

Remote Patient Getting Started Guide

Planned Parenthood South Atlantic is offering telemedicine visits in an effort to make sure we can take care of your health needs as quickly as possible and keep you and our staff safe from COVID-19 exposure.

The visit will be conducted via video visit and is similar to secure face-time or Skype. A Medical Assistant (MA) will assist you during your visit.

The message confirming your appointment includes a video link. Please save the link until you complete your visit and be prepared to use either a Chrome or Firefox browser for the visit. If your phone defaults to a Safari web browser, you may have to download an app to complete this visit (the link to download the app will appear at the time you click on the link).

Please follow the steps below to complete your visit.

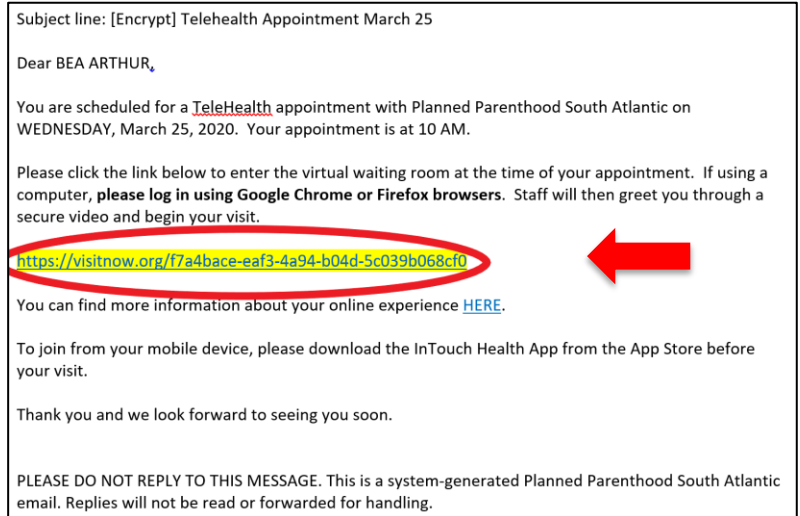
Step 1:

- ➔ You will receive an encrypted email with a link to a virtual waiting room, where you will check in to see the provider.

- ➔ Open the link from a Chrome or Firefox browser*

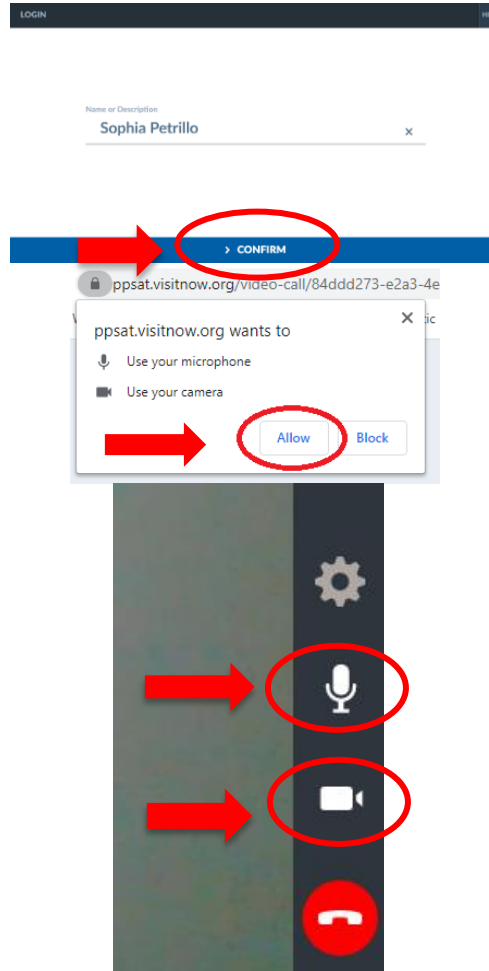
- ➔ Click on CHECK-IN.

*The video will not work if you are using Internet Explorer or Safari as your browser.



Step 2:

- ➔ On the next screen, you will be prompted to enter your name. Please enter your name *LAST NAME, FIRST NAME*. Click on CONFIRM.
- ➔ Be sure that your device is set to allow InTouch to use your camera and mic.
- ➔ Check the lower right bar of your computer to make sure you have not muted your speaker or disabled your camera.



Step 3:

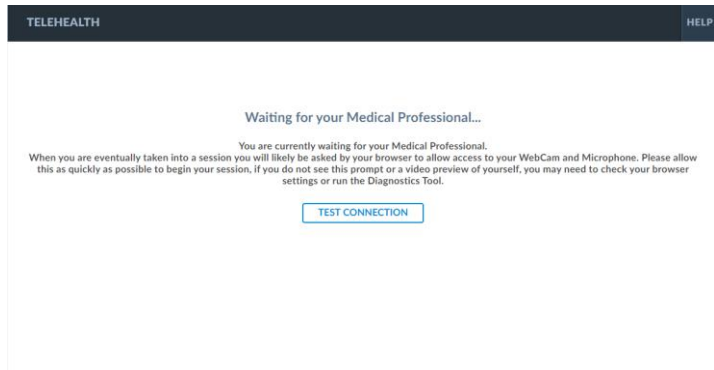
Receiving communication through CHAT OPTION

- ➔ The clinic staff may use the CHAT OPTION to update you about your wait and to ask you questions you might prefer someone not overhear.
- ➔ The CHAT ICON will turn **BLUE** in color when the MA or the clinician wants to communicate with you.
- ➔ During the visit, if for some reason you cannot hear or see the MA or the provider, use the CHAT OPTION to communicate with the staff.



Step 4:

- Wait for MA to Log in
- As soon as the MA joins you, provide a number where you can be reached if your connection fails. The MA will gather some preliminary information (e.g., medical and sexual history, allergies)
- When the MA has collected all the necessary information, they will place you temporarily on “HOLD” until the clinician joins you.
- After you have seen the clinician, the MA will check you out and provide you with some additional educational material. Please do not end your visit until you have received this information.



Step 5:

- To **END** the call, click on the **RED PHONE** icon on the lower right bar of your computer and select **End**.

