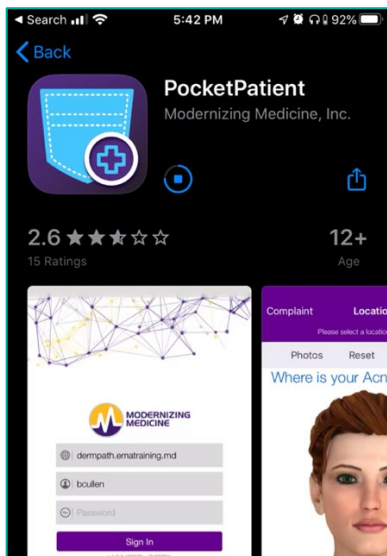
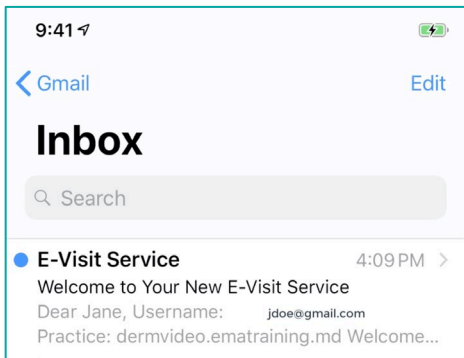


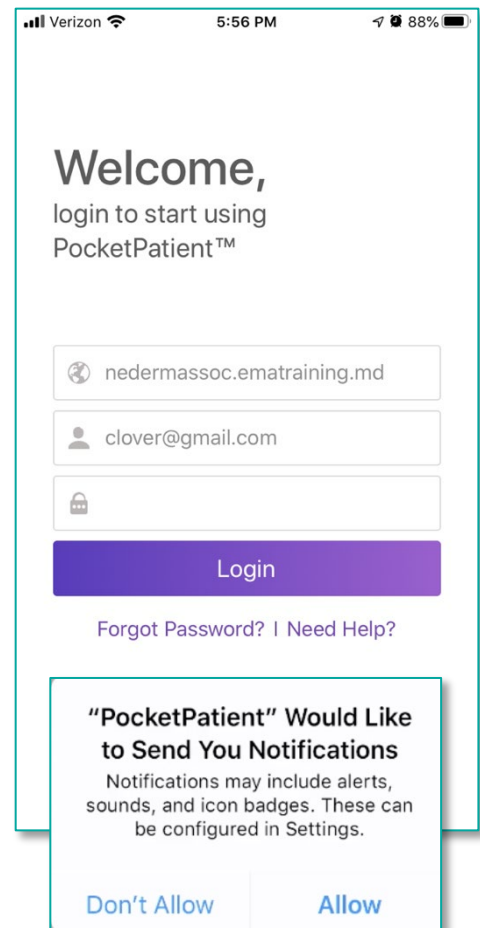
Telemedicine: How-To for Patients – Phone & Computer

Using Telemedicine on your Smart Phone

1. If you are an established patient and know your patient portal username and password, you may access telemedicine at any time. If you do not have a portal or don't remember your login, your provider will send you an email with instructions on how to access your E-Visit. Follow the link to download the [PocketPatient](#) App by Modernizing Medicine, Inc.



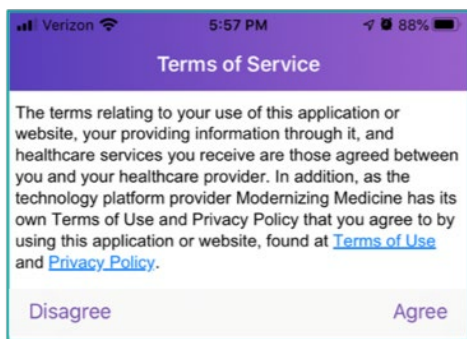
2. After downloading [PocketPatient](#), return to the email you received, re-click the enclosed link, and you will be redirected to the app. Verify your information and create a new password.



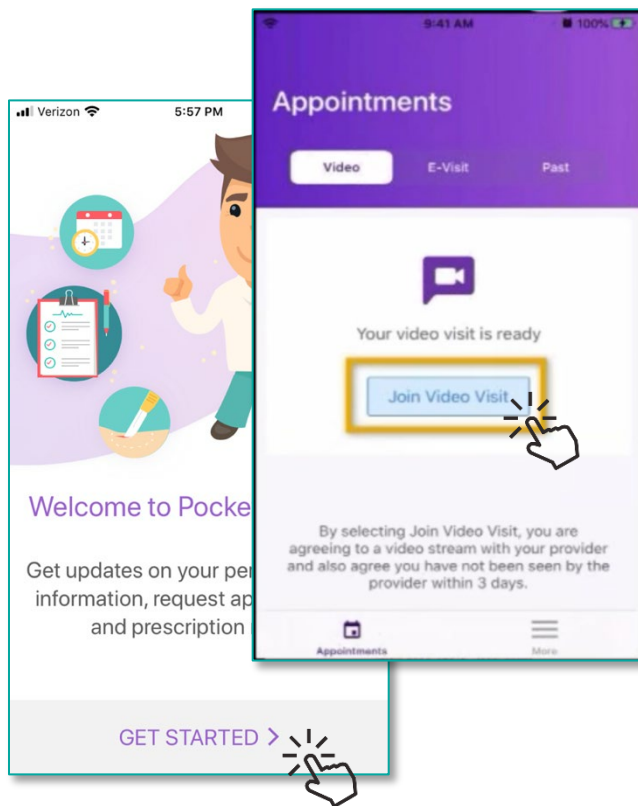
Note: We encourage you to *Allow Notifications* which will push treatment plans, messages from your doctor, and prescription updates to your phone. Otherwise you will need to log back in periodically to review your case details.

Telemedicine: How-To for Patients – Phone & Computer

3. Read & acknowledge the Terms of Service

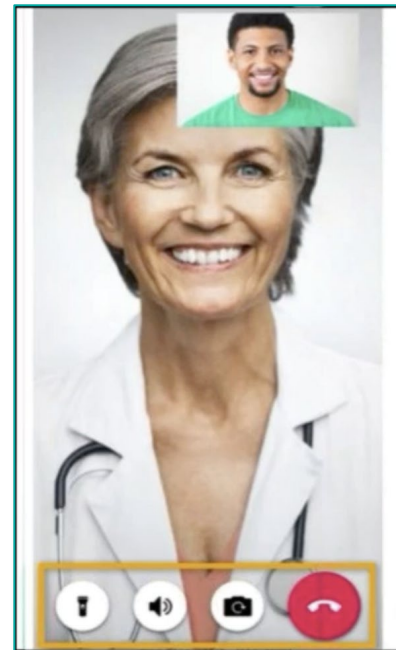


4. Now you're ready to [Get Started](#) and join your [Video Visit](#)!



- ★ You will receive an Email and a Push notification when your provider is ready to Video Chat. If you do not see a [Join Video Visit](#) button, please allow 10 minutes before calling in to the office to troubleshoot.

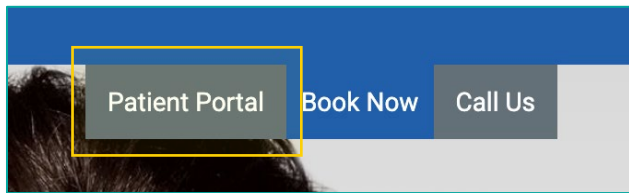
5. With the Video Chat module, you can Use your Flashlight to highlight an area of concern, Mute, Flip the Camera, and eventually end the call at the end of your visit.



Telemedicine: How-To for Patients – Phone & Computer

Using Telemedicine on your Computer

1. Using a Chrome or Firefox Web Browser, open your patient portal. A link to your patient portal can be found on our main website at top of the screen or under “Patient Info” (see screenshots below).



OR



2. After navigating to your patient portal, please login using your username and password. Your username is typically your email address. If you've forgotten your password, please choose [Forgot Password](#) to have a reset link emailed to you.

A screenshot of the Patient Portal login form. At the top, it says 'Patient Portal'. Below that are two input fields: 'Username' with a person icon and 'Password' with a lock icon. A blue 'Login' button is below the fields. At the bottom, there are two links: 'Forgot Password' and 'Provider Login'.

- ★ Please call in if you continue to have trouble after requesting a password reset.

3. Once logged in, open the [Appointments](#) tab, choose [Video Visits](#), and [Join Video Visit](#)! This will open a secure Video chat with your provider

