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How to Login to Your TeleMedicine Dermatology Appointment

Equipment Needed:

- Computer, ipad/tablet or Smartphone

- Computer must have the **Chrome or Firefox** web browser

- Camera

- Microphone

- Speakers

- TeleHealth capability (see below)

Before you attempt to Login, Access the Settings or Control Panel of Your Device:

- Turn microphone on

- Turn speakers up

- Enable video on your device

Recommendations:

- Find a quiet, private spot to have your appointment

- Reduce background noise, use headphones if available (NOT REQUIRED)

- Have your appointment in a well lit area with the light in front of you

- IF POSSIBLE - Have a flashlight or desk lamp available to shine on your area(s) of concern, should your provider need more light to see

- As soon as you receive your TeleMedicine confirmation email, follow the instructions to download the applications you will need to login to your appointment

- If you plan to use the Patient Portal on your computer to have your appointment, **it must have either the Chrome or Firefox web browser**

Logging in With Your Phone: Step-by-Step Instructions To Login to Your TeleHealth Appointment

1. Open the email from **Telemedicine Service** and locate the information that looks like the below example
    - If you do not see the email - check your Spam/Junk folder
    - Follow the directions in the email step-by-step to enable the virtual appointment app on your phone
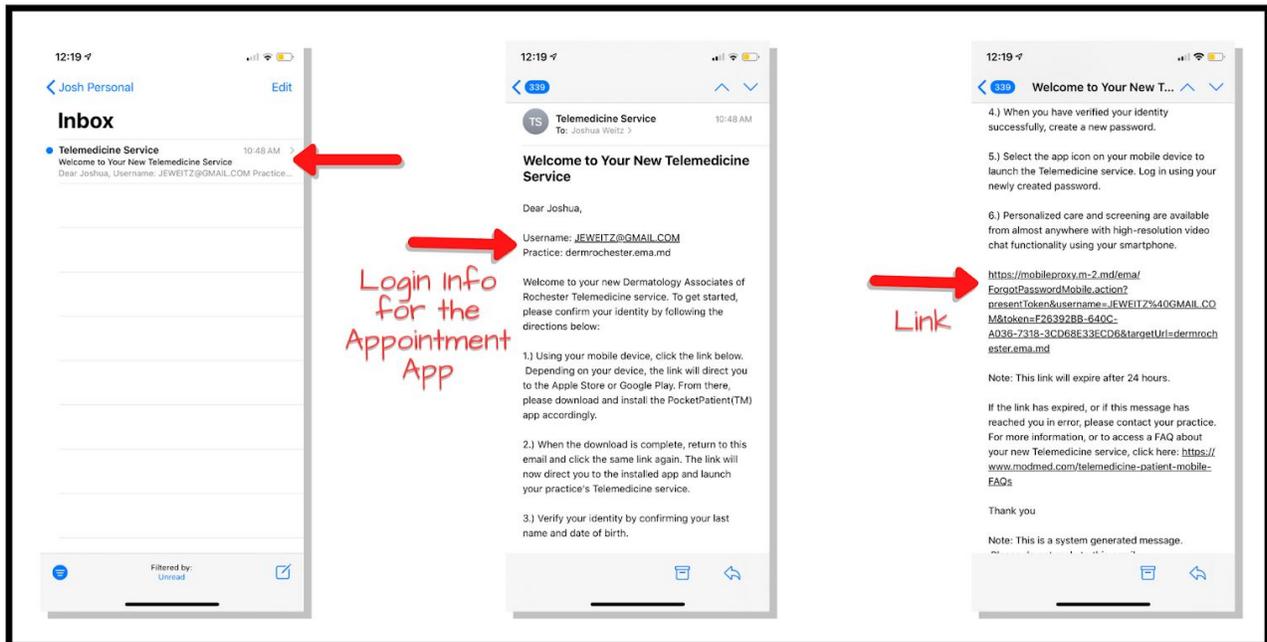
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2. Click the hyperlink in your confirmation email - this will direct you to the App Store to download the PocketPatient application *(if the application has already been downloaded, the hyperlink will direct you to the downloaded application)*

- When prompted click **Allow Push Notifications**:
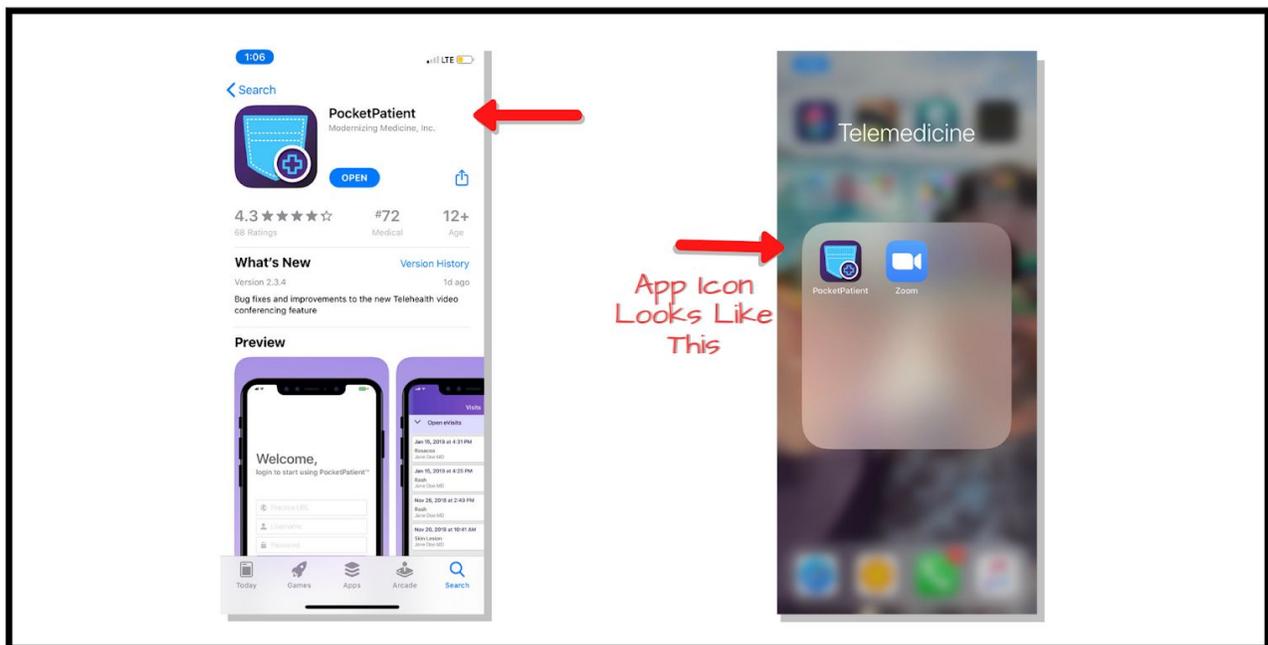
3. Enter the practice URL, your username, and password to login. These are the same as the credentials you use to login to the Patient Portal
   - Upon first login, you will be presented with a Telehealth Terms of Service and Privacy Policy consent form. You must agree to these terms by clicking **Agree**
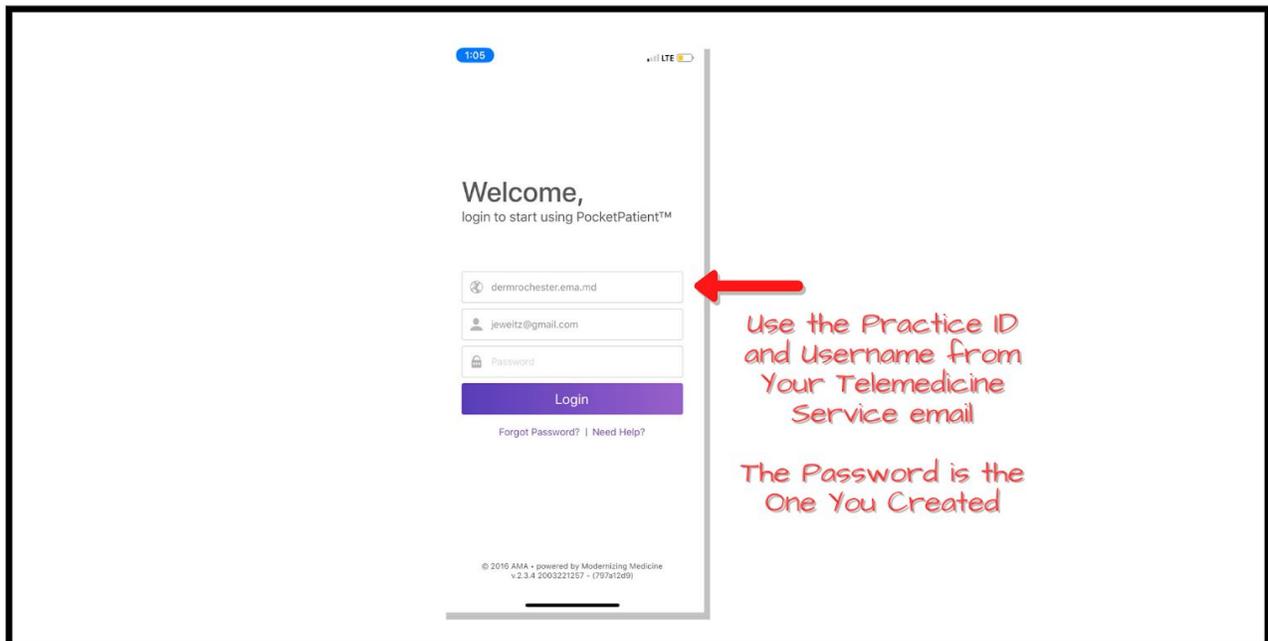
4. Click Get Started to access the appointment screen - this is where you can join the Video appointment once it is initiated by the provider

- *If you are not logged in to PocketPatient at the time your appointment begins, you will receive an email and a notification to your device indicating the provider is ready.*
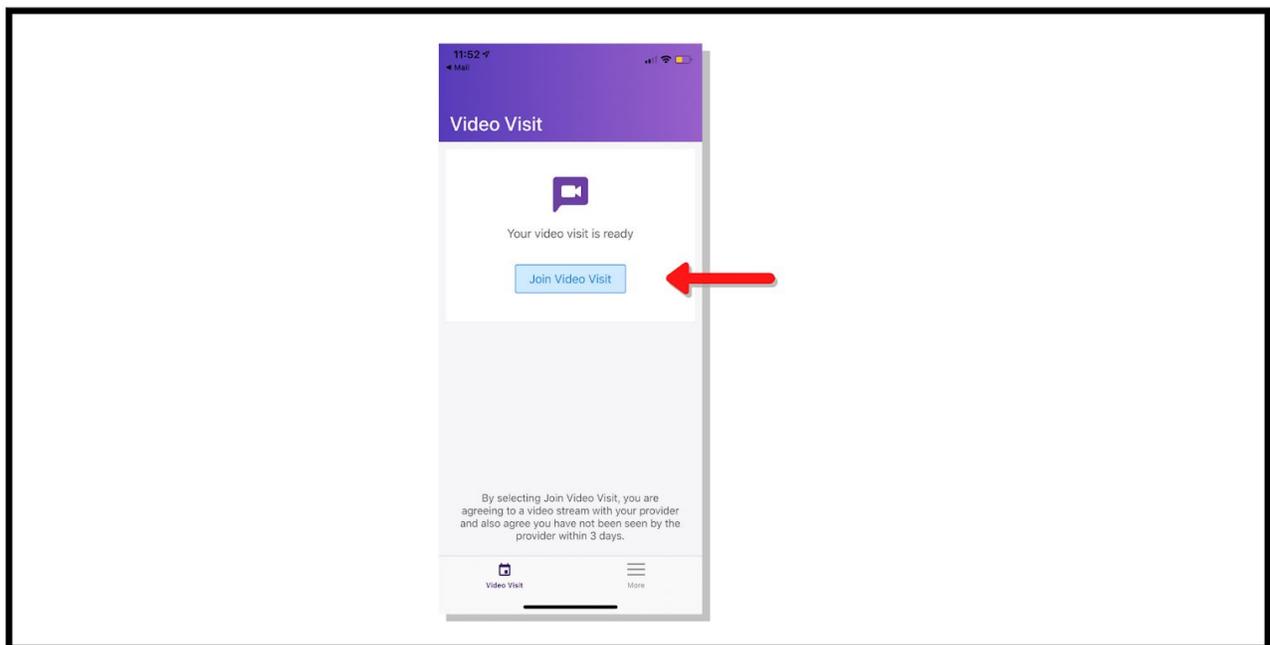
5. Select **Join Video Chat** to be connected to the Provider:

This is What Your Provider Can See
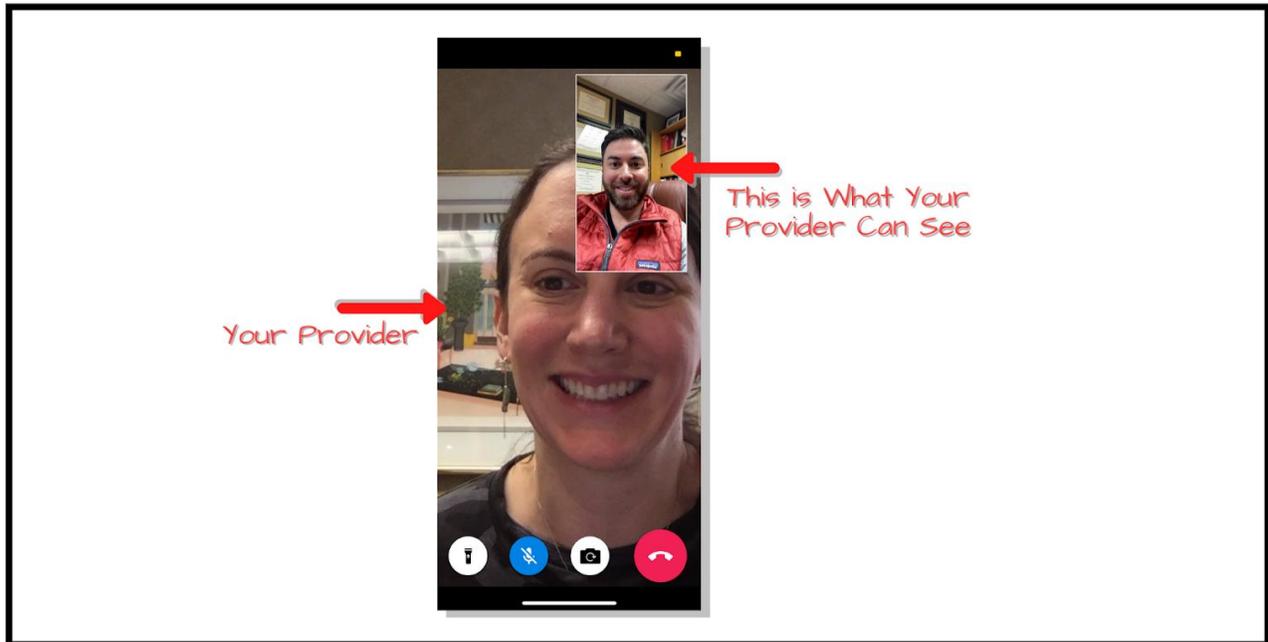
Your Provider

- Make sure the volume is turned up on your device
- If you are having trouble hearing or if the provider cannot hear you, attempt to troubleshoot
- Be patient! If the technology is not cooperating we will try to troubleshoot with you.
- If a solution cannot be found in a timely manner Leave the Meeting and contact our appointment line at (585) 272-0700. We will happily reschedule your appointment at no charge.
- Prior to the rescheduled appointment please troubleshoot, and test your equipment.

6. When your appointment has concluded, simply click the red button in the bottom right corner to end your virtual dermatology appointment.
    - If follow-up is necessary a member of our team will connect with you within 24 hours.

Logging in With Your Computer Through the Patient Portal: Step-by-Step Instructions To Login to Your TeleMedicine Appointment

1. When your provider is ready to start the appointment you will receive an email with a message indicating the provider is ready
   - *The video chat link provided is valid for 10 minutes from the time the video chat is launched by the provider. The provider will need to launch the video again if the patient does not join within 10 minutes

2. Navigate to the **Patient Portal** login using either <u>Chrome or Firefox</u> as the web browser
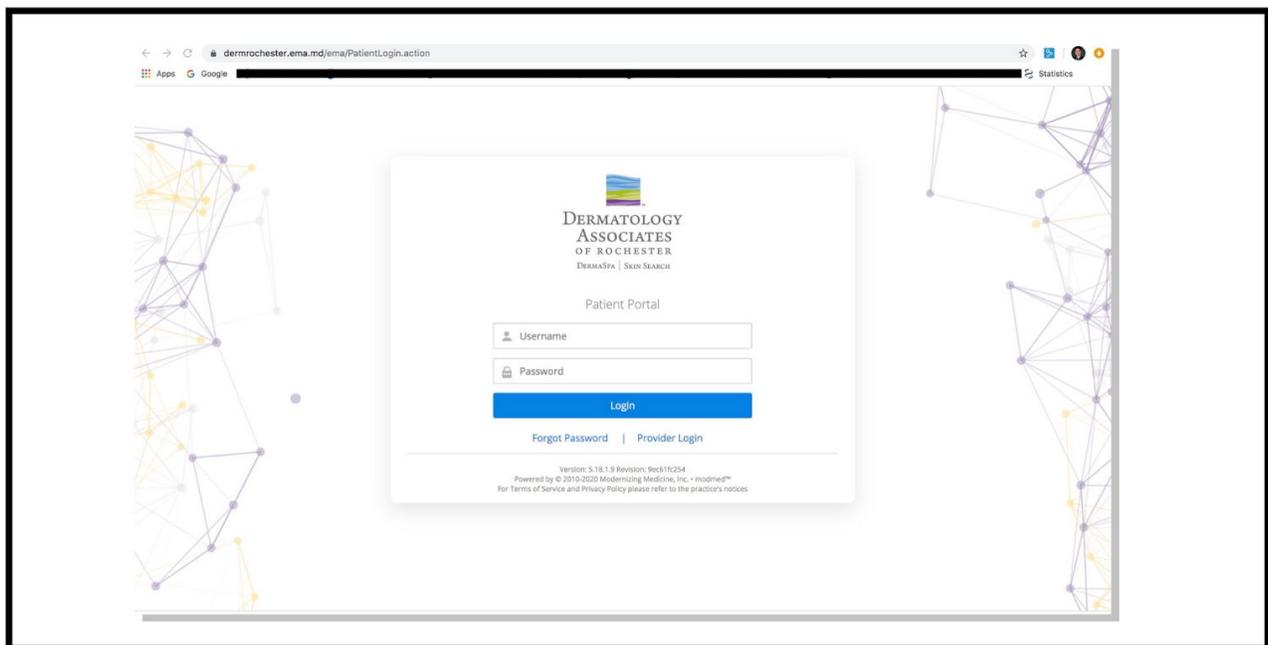
3. Enter your Patient Portal credentials to log in
   - **Allow** Use of Your Microphone and Camera so the Provider can see and hear you during the appointment
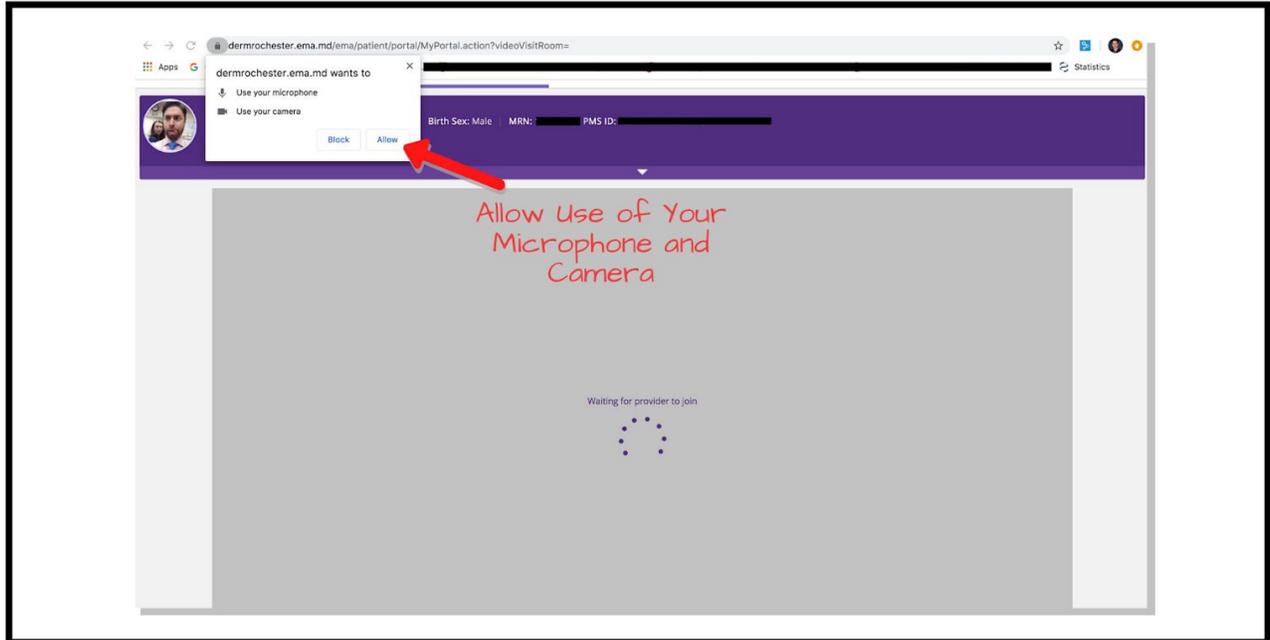
4. Upon login the Appointments landing page will display with a message that your Video Visit is ready
    -   Select **Join Video Visit** to be connected to the provider