PATIENT GUIDE TO PLANNED PARENTHOOD TELEHEALTH APPOINTMENTS

Welcome to our telehealth guide!

Telehealth visits are a great way to help protect patient and staff safety due to the ongoing developments of COVID-19.

We want your telehealth visit to be as similar to an office visit as possible so please try and follow these general recommendations:

QUIET SPACE & EXPECTATIONS

✅ Please find a quiet space for your visit to ensure that conversation is confidential and free from distractions. Please be mindful of where you choose to take your telehealth appointment.

We recognize that this is not possible or a reality for everyone and just ask that you do the best you can.

✅ During your telehealth visit, we will be trying to offer the same level of care as we would if you were in our office. You should receive your appointment link 1 hour before your appointment. A health care assistant will call you about 10 minutes before your appointment to help you troubleshoot any technology issues and assist you with the check in process. Please anticipate dedicating 40 minutes to your telehealth visit.

✅ In order to ensure your safety, we are unable to conduct your visit while you are driving a motor vehicle. If you are driving during your visit, please pull over where it is safe. If you are unable to do so, we will need to reschedule your appointment.

TECHNOLOGY

Please follow these recommendations if you are able to:

✅ If you are using a smartphone, download the Teladoc Health Patient app for iOS. For these directions, please proceed to page 4.

✅ Make Chrome your default browser. Otherwise, try to use Chrome for your telehealth appointment to ensure a seamless experience.

✅ We advise that you use headphones and connect to WiFi. If you aren't able to use wired headphones, find a quiet space and use the speaker on your device. Do not use BlueTooth headphones.

✅ Please ensure that you have access to a camera on your computer or mobile device.

✅ If you are using a mobile device, please ensure that it is fully charged or you have access to a charger.

Additionally, be prepared to answer the following questions:

1   Do you consent to doing your visit by telehealth?

2   Where are you calling in from today and are you in a safe place to discuss your health information privately?

3   Can you please confirm your name, DOB and your insurance ID number or address?

4   Are you currently calling from inside the State of Massachusetts? - Unfortunately, due to licensing concerns for our providers, we are unable to conduct visits where our patients are outside Massachusetts. If the answer is "no", you may still join the visit and work with your health care assistant to find another option that works for you.

Please be aware that PPLM will attempt to bill your insurance for our telehealth visit, just as we would if your appointment was in the health center. If you have any concerns about billing or insurance, please let us know and we can connect you with our billing department.

If you need an interpreter for your visit, please either include a note when scheduling your appointment, or call 800-258-4448 and ask that one be scheduled for your visit.

Teladoc Health Patient App for iOS Mobile Devices

Note: the Teladoc Health Patient App switch will only impact iOS mobile devices.

iOS Device Minimum Requirements

| iPhone	iPhone 5s and later
iPad	iPad 5th generation and later

Using the Teladoc Health Patient App

1. Patients can download the App from the App Store
2. The Teladoc Health Patient Setting will be available after the first visit is launched through the App
3. The setting menu (image to the right) will be available after the patient's first visit. Patients can use this menu to enable the microphone and camera for the App

Visit Flow Using the App

1. The telehealth visit is scheduled and the appointment email/text notification will be sent to patient
2. Patient receives email or text invitation to the telehealth visit
3. Patient clicks the link in the text message or clicks the green Enter the Waiting Room button within the email message
4. If the patient has not downloaded the Teladoc Health Patient app, then they will be redirected to the App Store to download the Teladoc Health Patient app. If the patient has currently downloaded the App, skip to step #6
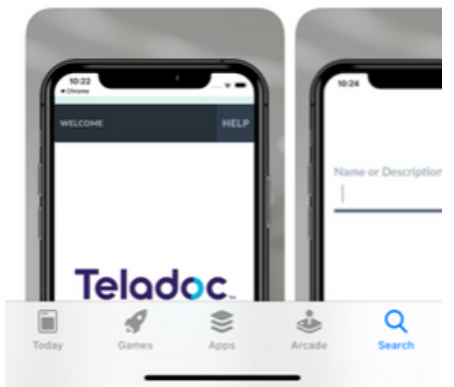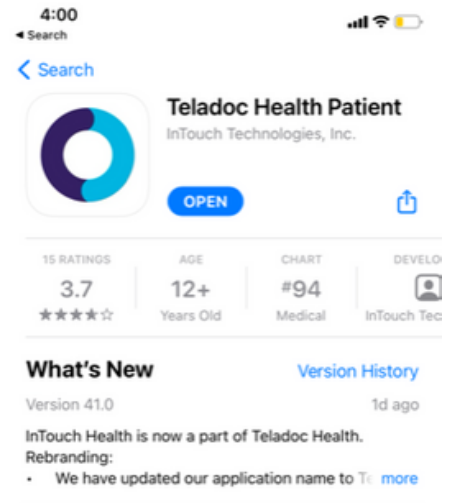
5. Once the App is downloaded, the patient should navigate back to the tab that includes the original visit link with the blue CONFIRM button
6. Click confirm and a pop-up box will appear asking to open the visit in the Teladoc Health Patient app
7. The patient taps Open and is taken to the Check-In page

Please make sure to return to this page after you have successfully installed our application and continue with the check-in process by tapping "Confirm" below.

CONFIRM