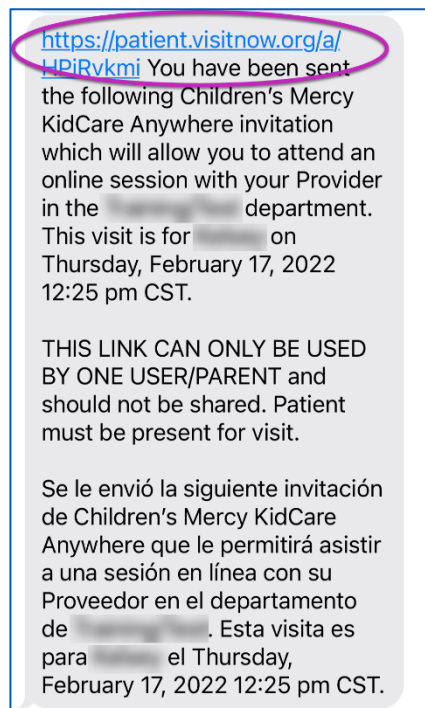
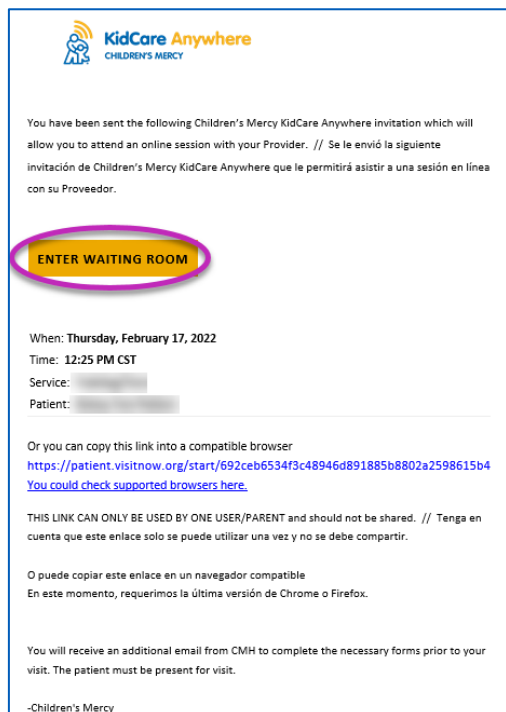


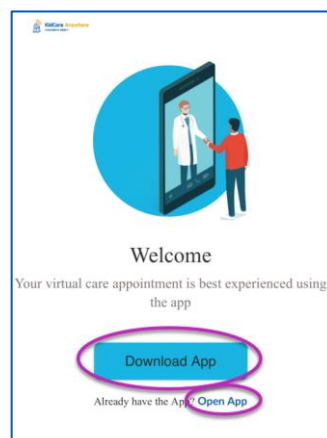
1. 15 minutes before your scheduled telemedicine appointment, click the link sent to you by email or text.

- Only 1 person can connect to the visit using this link. The provider can invite another person once the visit starts.

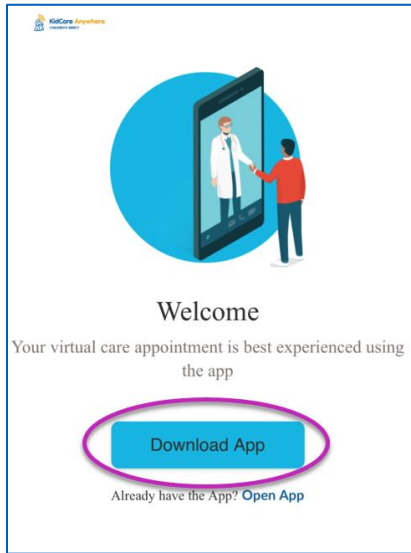


2. If you have not downloaded the app, click Download App and follow the download instructions.

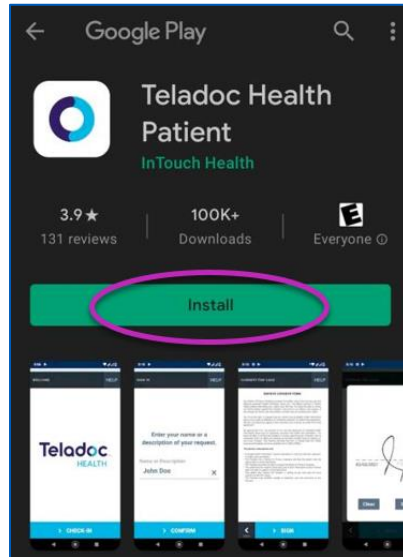
- If you have already downloaded the app, click Open App.



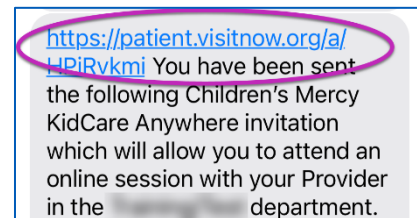
Downloading the App



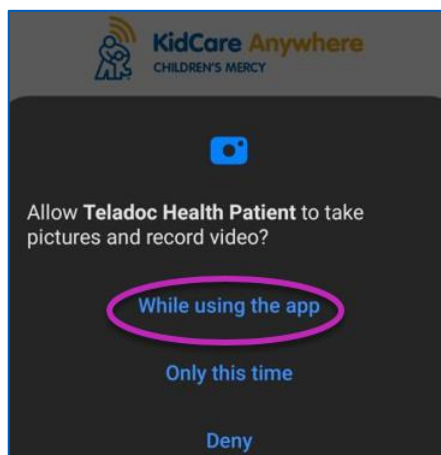
Click the Download App button.



Click Install to download the Teladoc Health Patient App.



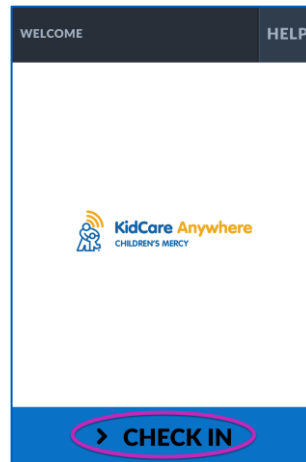
After the app is downloaded, go back to your text or email and click the appointment link.



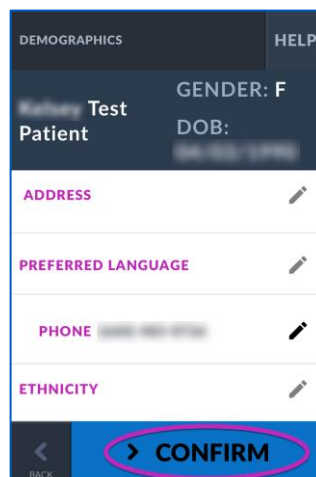
The app will ask to access to take pictures and record video. Click While Using the App.

Follow the prompts until you reach the Check In screen.

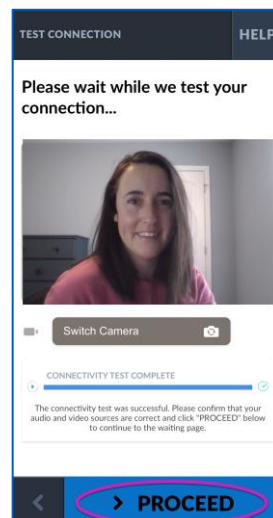
3. Click Check In.



4. Review your child's information and click Confirm.

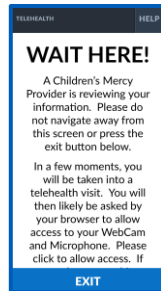


5. The app will test your internet connection and camera. You should be able to see yourself on the screen. Click Proceed when you are finished testing.



6. You will be placed in a virtual waiting room. The provider will join at the time of your visit after reviewing your information.

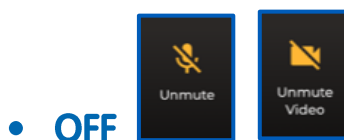
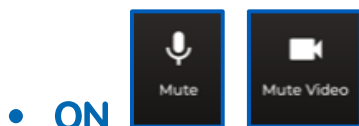
- Do NOT minimize or leave the app until after your visit is complete.



IN-CALL INSTRUCTIONS

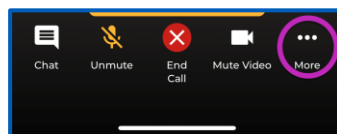
• Camera and Microphone

- Make sure your camera and microphone are turned on. Click the button to turn them on and off.

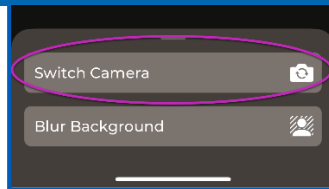


- To change to your front-facing camera:

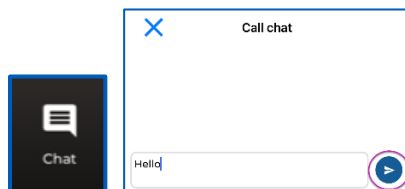
1. Click the 3-dot menu at the bottom of the screen during the visit.



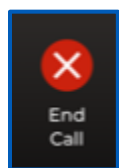
2. Click Switch Camera.



- You can send a chat message to your provider during the visit. Click the Chat button to open the chat.
 - Type your message and click Send.



- To end the visit, click the End Call button.
 - If you end the call before you are finished, you can click the link from your email or text and check in again. This only works within 5 minutes of ending the visit.



Troubleshooting

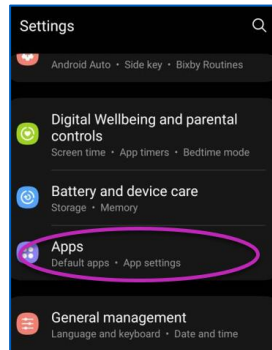
- I'm having camera or microphone issues.

If the app is downloaded, follow these instructions to access the microphone and camera permission settings.

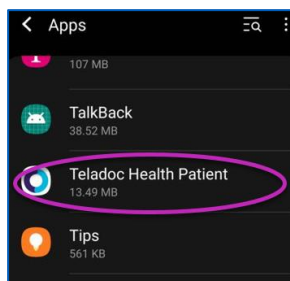
1. Open Settings.



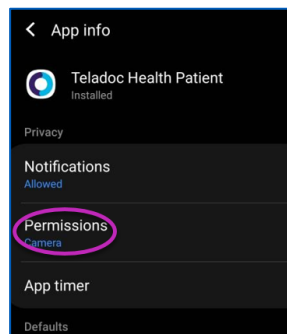
2. Find and click Apps to open app settings.



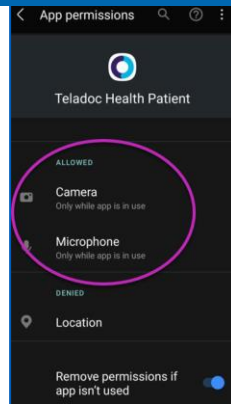
3. Find and click Teladoc Health Patient app to open the app settings.



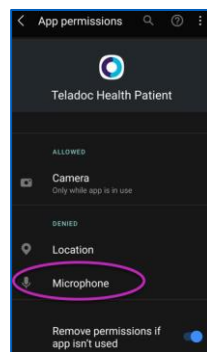
4. Click Permissions



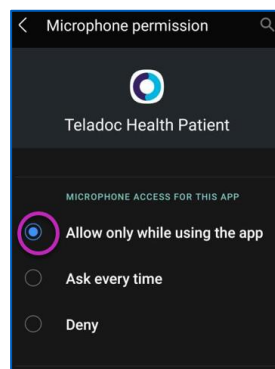
5. This menu will show you what has been allowed and denied.



- If the microphone and camera are under Denied, click it to edit the settings.



- Click Allow only while using the app to allow the microphone and camera to be used in the app.

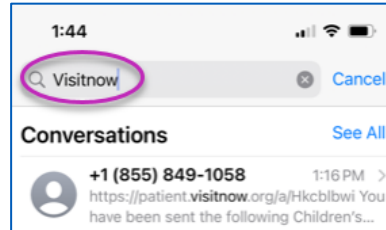


o I can't find the link to my visit.

- The link is sent to your email and phone multiple times before the time of your visit.
 - o 24 hours before
 - o 15 minutes before
- Only 1 person can connect to the visit using this link. The provider can invite another person

once the visit starts.

- Search "Visitnow" in your texts or email
 - Make sure to check your Junk or Spam email folders



For technical support, call (816) 302-7895

To reschedule your appointment, call (816) 234-3700