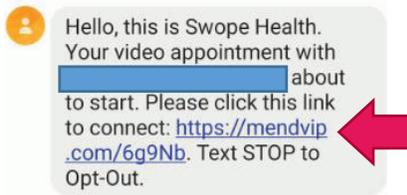




mend Telehealth Visit Instructions

Preparing for Your Telehealth Visit:

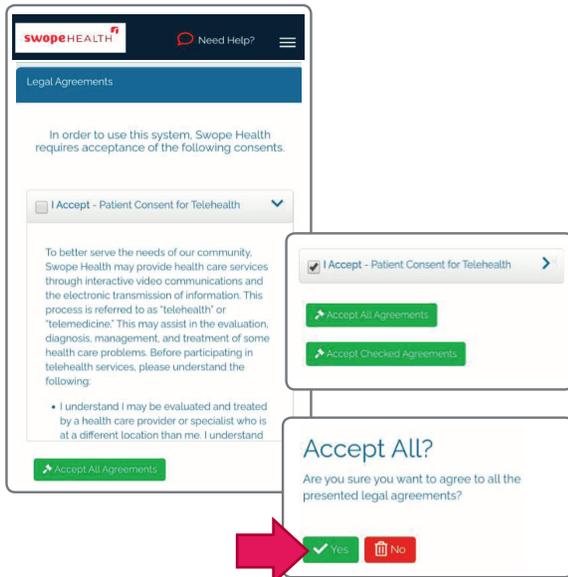
1. Once your appointment is booked, a text message and/or email will be sent confirming your visit date and time. A link for access to your visit will be sent 30 minutes prior to your appointment start time.



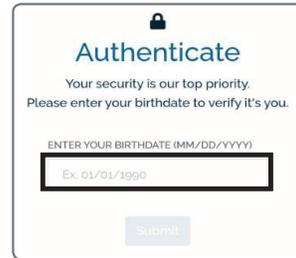
2. Prior to joining the visit close all open apps on your phone or tablet, turn volume up, and try to be in a location with a strong Wi-Fi connection.

Joining Your Telehealth Visit:

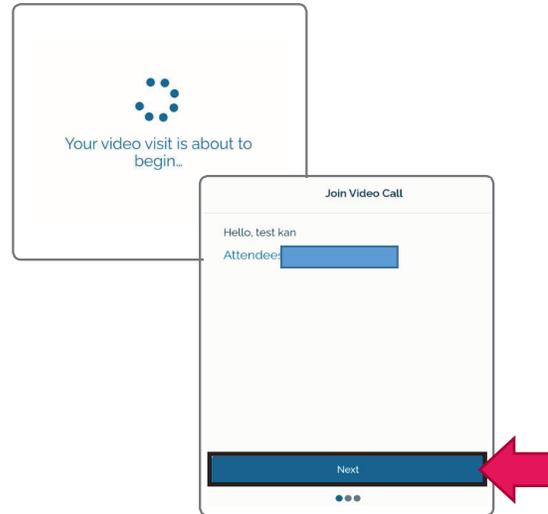
1. Click the link from the email or text message. Once connected you will be asked to read and sign the consent form for telehealth services. By clicking "Accept All Agreements".



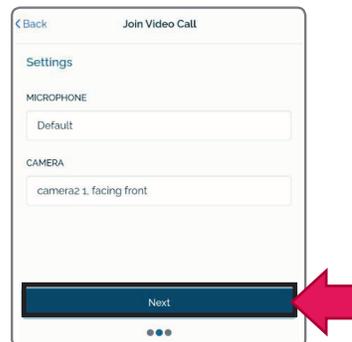
2. Enter the birthdate of patient being seen.



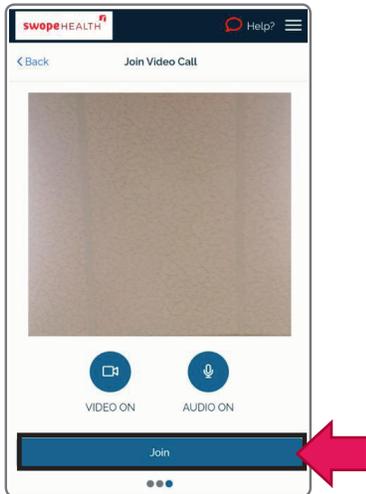
3. The connection will then begin for your video visit. Join Video Call will display the "Hello" page and shows who the appointment Provider is. Click "Next".



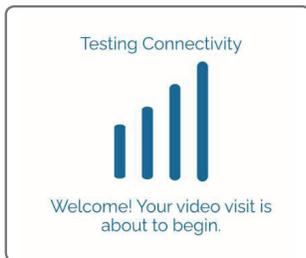
4. The settings page is checking to ensure that a microphone and camera are selected for use during the visit. Click "Next".



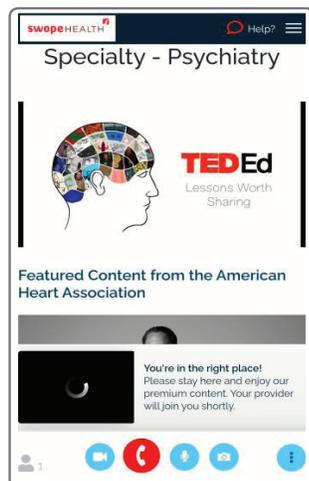
- The Join Video Call screen will now display. Both Audio and Video need to be turned on for the visit. Click "Join".



- The system will do a connectivity test to verify that there is a good connection for your visit.



- You are now officially in the Patient Waiting Room. No need to click anything. A member of our healthcare team will join you soon to collect information about your visit, and your provider will join in. (There are videos you can click on to watch while waiting. When your visit starts, the video will stop.)



- When your visit has ended, click the red phone icon at the bottom of the screen to disconnect.



Questions or Issues Connecting to Your Telehealth Visit:

If you experience connectivity issues on your device, you may get a dark blue screen with a spinning dotted wheel. **Do not click any buttons. The screen is trying to refresh on its own.** If the screen does not refresh, an error page will appear where you can click "Help?", "Talk to Mend Support" or "Troubleshoot" for assistance.

