Starting with your Telemedicine Appointment

As a patient of our clinic, we are looking forward to your first Telemedicine visit. You can now use the Telemedicine app to meet with your provider online from the convenience of your own home! The process is simple and can be done by following these these four steps:

- 1. Schedule a Telemedicine appointment with our office.
- 2. Access the App Store and search for "AdvancedMD Telemedicine".
- 3. Download the free telemedicine app.
- 4. Enter your appointment code to sign in to a scheduled telemedicine session.
- ** The AdvancedMD Telemedicine App is only available in the Apple Store. Instructions for other platforms are outlined below**

When you schedule your visit, a telemedicine appointment is created. A confirmation email is sent to you with a link to the meeting, and your appointment code. The email will look like the email below:

Hello DOUG TEST,			
You are scheduled for a telemedicine 3/26/2020 3:00 PM appointment with CAMERON JONES.			
When:3/26/2020 3:00 PM. We recommend that you join 60 minutes before your appointment time. Please complete any necessary forms prior to joining the session.			
Join from your PC, Mac, iOS or Android device: https://telemed.advancedmd.com/Application.Web.MVC/?code=253684092.			
Visit Code: 253684092 Visit Code			
If you have questions or need help, please contact us by phone: 8015551212			
Thank you, ARCHES MEDICAL CENTER.			

** Note that you can enter the session through the Telemedicine App, or by simply clicking the included link from a PC, MAC, iOS or Android device. If using a method besides the app, you will need to download a quick plug-in for the Telemedicine visit to work correctly.

Joining a Telemedicine Appointment

You can join a scheduled telemedicine appointment using an appointment code OR link received in the confirmation email.

1. Open the Telemedicine App on your device OR click the link in the email

If using the link and logging in for the first time, be sure to allow some extra time to download the plug-ins needed for Telemedicine. You should only have to download on the first time using the feature.

2. On the main Telemedicine screen, enter the appointment code received in the telemedicine confirmation email. Once a session ID has been added, click "join session".



Accept Conditions

3. After entering your appointment code, the Important Information screen opens, where you will need to agree to the conditions before continuing. Selecting Cancel will return you to the Telemedicine screen.

	Terms and Conditions of use			
	If you think you may have an emergency situation call 9-1-1. Do not use Patient Portal for emergencies.			
We are pleased to offer you information via this web-based application called Patient Portal. We think it is important for you to know how we handle information we communicate via the Interne and what you can do to keep your information secure. We reserve the right to revoke access at an time, for any reason, with or without cause.Default Legal Information				
(Back I accept			

- 4. Next, you may be directed to the payment screen. Enter your payment information, and then tap Next.
- 5. You will then enter the waiting room, enter your reason for being seen, and wait for your doctor to arrive.

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Exit	Waiting Room	Live Chat	
You are connected			
APPOINTMENT I	DESCRIPTION not started yet		
The visit will sta	rt when your Physician joins		

Powered by AdvancedMD

For any additional questions, contact your provider.

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