

Telemedicine Visits

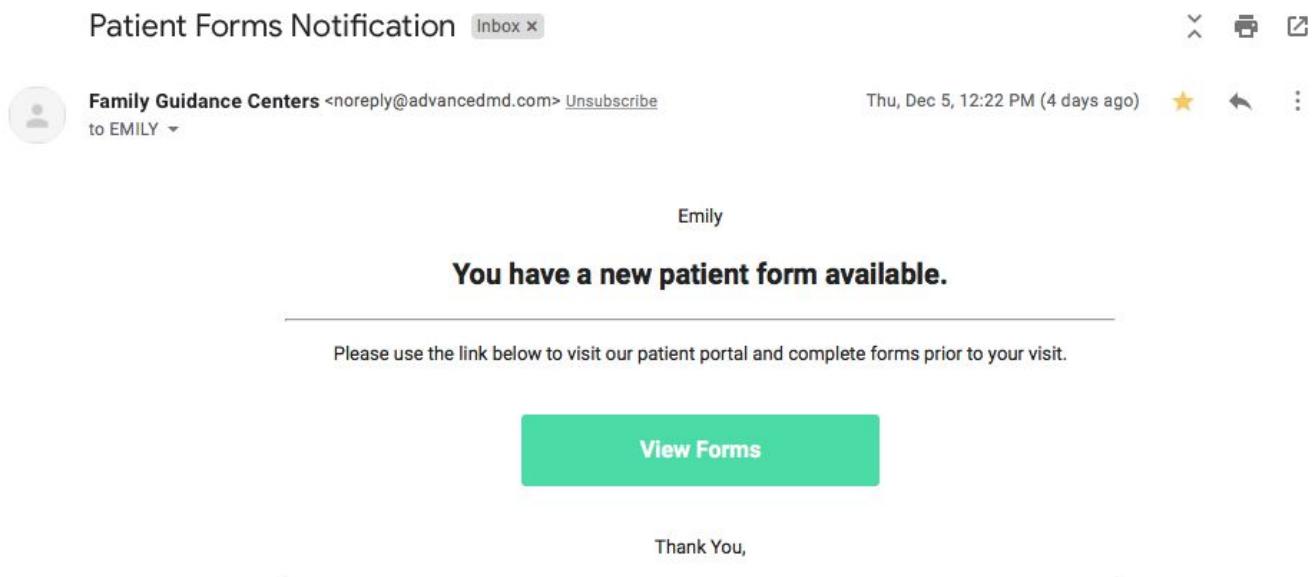
Emily Griggs is a sample patient for the purposes of this telemedicine visit help page.

Speak with your therapist about scheduling a telemedicine appointment. If you have any questions, please refer to our [Telemedicine FAQ](#).

Step 1: Patient Forms. After your therapist schedules your telemedicine appointment, you should receive an email stating you have forms available to complete (example below). The forms required for telemedicine are a Telemedicine Consent Form, and a Telemedicine Credit Card Authorization. This is to be able to complete a telemedicine visit, and to charge for your copay or deductible required by your insurance company. *Coverage and benefits vary by insurance.*

Please click the link in the email, [create a patient portal](#) if you have not already, and sign and submit the forms.

Patient Forms Notification Email:



The screenshot shows an email interface. At the top, the subject is "Patient Forms Notification" with an "Inbox" tag. On the right, there are icons for close, print, and share. The sender is "Family Guidance Centers" with the email address "<noreply@advancedmd.com>" and a link to "Unsubscribe". The recipient is "EMILY". The date and time are "Thu, Dec 5, 12:22 PM (4 days ago)". The main body of the email says "Emily" followed by "You have a new patient form available." Below this is a horizontal line, then the text "Please use the link below to visit our patient portal and complete forms prior to your visit." A large green button with the text "View Forms" is centered. At the bottom, it says "Thank You," followed by another horizontal line.

Step 2: Email Notification. You will receive three reminder emails about your telemedicine visit. The third reminder email will arrive in your inbox 15 minutes prior to your scheduled appointment. It will include the link you need to access your telemedicine visit.

Telehealth Appointment with CHARLES MCGEE on 10/1/2019 4:45 PM. Inbox x



Family Guidance Centers <noreply@advancedmd.com> Unsubscribe
to EMILY ▾

4:44 PM (17 minutes ago) ☆ ↶ ⋮

Hello EMILY GRIGGS,

You are scheduled for a telehealth appointment with CHARLES MCGEE.

When: Tuesday, October 1, 2019 at 04:45 PM (UTC -5 Eastern Standard Time).

We recommend that you join 5 minutes before your appointment time in order to complete any necessary forms.

Join from your PC, Mac, iOS or Android device: <https://telemed.advancedmd.com/Application.Web.MVC?code=456796986>.

Visit Code: 456796986

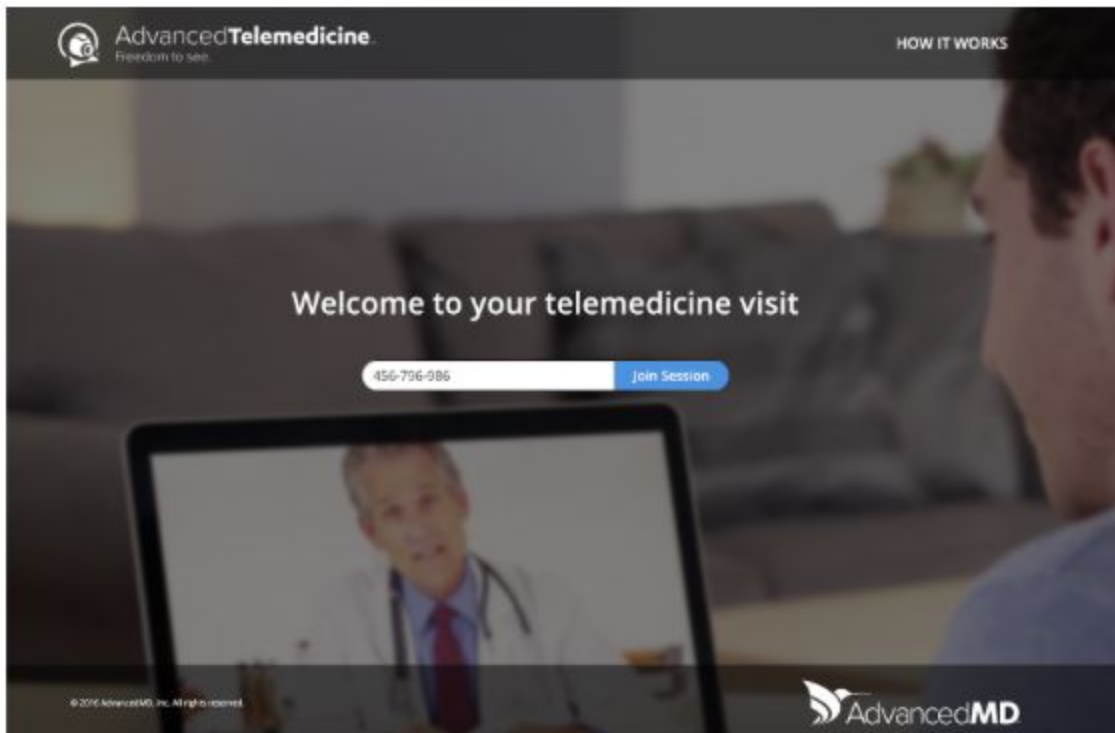
If you have questions or need help, please contact us by phone: 8045176959

Thank you,
Family Guidance Centers.

↶ Reply ↷ Forward

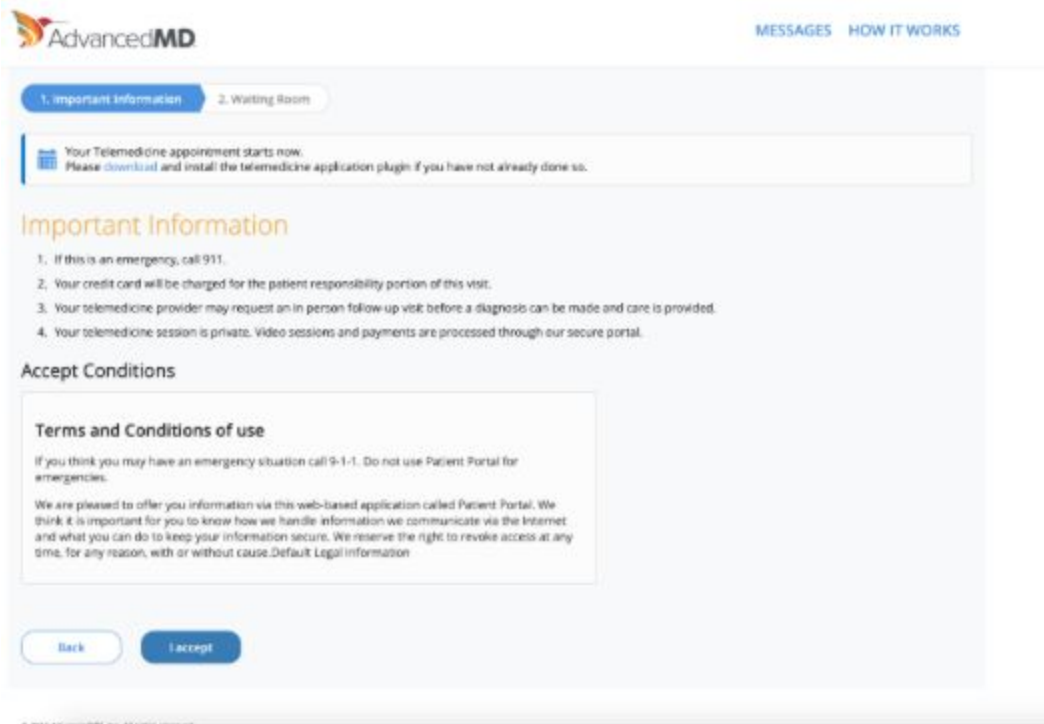
Step 3: Accessing Your Telemedicine Visit. At the scheduled time of your telemedicine visit, please go to the email notification with the access link. Click the link. You should see a homepage for AdvancedTelemedicine (see below). Your visit code should automatically load. Click “Join Session”.

Telemedicine Visit Page:



Step 4: Accept Terms & Conditions. Once you click “Join Session”, you should be directed to an Important Information” page. Please accept the Terms & Conditions.

Terms & Conditions Page



Step 5: Waiting Room. You will then be directed to the Waiting Room. Please select “Enter Waiting Room”.

Waiting Room Entry

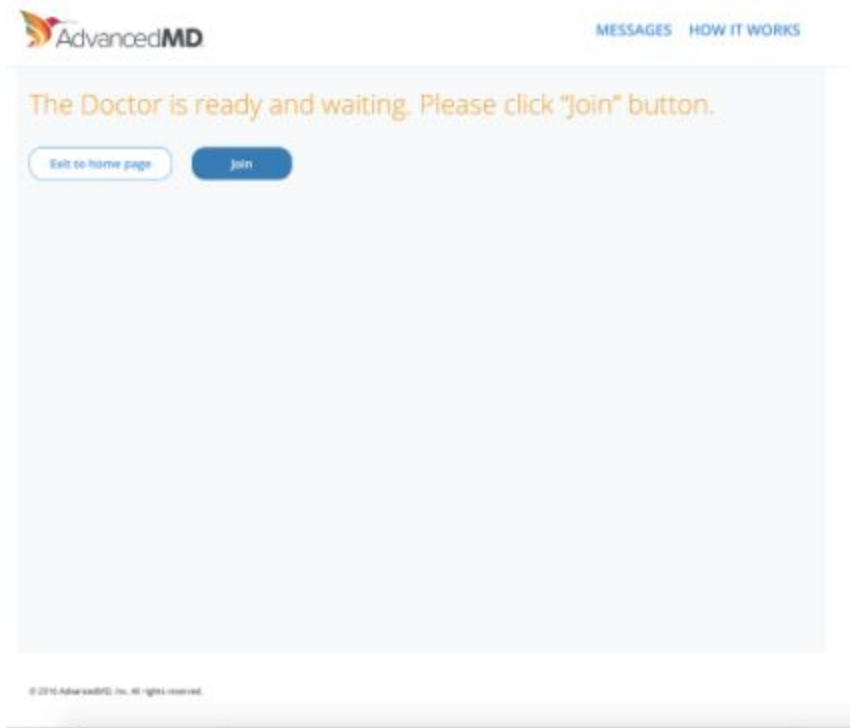
The screenshot shows the 'Enter Waiting Room' page. At the top left is the AdvancedMD logo. At the top right are links for 'MESSAGES' and 'HOW IT WORKS'. Below the logo is a navigation bar with two tabs: '1. Important Information' and '2. Waiting Room', with the second tab selected. A message box contains the text: 'Your Telemedicine appointment starts now. Please download and install the telemedicine application plugin if you have not already done so.' Below this is the heading 'Enter Waiting Room' in orange. Underneath is the instruction: 'Click Enter Waiting Room to continue. The doctor will join you soon.' A text input field is labeled 'Why are you seeing the doctor today?'. At the bottom are two buttons: 'Back' and 'Enter Waiting Room'.

Waiting Room Page

The screenshot shows the 'Waiting Room Page'. At the top left is the AdvancedMD logo. At the top right are links for 'MESSAGES' and 'HOW IT WORKS'. Below the logo is a message box with a checkmark icon and the text: 'You are connected.' Below this is the instruction: 'The visit will start when your Doctor joins.' At the bottom is a single button labeled 'Exit'.

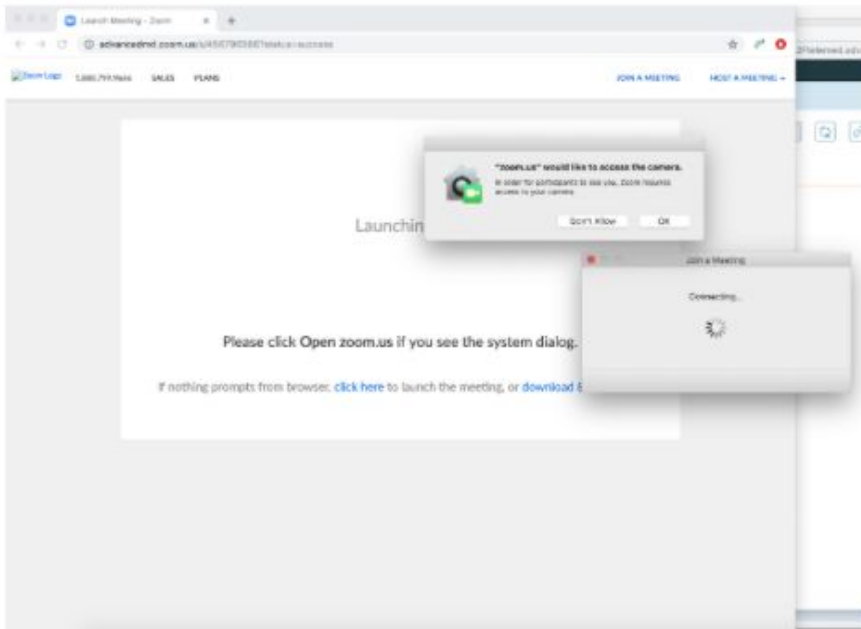
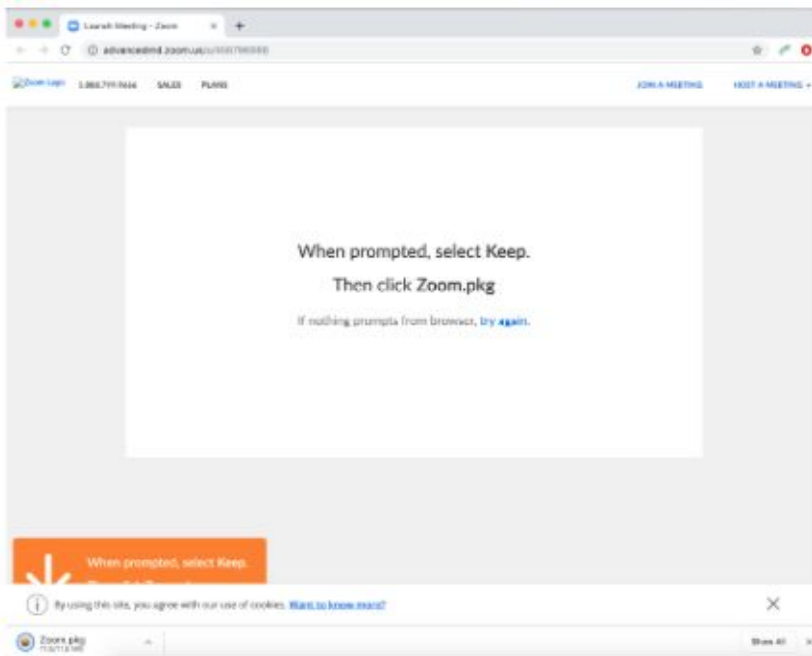
Step 6: Therapist is Available. Once your therapist is available for your appointment, the Waiting Room page should change to say “The Doctor is ready and waiting. Please click “Join” button.” Please do so.

Waiting Room “Ready” Page



Step 7: Download Zoom. Your browser should open the link and allow you to download the required application called “Zoom”. Please allow your computer to download “Zoom” when prompted.

Download Pages



Step 8: Join Session. Once downloaded, your browser should automatically launch the session for you. At this time, you should see yourself, and the therapist in a camera. Please select “Join with Computer Audio”. This box will disappear and you should see your therapist clearly.

Join with Computer Audio Page

