

PATIENT INSTRUCTIONS FOR TELEMEDICAL CHECK IN

STEP # 1:

Before meeting with Sarah Larson on Doxy.me, you'll first need to use Chrome or Safari as your web browser. A webcam and microphone are also required.

If your computer does NOT have a camera, then use your phone.

If the appointment is scheduled for lab review, please use a computer. Sarah likes to use the screen share function. If you do not have a computer, then use your smartphone.

STEP # 2: EXAMPLE

Welcome!

Please check in below to let Dr. Welch know you are here

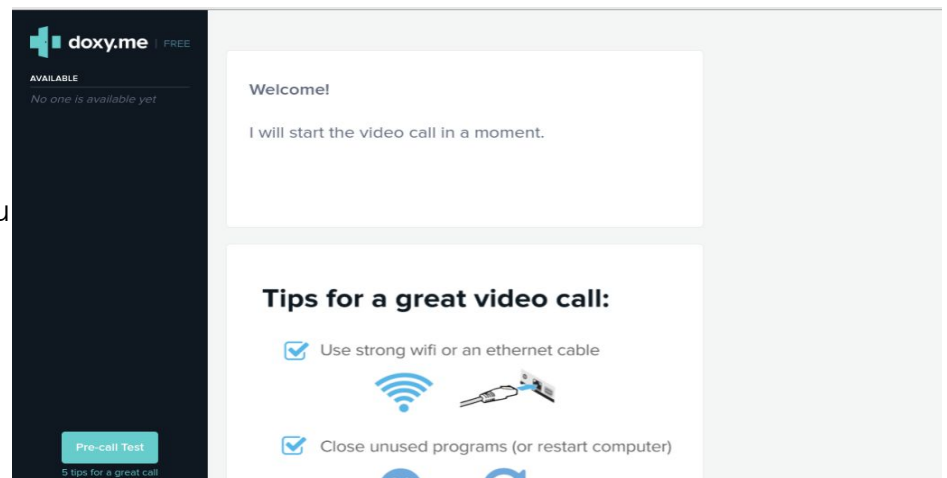
Samantha will email or text you the personalized waiting room link. If the link does not appear in either, there is one on solunahealthcare.com

Allow your browser access to your camera and microphone. **This is a very important step

Enter your name, click "**Check-In**"

STEP #3:

You are now in Soluna's waiting room. Please wait for Sarah to start the call. It is **NOT** necessary to call the office while waiting. You will be visible in the waiting room. Click the "pre-call test" button as noted in the lower column for your first visit. Sarah will join as soon as she's done with the previous visit.



The screenshot shows the doxy.me interface. On the left is a dark sidebar with the doxy.me logo, 'FREE' text, and a 'Pre-call Test' button. The main area has a 'Welcome!' message: 'I will start the video call in a moment.' Below this is a section titled 'Tips for a great video call:' with two checked items: 'Use strong wifi or an ethernet cable' (with a Wi-Fi icon) and 'Close unused programs (or restart computer)' (with a refresh icon).

Step #4: Etiquette for Telemedical Visit:



(This was borrowed from a corporation's website but most of it is pertinent.)

1- Give permission to the computer or your cell phone to access the camera & microphone. Again, can run the "pre-test call" which takes <2 minutes. Make sure your browser is up to date.

2- Samantha will send a link approximately 5-10 minutes before appointment time. This gives you time to access the waiting room. You'll see yourself on the screen. If you are late more than 15 minutes past appointment time, call the office to reschedule or the appointment will be canceled.

3- Agenda- No, we'll discuss the reason for your appointment. If there have been any changes since last visit such as a medication change, please have handy so it can be updated.

4- **This is a very important step. PLEASE** be in a quiet location, find a space that is private, without interruption, and without other people present. Use earbuds or a headset, limit background noise or distractions. HIPAA is taken very seriously. Telehealth sessions should be conducted confidentially. Notify Sarah immediately if anyone else is present so this can be documented in the note. Patient privacy is a priority to Sarah.

5- While it might be tempting to have 5 other screens open and respond to emails, full attention is expected during this time.

6- Will formulate the plan, a possible treatment and follow up by end of visit. If this isn't fully explained, please ask for clarification.

7- Lastly, We can see you! Please wear clothing and be aware of what you are doing. Don't even ask why I have this in here. Good lighting does help too!

8- Doxy-Me is pretty easy to use and you do NOT have to be tech savvy to use. I can screen share and send documents to you. This is not meant to be scary or intimidating. We'll walk you through it. I'm so happy we have this option and I can still "see" my patients. Give it a try!