

How to Access Your Telemedicine Appointment




Using Your Mobile Devices

(For Smartphones & Tablets/iPads)



Read instructions on pages 2-8

What you will need:

-  Smartphone or tablet with camera on it
-  Internet connection
-  Coastal Medical Patient Portal account
-  Active email address & cell phone in Coastal's records

Using Your Patient Portal

(For Desktops & Laptops with Webcams)



Read instructions on pages 9-15

What you will need:

-  Computer with webcam
-  Internet connection
-  Coastal Medical Patient Portal account
-  Active email address in Coastal's records

Accessing Your Telemedicine Appointment Using a Mobile Device

(For Smartphones & Tablets)

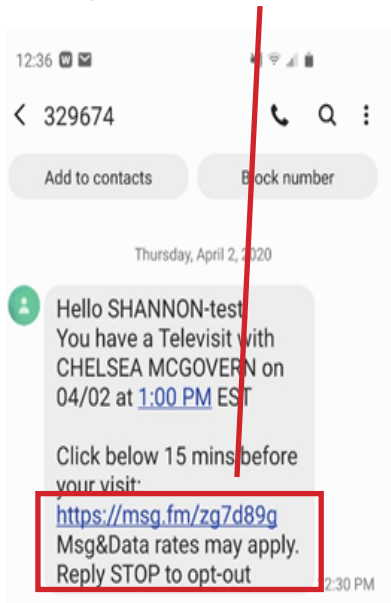


How to access a Telemedicine Appointment using a smartphone or tablet.

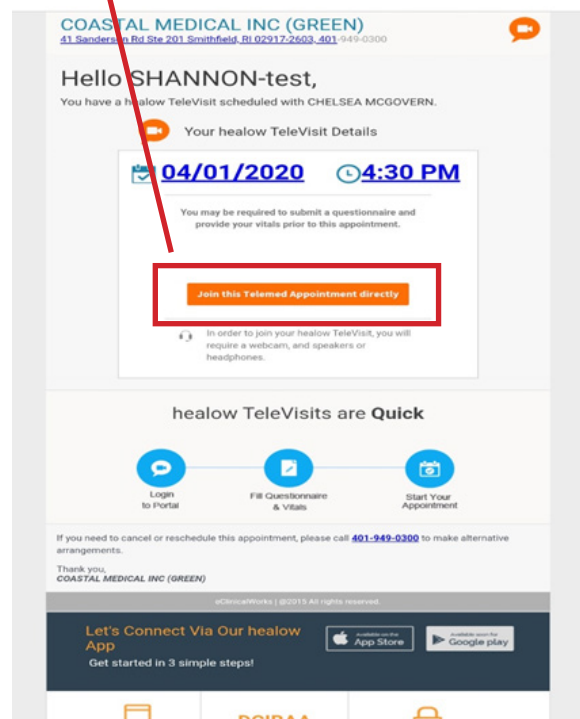
Note: You do NOT need to log into your Portal Account for this visit.

1. Thirty (30) minutes prior to the appointment time, the patient will receive both an email notification and a text message that contain a link to access the appointment directly. The patient only needs to use ONE of the methods to access the appointment, it is their choice of which one to use. (The text message will be useful if a patient does not have their email linked to their SMART device.)
Note: Non-SMART devices (such as flip phones) cannot use this functionality.

a) A sample text message alert is shown below. Simply click the link to start the visit.



b) A sample email alert is shown below. click on the button labeled **Join the Telemed Appointment directly** to start.



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Please complete your health questionnaire to the best of your ability.

Coronavirus Screening

Are you sick today?

Yes
 No

Have you had contact with someone with confirmed Coronavirus?

Yes
 No

Have you traveled in the past 2 weeks?

Yes
 No

Do you have a fever (over 100.4)?

Yes
 No

Do you have a cough?

Yes
 No

Submit Questionnaire

2. The first screen to open after clicking the link will be the Medical Questionnaire.

Patients are asked to answer all questions.

Then click **Submit Questionnaire** in order to move to the next step and send the important information to the provider.

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Height

ft
inches

Weight

pounds

Blood Pressure

/

Temperature

F

Respiratory Rate

breaths per minute

Pulse Rate

beats per minute

Submit Vitals

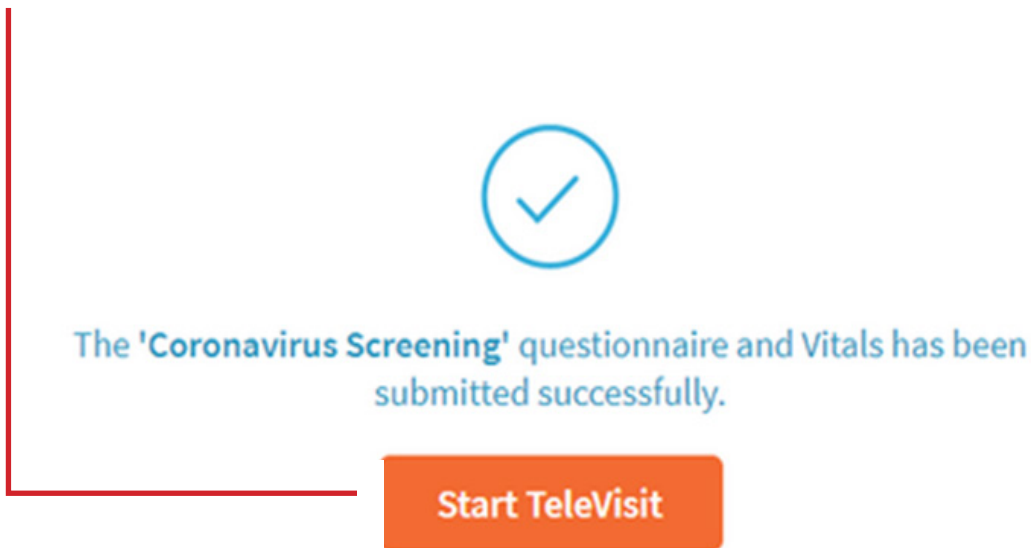
3. The next screen will be the Vitals Questionnaire.

The patient is expected to fill in all available information. (If the patient does not know specific vitals, they can be left blank.)

Then click **Submit Vitals** in the bottom left hand corner of the page.

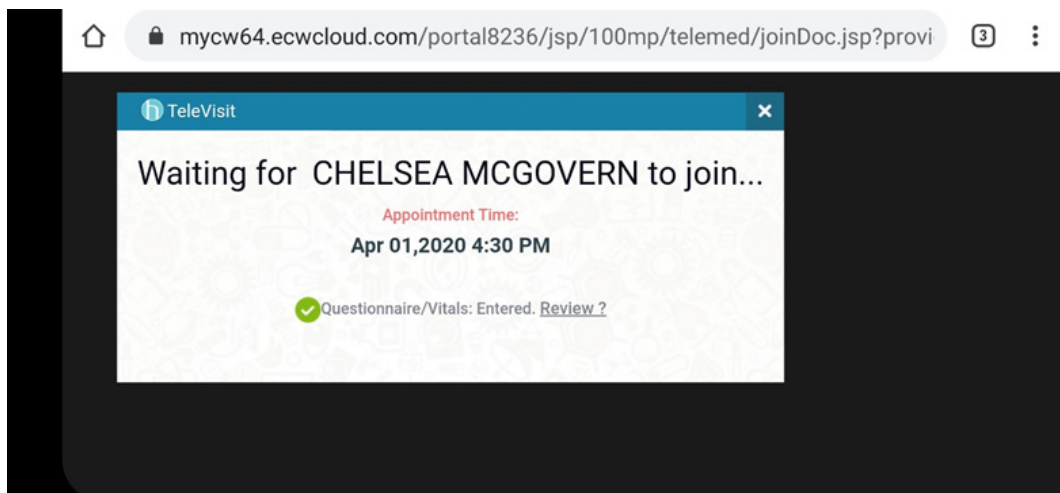
4. The confirmation message that the questionnaire and vitals were completed displays.

Click **Start Televisit** to enter the visit's Virtual Waiting Room.



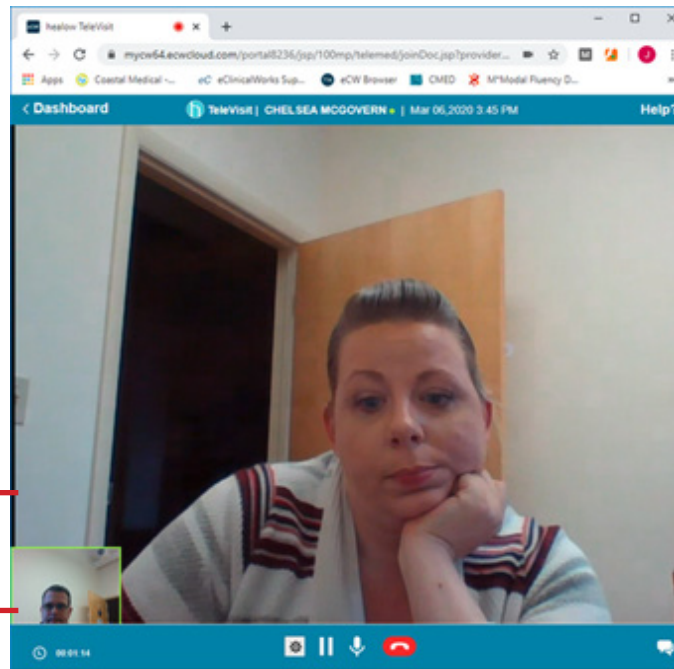
5. After clicking Start Televisit, the “Waiting for...” screen displays until the Provider accesses the appointment from their side.

Note: We have found that on some SMART devices, the Televisit is best conducted with the patient’s device in landscape position. (Hold the phone so the long sides are top and bottom.)



6. Once the provider accesses the Telemedicine Appointment from their end, the patient and provider will now be able to see and speak to one another via the computer/webcam. (see below for example)

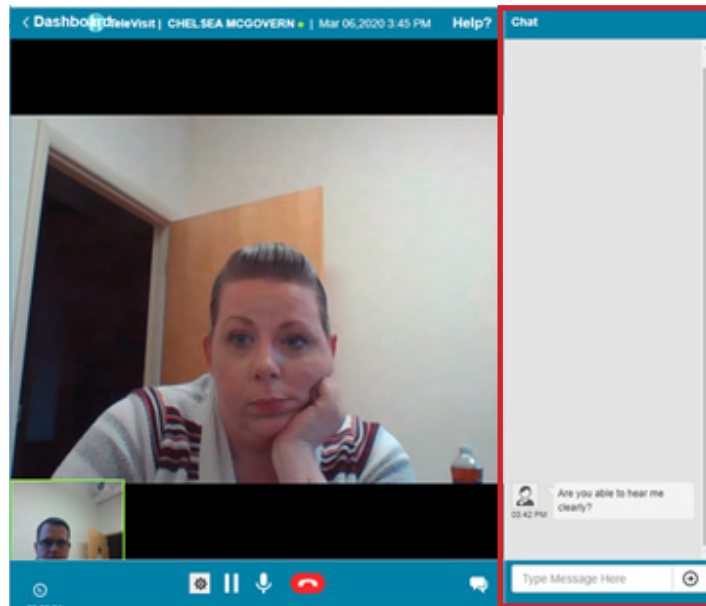
Patient sees provider in large window and themselves in the small window. Vice versa for the provider.



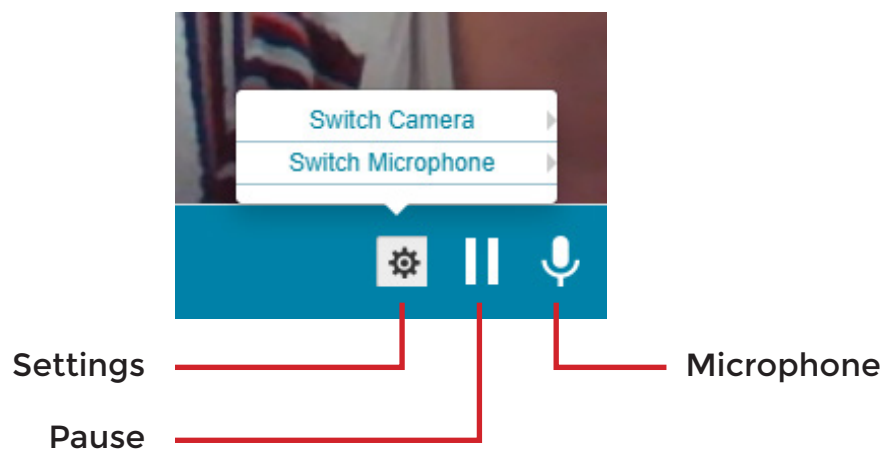
7. If there is an issue with audio or if there is a situation where speaking is not desired, use the Chat function. The icon is located in the bottom right hand corner of the window. There is an indicator that pops with a number if there is a chat message waiting for either the patient or the provider.




8. Once the Chat is started, the screen changes to show the Chat on the right hand side of the window, in a similar way to other Instant Messaging tools that people may use.

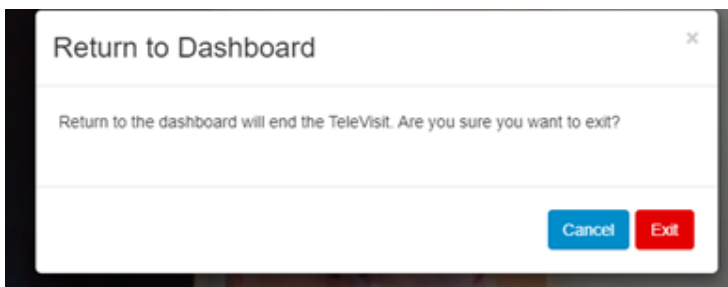


9. The other icons at the bottom of the window are for Settings (to switch the camera or microphone to another device), Pause (pauses the video) and the Microphone (mutes the audio).



10. Clicking the red phone icon  (at the bottom of the window, next to the microphone) will end the Telemedicine Appointment. The below screen displays asking if you are sure you want to return to the dashboard and end the Telemedicine Appointment.

Click **EXIT** to end the visit.



11. NOTE: The **HELP** Icon in the top right of the window does not work.





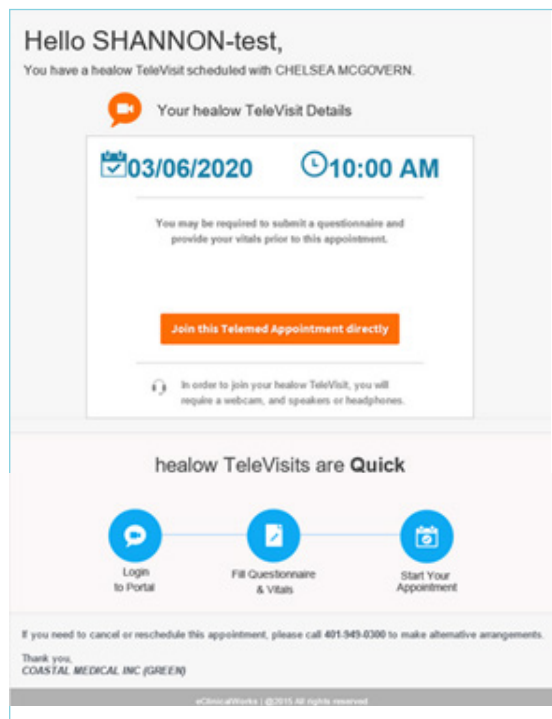
Accessing Your Telemedicine Appointment Using your Patient Portal

(For Computers - Desktops & Laptops with Webcams)



How to access a Telemedicine Appointment using the Patient Portal on a computer with a webcam.

Note: You do NOT need to log into your Portal Account for this visit.



1. Thirty (30) minutes prior to the appointment time, the patient will receive an email notification that contains a link to access the appointment directly.

Note: For the link to work properly, it must be opened in Google Chrome, Firefox, Safari or Opera. The Telemedicine Appointment will not function if another web browser is used. If you do not use one of these as your default browser, the link can be copied and pasted into one of these browser windows for access.

It also contains information about a webcam and either speakers or headphones being required. The email states who the visit is scheduled with, the time and date of the appointment and simple instructions.

2. Clicking the **Join this Telemed Appointment Directly** link will bring the patient directly to the required questionnaire associated with the Telemedicine Appointment. There are no additional security requirements to access the visit. **WHEN USING A COMPUTER FOR A TELEMEDICINE APPOINTMENT, IT IS HIGHLY RECOMMENDED THAT THE EMAIL LINK IS USED TO ACCESS THE VISIT.**

[Join this Telemed Appointment directly](#)

- a. If the patient is using a mobile device, such as a smartphone or tablet, the appointment can be accessed by clicking on the link in the email or in the text message that they receive on their device. See mobile device instructions on pages 2-8 for more information.

Questionnaire

Please complete your health questionnaire to the best of your ability.

Coronavirus Screening

Are you sick today?
 Yes
 No

Have you been in the presence of a person with the Coronavirus?
 Yes
 No

Have you traveled internationally or to the west coast in the past 2 weeks?
 Yes
 No

Do you have a fever (over 100.4)?
 Yes
 No

Do you have a cough?
 Yes
 No

Do you have shortness of breath?
 Yes
 No

Submit Questionnaire

3. The first screen to open after clicking the link will be the Medical Questionnaire.

Patients are asked to answer all questions.

Then click **Submit Questionnaire** in order to move to the next step and send the important information to the provider.

Height
 ft. inches

Weight
 pounds

Blood Pressure
 /

Temperature
 F

Respiratory Rate
 breaths per minute

Pulse Rate
 breaths per minute

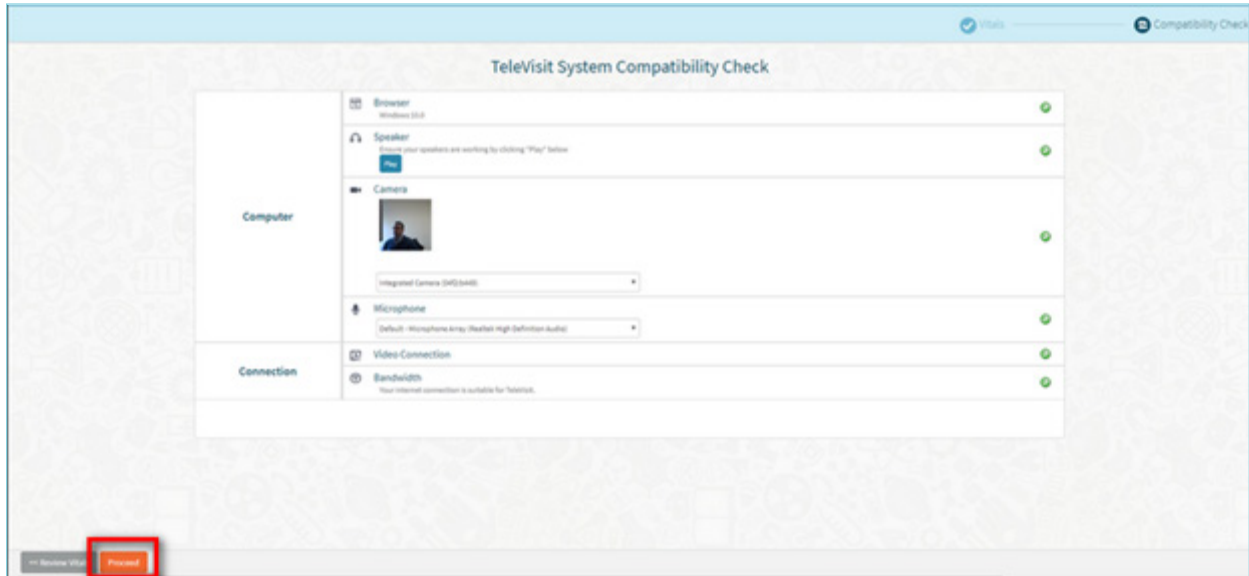
Submit Vitals

4. The next screen will be the Vitals Questionnaire.

The patient is expected to fill in all available information. (If the patient does not know specific vitals, they can be left blank.)

Then click **Submit Vitals** in the bottom left hand corner of the page.

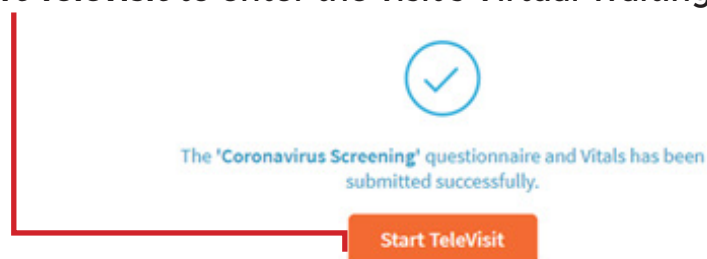
5. The next page to open is the System Compatibility Check. The items checked are: Browser, Speaker, Camera, Microphone, Video Connection and Bandwidth. If all these items are compatible for a Telemedicine Appointment then there will be a green checkmark to the right of each item. Click Proceed if all compatibility is successful.



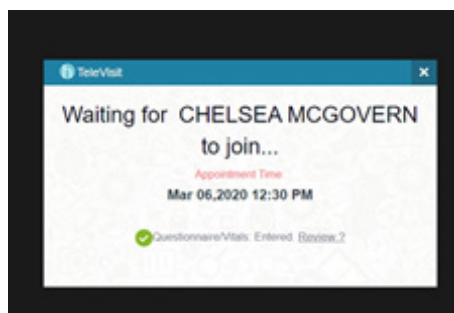
a. A Red X to the right of an item means that there is an issue with that item's compatibility. You may be able to make corrections, like enabling speakers, cameras and microphones, but bandwidth issues for example could be difficult to diagnose or solve. If you cannot pass the compatibility check you can contact Patient Portal Support at 1-866-779-3655 for assistance with trying to solve the compatibility issues. If the compatibility remains an issue, a Telemedicine Appointment may not be right for you and please contact your PCP's office for additional options and assistance.

6. The confirmation message that the questionnaire and vitals were completed displays.

Click **Start Televisit** to enter the visit's Virtual Waiting Room.

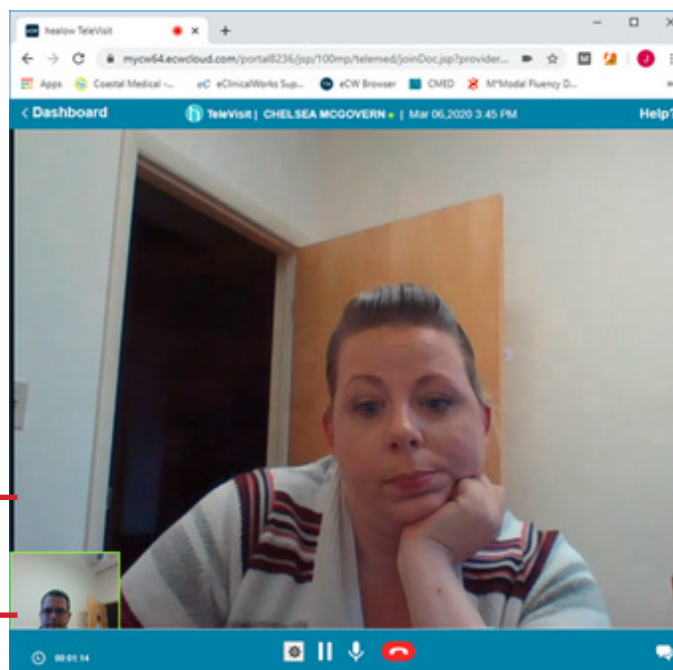


7. After clicking Start Televisit, the “Waiting for...” screen displays until the Provider accesses the appointment from their side.



8. Once the provider accesses the Telemedicine Appointment from their end, the patient and provider will now be able to see and speak to one another via the computer/webcam. (see below for example)

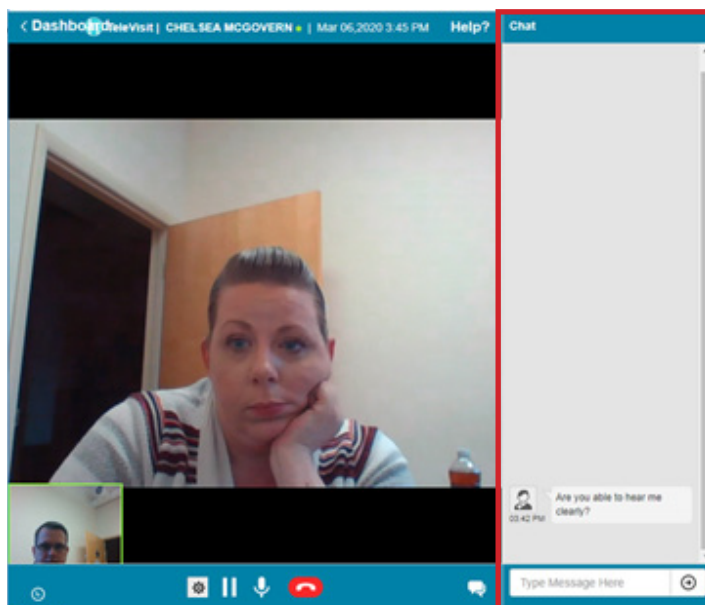
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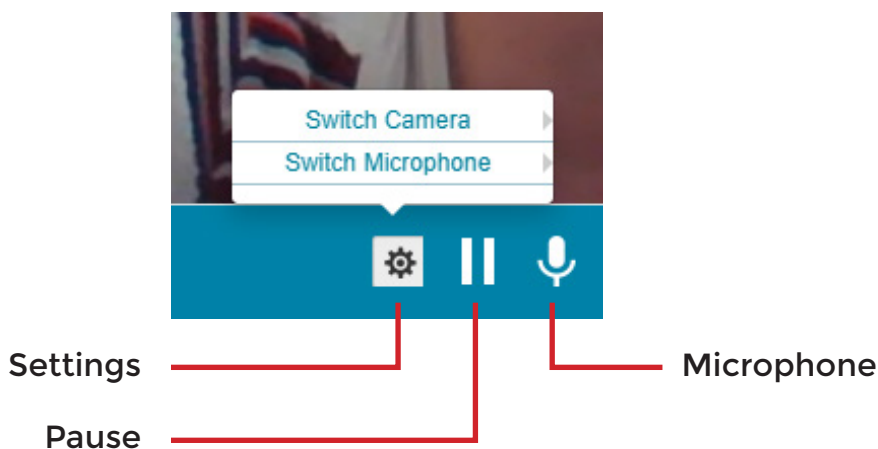
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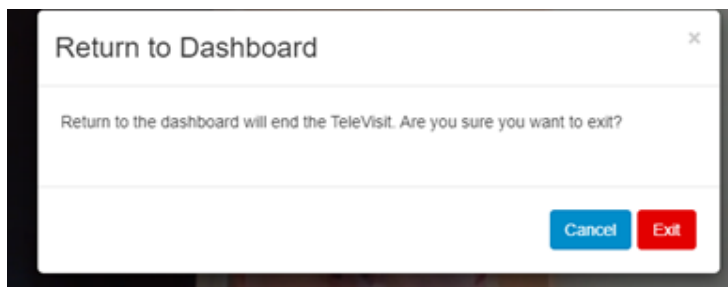


11. The other icons at the bottom of the window are for Settings (to switch the camera or microphone to another device), Pause (pauses the video) and the Microphone (mutes the audio).



12. Clicking the red phone icon  (at the bottom of the window, next to the microphone) will end the Telemedicine Appointment. The below screen displays asking if you are sure you want to return to the dashboard and end the Telemedicine Appointment.

Click **EXIT** to end the visit.



13. NOTE: The HELP Icon in the top right of the window does not work.

