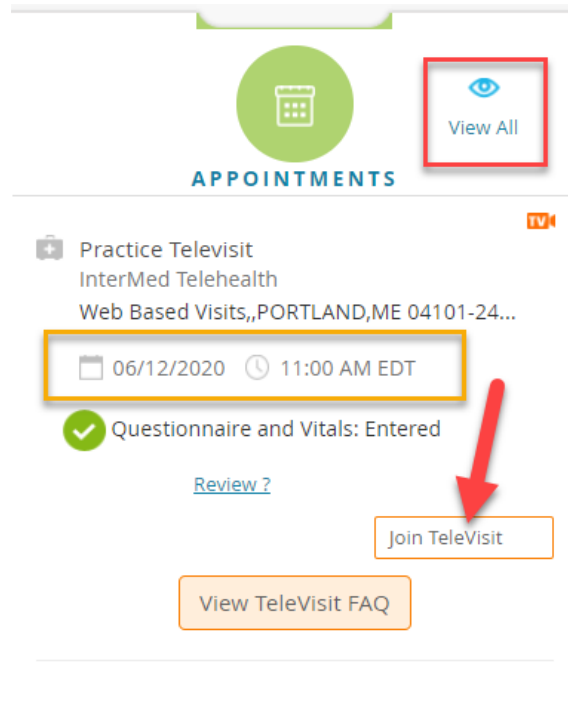




## Joining Your TeleVisit Through the Patient Portal

- Log into your Patient Portal on your laptop or PC. Be sure your device has camera and microphone capabilities. Preferred internet browsers are Google Chrome, Safari, and Chromium Edge with Java Runtime environment installed.
- Once logged in you will see your appointments on your dashboard. If you have multiple upcoming appointments, you may need to click on View All to find your TeleVisit appointment.
- Click on Join TeleVisit within the box of the appropriate appointment to proceed. We recommend not joining any earlier than 10 minutes prior to your appointment time.



- After clicking on Join 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.

Questionnaire Vitals Compatibility Check

Please complete your health questionnaire to the best of your ability

### Telemedicine Consent and Details

I have reviewed the Terms of Use on InterMed's website and consent to this visit.

Yes  
 No

I certify that I am in the state of Maine at the time of this visit.

Yes  
 No

In case of disconnection or technical difficulties, I can be reached at (phone number):

In case of emergency, I am currently at this physical location (e.g. address, home, etc.)

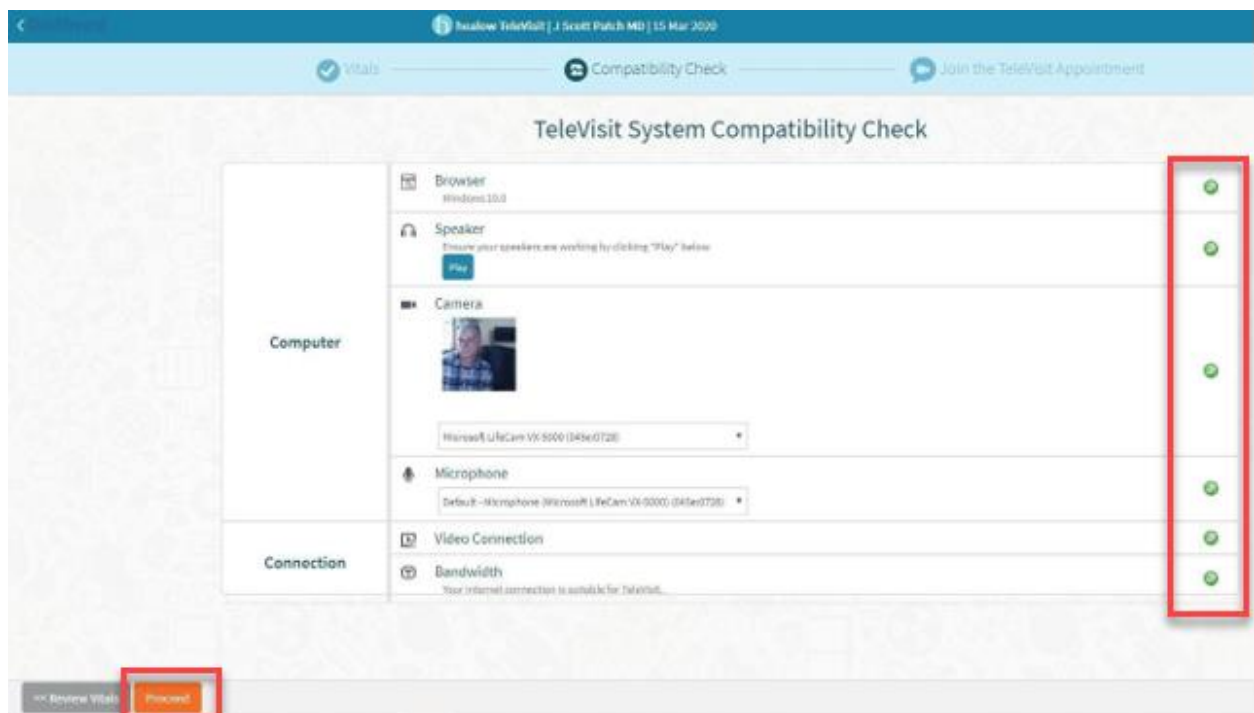
Submit Questionnaire

- If you have a blood pressure cuff, thermometer, or scale you may enter your vital signs and click Next. If you have no vitals to enter, it is ok to leave the fields blank and click Next or Submit.

ft  inches  
 Weight  pounds  
 Blood Pressure  /   
 Temperature  F  
 Respiratory Rate  breaths per minute  
 Pulse Rate  beats per minute

**Next**

- On the next screen, your computer's audio, visual, and internet capabilities will be tested for compatibility. If all check marks are 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 with errors. If you see an error message with the video connection and bandwidth, ensure you are not on a workplace network.

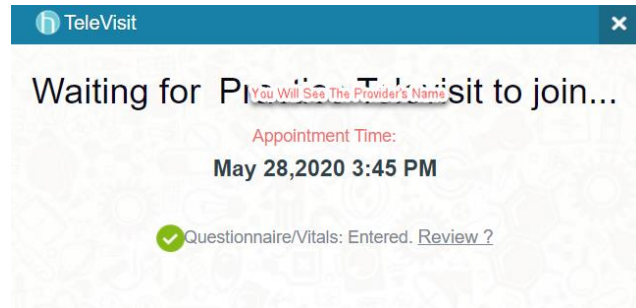


- Click on Start Televisit to enter the virtual waiting room. You will be brought to a holding screen until your provider connects. You will hear chimes while waiting. Please remember your provider may be running behind.



The 'Televisit Questionnaire 3' questionnaire and Vitals has been submitted successfully.

Start TeleVisit



- 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.