



### Joining Your TeleVisit Through the Email Link

You will receive the following message in a confirmation email within 5-15 minutes after the appointment is scheduled:

You have been scheduled for a telemedicine visit. At this time, this visit is being offered as part of the coronavirus response under special circumstances.

In preparation for your telemedicine visit, please review the following page on our website on how to participate: <https://www.intermed.com/patient-information/telehealth/>. To avoid receiving an unnecessary bill, please have a copy of your insurance card with you at the time of visit and alert the provider to any changes in insurance or issuance of a new card.

**To learn more about methods of joining your telemedicine visit, please watch the following video:** <https://www.youtube.com/watch?v=HFrR3D2BMaQ>

In summary, you will need the following to participate in the visit:

- 1) You may use a laptop or PC with a camera and microphone, an iPad, iPhone or Android phone.
- 2) **You must be in the state of Maine at the time of the telemedicine visit.**

In addition to above, we will ask you to read the Terms of Use document prior to starting your visit by visiting <https://www.intermed.com/content/uploads/televisit-terms-of-use.pdf>

Please start to connect to your appointment approximately 10 minutes before your scheduled time as there are some pre-visit questions and an acceptance of Terms of Use. Also, if you have a home blood pressure cuff and thermometer, please take a blood pressure reading and your temperature prior to your visit. If you do not have a blood pressure cuff or thermometer, you may skip this page.

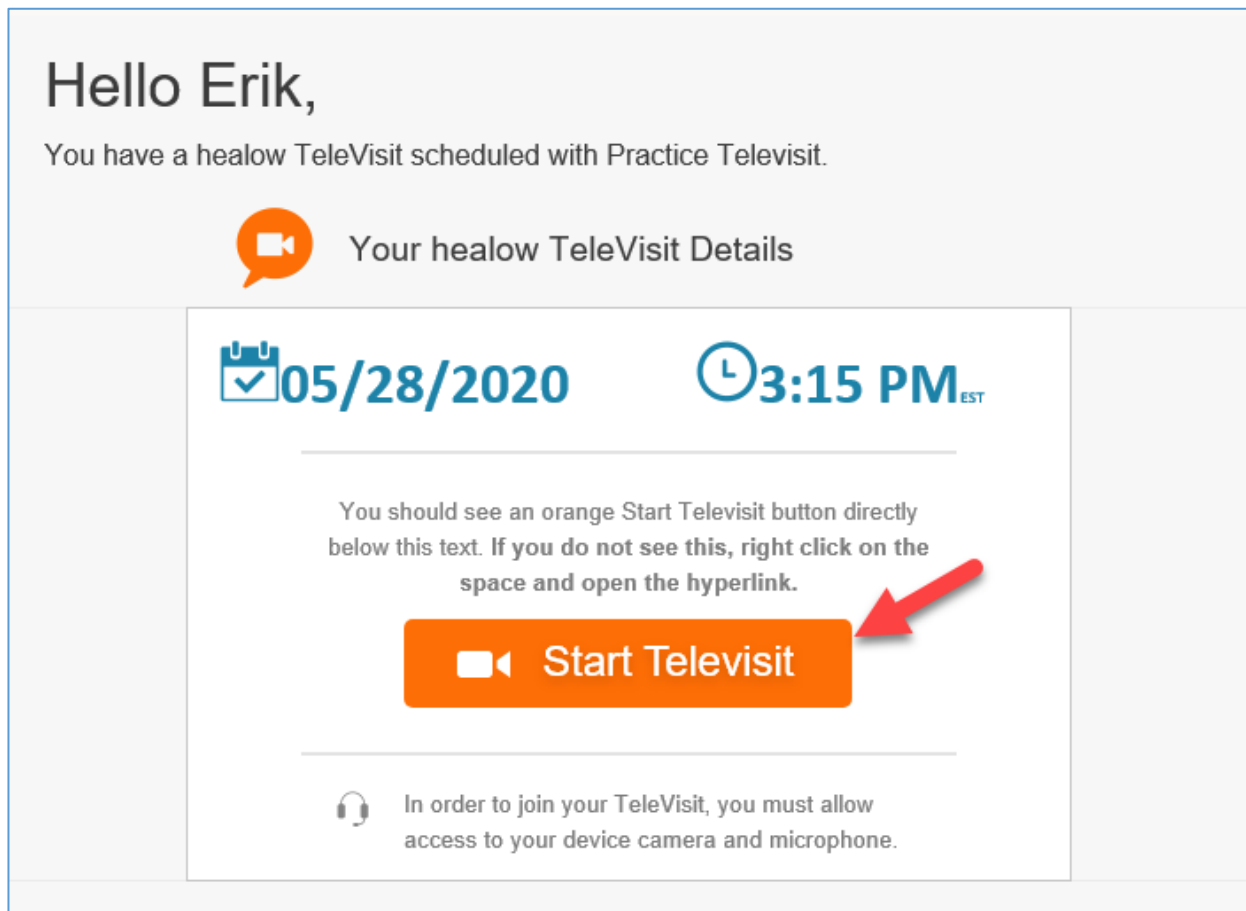
**Please adjust the privacy settings on your internet browser to allow camera and microphone on your smart phone, if applicable, to allow for these visits.**

Please call InterMeds Telemedicine Helpline at 207-847-5367 if have any questions. You may also call this number if you would like us to schedule a practice visit prior to your provider visit to ensure your technology is compatible.

Below you will find the link to join your telemedicine visit. **IF YOU DO NOT SEE AN ORANGE JOIN LINK BELOW, PLEASE CLICK ON THE "SHOW BLOCKED CONTENT", "LOAD ALL IMAGES" OR SIMILAR LINK AT THE TOP OF THIS EMAIL.**


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You will see the box below at the bottom in the confirmation email. This section contains the orange button to join the TeleVisit. Along with the initial confirmation email, you will receive a reminder email 30 minutes prior to your scheduled TeleVisit. 10 Minutes prior to your visit, you may click on the “Start Televisit”. Please note the provider may be running behind. If you do not see the orange button, right-click and select “download pictures” or “Open Hyperlink” or scroll to the top of the email and click on “show blocked content” or “load all images”.




Hello Erik,


You have a healow TeleVisit scheduled with Practice Televisit.

 Your healow TeleVisit Details

 **05/28/2020**  **3:15 PM<sup>EST</sup>**

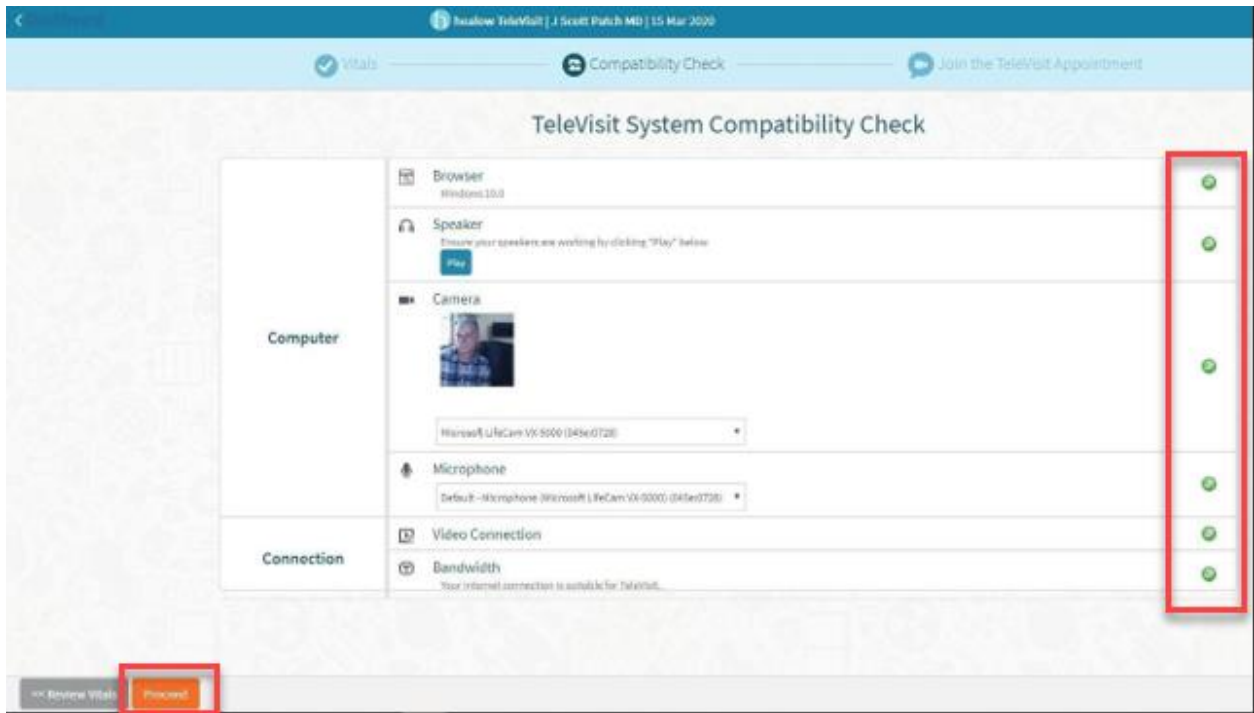
You should see an orange Start Televisit button directly below this text. If you do not see this, right click on the space and open the hyperlink.

 **Start Televisit**

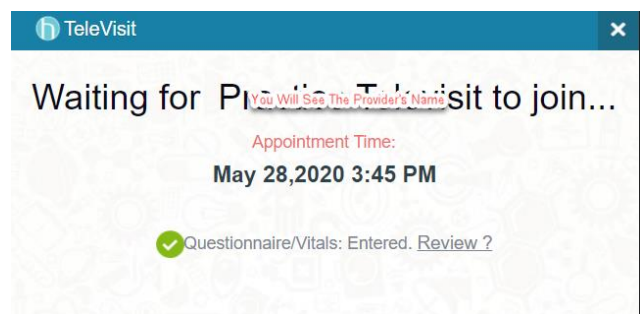
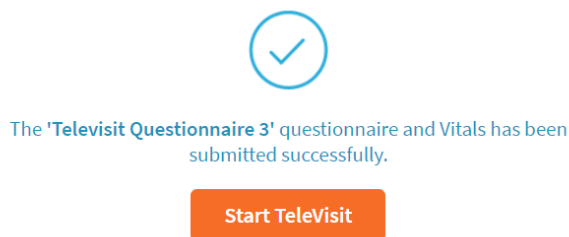
 In order to join your TeleVisit, you must allow access to your device camera and microphone.

- After clicking on Start TeleVisit, you will be asked to fill out a questionnaire and acknowledge that you have read and accept the Terms of Use on our web page. When done, click Submit Questionnaire located at the bottom left of the webpage.
- If you have a blood pressure cuff, thermometer, or scale, enter vital signs and click Next. If you have no vitals to enter, it is ok to leave the fields blank and click Submit Vitals or Next.
- On the Compatibility screen, your computer’s audio, visual, and internet capabilities will be tested. If they are all green, then you will be prompted to proceed with the visit.

- If you do not see all green checkmarks, ensure the camera and microphone are enabled and working, then click Proceed or Skip. If you see an error message with the video connection and bandwidth, ensure you are not on a workplace network.
- If you would like to review your questionnaire or vitals, you may do so by clicking the box in the bottom left; otherwise click proceed in the bottom left.



- Click on Start Televisit to enter the virtual waiting room. You will be brought to a holding screen until your provider connects. You will hear chimes while waiting.



- When the provider joins, it may take a few seconds for their picture to present. You may receive a pop-up asking to Allow Camera and Microphone access – Say Yes! You will see the provider in the large portion of the screen. Your picture will be in the bottom corner. Be sure the provider can see you clearly. There are 4 icons at the bottom of the video screen:
  - The video camera icon allows you to pause the video so the provider will not see you.
  - The red phone icon allows you to disconnect from the visit.
  - The microphone icon allows you to mute yourself so the provider can't hear you.
  - The cell phone icon allows you to reverse your camera.