You are scheduled for a Televisit. Please see the instructions below.

I. Joining your TeleVisit through the email link: You will receive the following Confirmation email 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. Please make every effort to login to your patient portal account or the Healow app well ahead of your appointment.

In preparation for your telemedicine visit, please review the following page on our website on how to participate in a telemedicine visit: https://www.intermed.com/patient-information/telehealth/

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

1) You need to be a portal enabled patient.

2) You may use a laptop or PC with a camera and microphone, an iPad, iPhone or Android.

3) If using a computer, it must have both video and voice capabilities.

4) 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 or earlier in the day of your visit as there is a recording of those vitals as part of the log in process. If you do not have a blood pressure cuff, you may skip this page.

If you experience issues before or during the visit, please call 207-847-5367. Below you will find the link to join your telemedicine visit.

II. You will see the box below at the bottom in the Confirmation email. This section contains the orange button/link to join the TeleVisit directly.

You will receive a Reminder email 30 minutes prior to your scheduled TeleVisit. At that time you may click on the “Join This TeleMed Appointment Directly”. If you do not see the orange button, right-click and download pictures.

III. It is important to review the Terms of Use document on our website as we will ask you to accept those terms as part of the pre-visit questionnaire.
Hello Erik,

You have a healow TeleVisit scheduled with J Scott Patch MD.

Your healow TeleVisit Details

03/31/2020 1:00 PM est

You may be required to submit a questionnaire and provide your vitals prior to this appointment.

Join this Telemed Appointment directly

In order to join your healow TeleVisit, you will require a webcam, and speakers or headphones.

healow TeleVisits are Quick

Login to Portal  Fill Questionnaire & Vitals  Start Your Appointment

If you need to cancel or reschedule this appointment, please call 207-774-5816 to make alternative arrangements.
IV. Joining your Televisit through your Patient Portal:

1. Log into your portal account.
2. Once logged in, select your visit
   • Upon your opening dashboard, click on Join TeleVisit.
3. Once you have joined the TeleVisit, you will first 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.
4. You will then be asked to Submit vital signs if you have a home blood pressure cuff and scale. **If you do not have these items or choose not to enter vitals, then just select Submit Vitals with the fields blank.**
5. Once completed, 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.

6. If you do not see all green checkmarks, ensure the camera and microphone are enabled and working, then click Proceed or Skip. We have had no problems with TeleVisits even when lacking a successful compatibility check.

7. Click on Start TeleVisit to proceed.
V. **Your Televisit**

1. Once started, you will be brought to a holding screen until your provider connects.
2. Once connected, you should see your provider’s video feed and a control bar underneath.

![Control Bar Image]

   a. The microphone 🎤 allows you to mute and unmute your microphone.
   b. The paused button pauses the video you are transmitting.
   c. The red phone 📞 allow you to disconnect from the visit.
   d. The gear ⚙ allows you to adjust settings.

VI. **Troubleshooting**

1. My computer does not find a camera or microphone:
   a. You may have a pop up from Google asking if the portal can access your camera.
   b. Check to make sure your camera is plugged into the USB port on your computer.
2. I can’t remember my password, or the system is taking too long to reset my password:
   a. Use the text to your mobile phone option if you can as it is much faster and will allow you to reset your password if needed.
   b. It takes approximately 1 hour for your new password to update in the system if you attempt to reset it.
3. You may use a laptop or PC with a camera and microphone, an iPad, iPhone, or Android.
   a. Compatible browsers on a laptop or PC are Chrome, Safari, Firefox, or IE. Microsoft Edge is not supported.