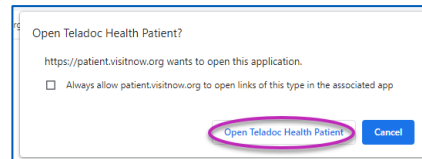
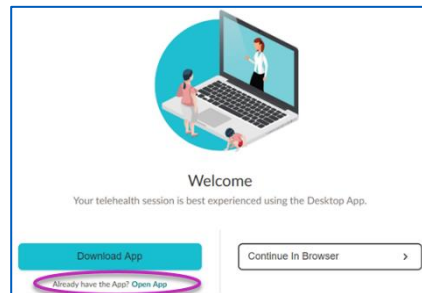
The file will be downloaded to your computer. Double-click the file in the Download folder.



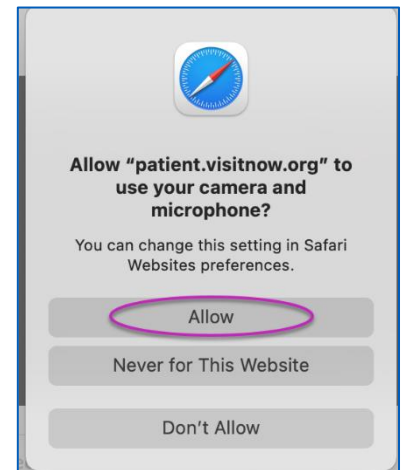
Drag and drop the Teladoc Health Patient app to the Applications folder.



After the app is installed, go back to your text or email and click the appointment link.

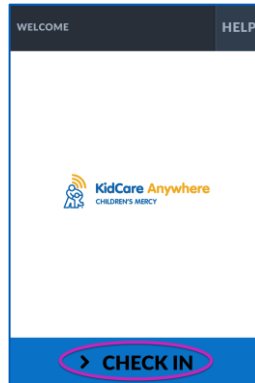


You may have this screen open. Click Open Teladoc Health Patient or Open App.

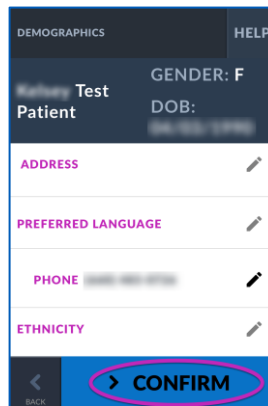


Click Allow to give permission for the app to use your camera and microphone.

3. Click Check In.

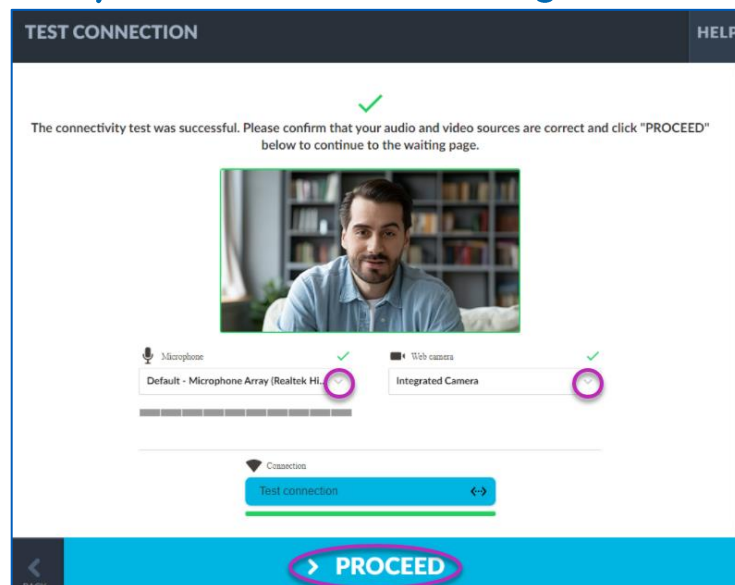


4. Review your child's information and click Confirm.



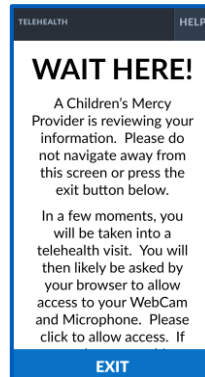
5. The app will test your internet connection, microphone, and camera. You should be able to see yourself on the screen.

- Use the dropdown menus to change your camera or microphone if needed.
- Click Proceed when you are finished with testing.



6. You will be placed in a virtual waiting room. The provider will join at the time of your visit after reviewing your information.

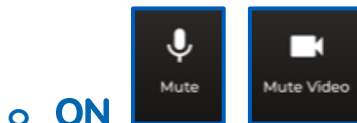
- Do NOT minimize or leave the app until after your visit is complete.



IN-CALL INSTRUCTIONS

•Camera and Microphone

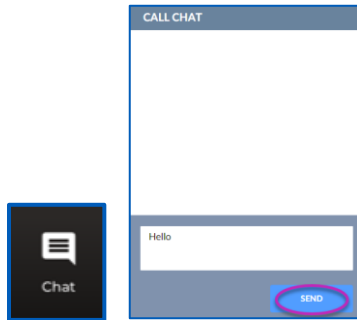
- Make sure your camera and microphone are turned on. Click the button to turn them on and off.



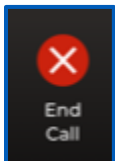
- Click the Settings button to change your camera or microphone.



- You can send a chat message to your provider during the visit. Click the Chat button to open the chat.
 - Type your message and click Send.



- To end the visit, click the End Call button.
 - If you end the call before you are finished, you can click the link from your email or text and check in again. This only works within 5 minutes of ending the visit.

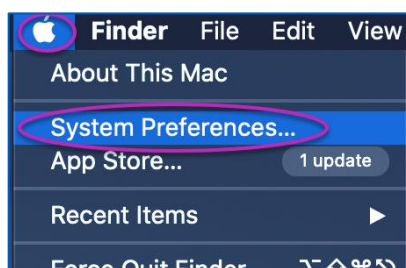


Troubleshooting

- I'm having camera or microphone issues.

If you are using the app, follow these instructions to access the camera permission settings.

1. Open System Preferences in the Tool Bar.



2. Click Security and Privacy.

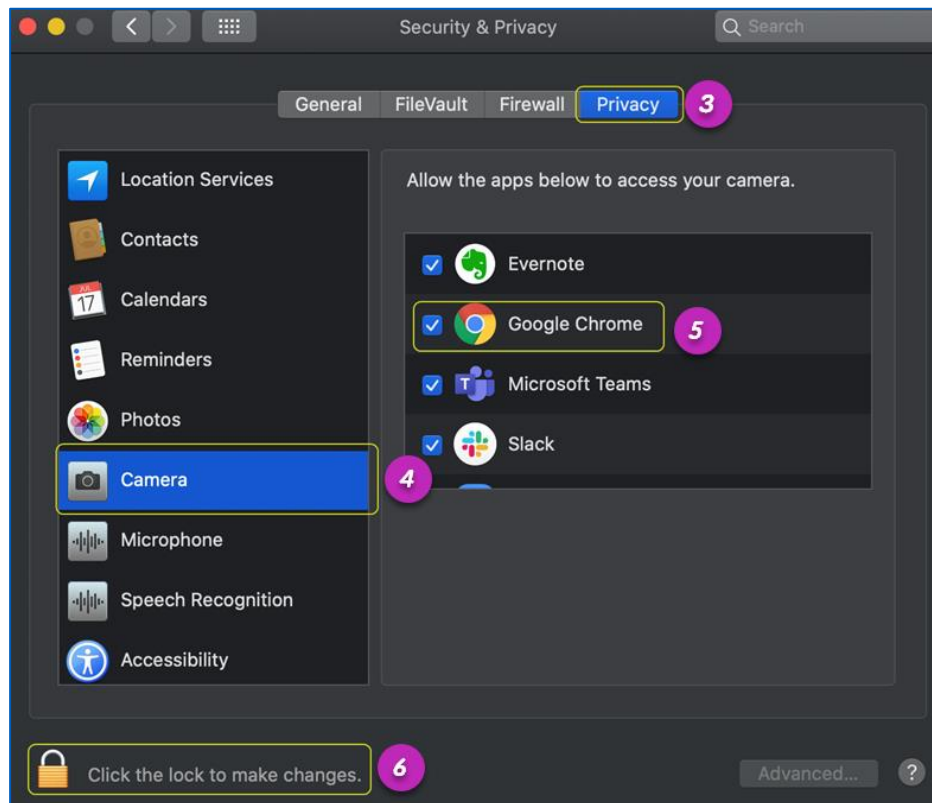


3. Click Privacy.

4. Click Camera

5. Make sure the app you are using for your visit is checked (Teladoc Health Patient, Google Chrome, or Safari).

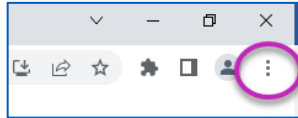
6. Click the lock icon. Enter your username and password if needed.



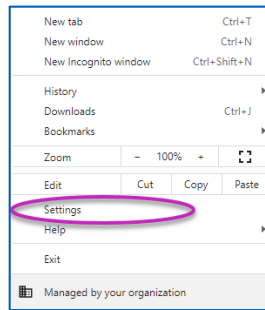
If you are using Google Chrome or Safari, follow these instructions to access the camera permission settings in the browser.

Google Chrome

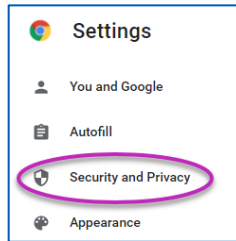
1. Click on the 3-dot menu to the right of the Chrome browser bar.



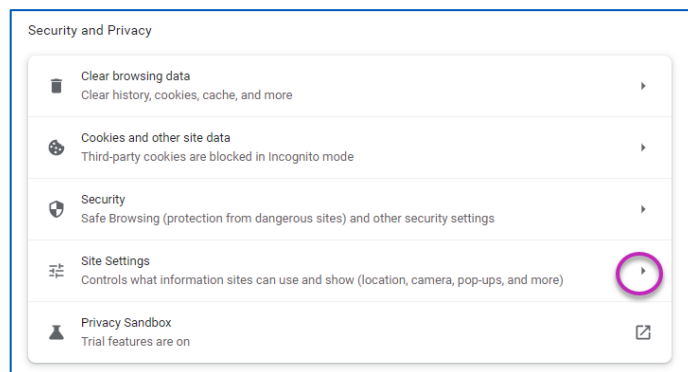
2. Click Settings.



3. Click Privacy and security in the menu on the left side of the screen.



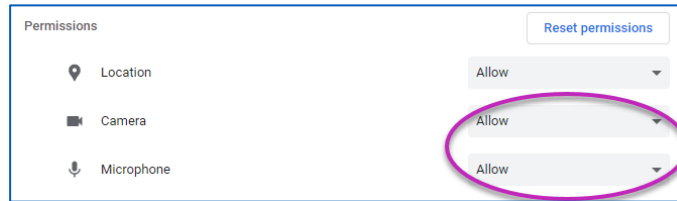
4. Click the arrow next to Site Settings.



5. Find where "patient.visitnow.org" is listed and click the arrow to the right.
 - You may see "visitnow.org" instead.

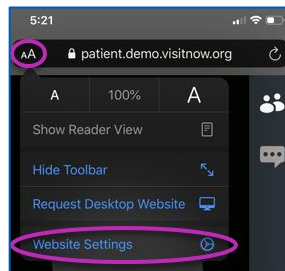


6. Make sure that Camera and Microphone say Allow. If they don't, select Allow in the drop down menu.

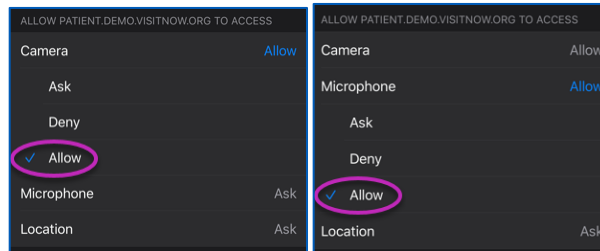


Safari

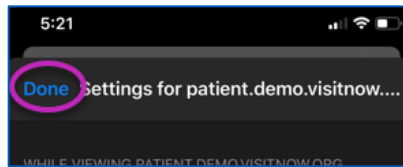
7. Click the icon at the top of the screen with the letters "AA" and click "Website Settings"



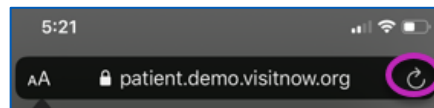
8. Under "Camera" and "Microphone" make sure that "Allow" is checked.



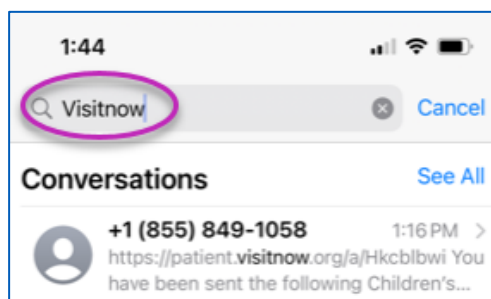
9. Click "Done" to return to the visit.



10. Click the refresh button in the browser bar.



- I can't find the link to my visit.
- The link is sent to your email and phone multiple times before the time of your visit.
 - 24 hours before
 - 15 minutes before
- Only 1 person can connect to the visit using this link. The provider can invite another person once the visit starts.
- Search "Visitnow" in your texts or email
 - Make sure to check your Junk or Spam email folders



For technical support, call (816) 302-7895

To reschedule your appointment, call (816) 234-3700