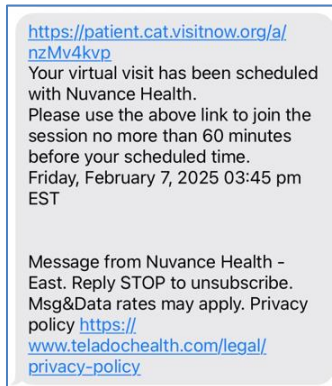
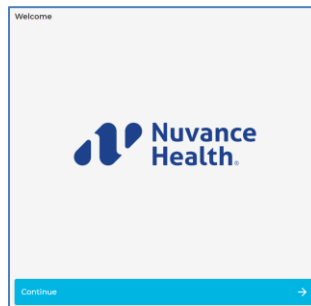


Solo Telehealth Visits for Patients Using a Mobile Device

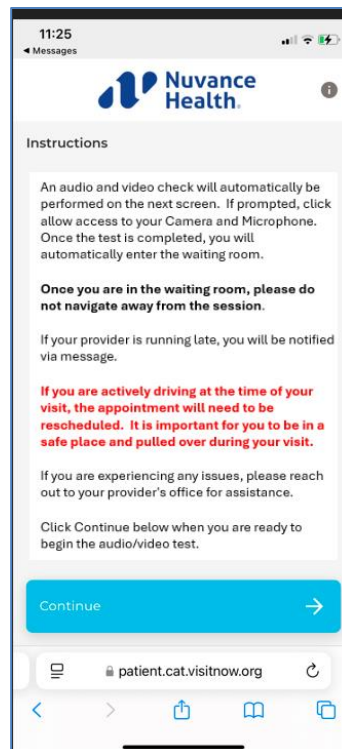
On the day of your telehealth appointment, if you are using a mobile device for your visit, you will receive a text message containing a unique link as seen below.



When you are ready for your appointment, click the top link that has “visitnow.org” and then tap Continue at the bottom of the Welcome screen. (The bottom link is the Teladoc privacy policy and is not required.)

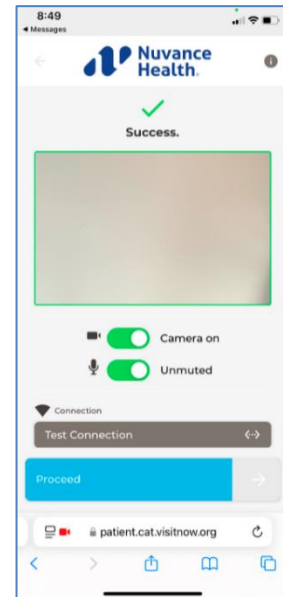
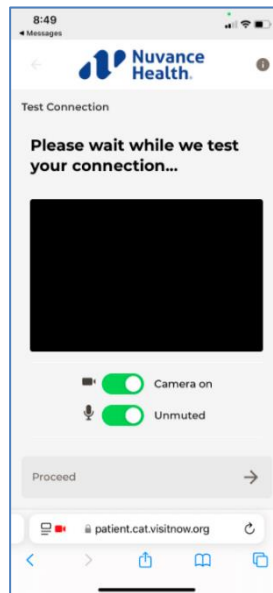
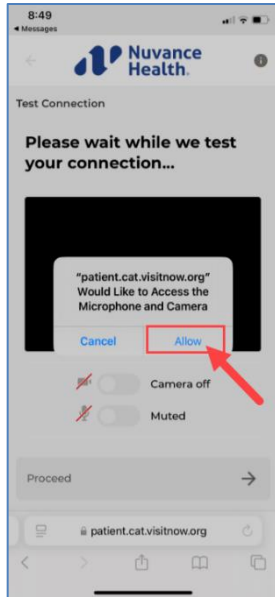


After reading the instructions, tap Continue.



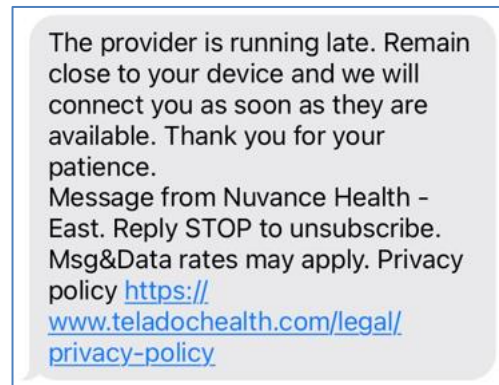
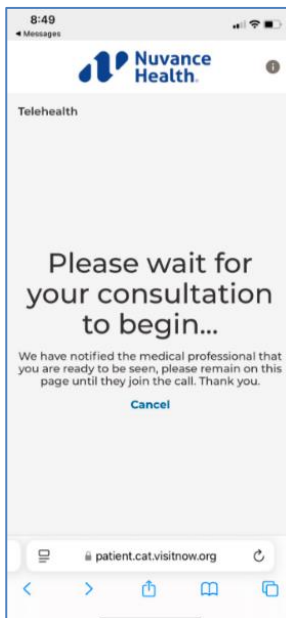
Solo Telehealth Visits for Patients Using a Mobile Device

A quick “tech check” will start automatically to make sure your device is ready for telehealth. When prompted, please allow access to your microphone and camera —these are required for your visit. Once this check is complete, you will automatically be brought to the virtual waiting room.



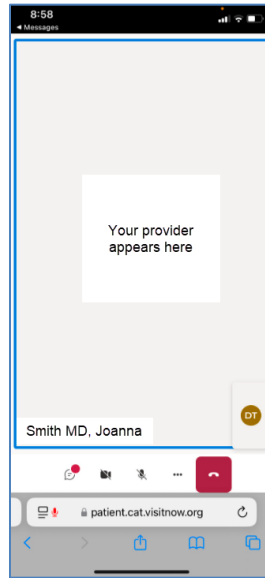
The provider will be notified that you are waiting.

If your provider is running late, you will receive a notification.



Solo Telehealth Visits for Patients Using a Mobile Device

Your provider will appear in the center of your screen, and your picture will appear in the smaller box at the bottom of the screen. Please allow access to your microphone and camera when prompted.

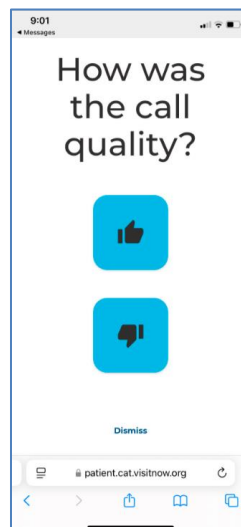


During your telehealth visit, you have several tools available at the bottom of your screen:

Chat feature: If you see a red dot, click on the Chat bubble to view messages your provider has typed to you. You can also reply to your provider using this Chat feature.

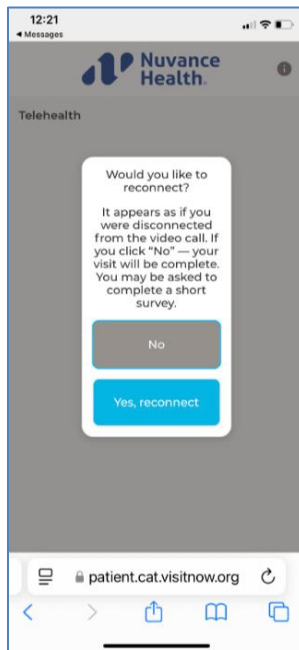
Red phone/end call button: When your provider ends the visit, it will automatically close your session. If the session does not automatically close, click the red End Call button.

Once the visit has ended, you have the option to provide feedback on the call quality or click Dismiss to skip this step.

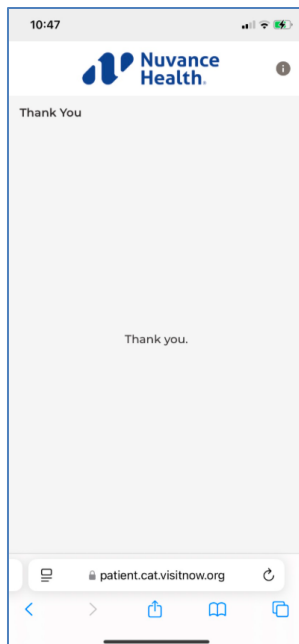


Solo Telehealth Visits for Patients Using a Mobile Device

Click No on the next screen to confirm that you are finished with your call.



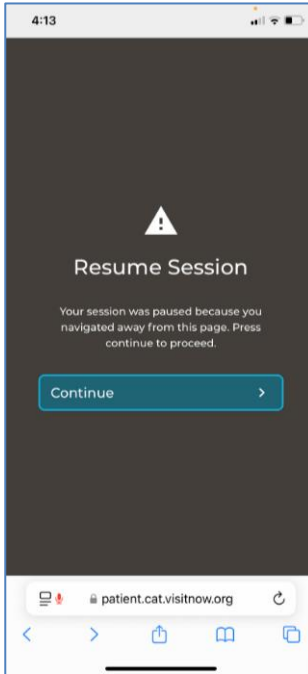
Once you've arrived at the Thank You screen, you are free to close your visit window!



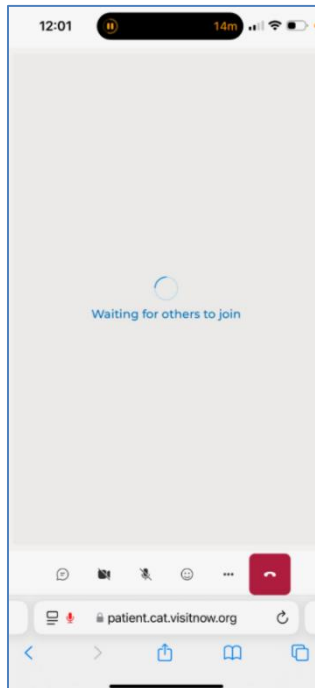
Solo Telehealth Visits for Patients Using a Mobile Device

Troubleshooting:

If you need to navigate to another screen while waiting for the provider, you will see this screen when you return. Click Continue to rejoin the session.

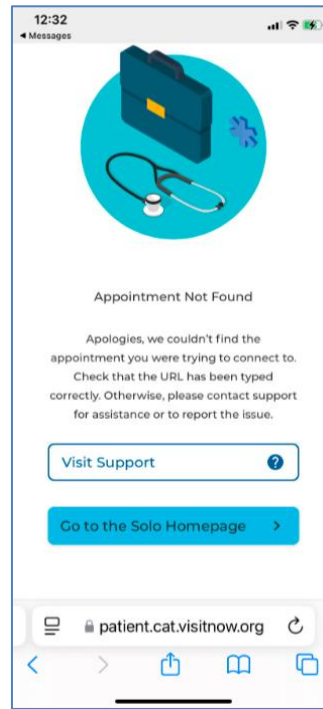
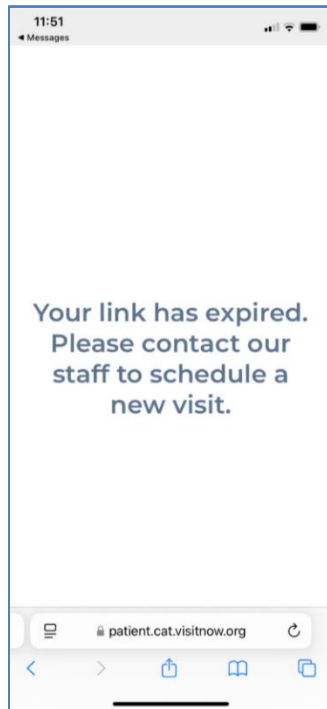


After the visit starts, if you see the screen below you have been placed on hold awaiting another provider or staff member to join the visit. Please do not navigate away from this screen.



Solo Telehealth Visits for Patients Using a Mobile Device

If your link has expired or the appointment is not found, please contact your provider's office to schedule a new visit.



Need technical assistance before or during your visit?

Please call your provider's office directly.