Teladoc Health™ Patient App User Guide

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Patent(s):

http://www.intouchhealth.com/patents

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About Teladoc Health

Teladoc Health is transforming how people access and experience healthcare. Recognized as the world leader in virtual care, Teladoc Health directly delivers millions of medical visits across 175 countries each year through the Teladoc Health Medical Group and enables millions of patient and provider touchpoints for thousands of hospitals, health systems and physician practices globally.

Ranked #1 among direct-to-consumer telehealth providers in the J.D. Power 2019 U.S. Telehealth Satisfaction Study and Best in KLAS for Virtual Care Platforms for 2020, Teladoc Health leverages more than a decade of expertise and real-time insights to meet the growing virtual care needs of consumers, healthcare professionals, employers and health plans..



Teladoc Health Patient App Overview

Conduct virtual visits with your practitioner, provider, family members, and specialists as needed. The Teladoc Health Patient App is a virtual health platform that works with your browser and desktop and mobile devices.

NOTE: Any and all names used in this document are only used as examples. They do not represent true persons.

Intended Use

The Teladoc Health Patient App provides high quality, HIPAA compliant, virtual visits between you and your provider.

Indications for Use

The Teladoc Health Patient App is HIPAA compliant and can be used for virtual visits with a broad variety of mobile and desktop devices.

Teladoc Health Patient App Requirements

Teladoc Health Patient App is designed to run on a broad range of devices and network conditions.

Teladoc Health Patient App Requirements

NOTE: The table below is for the Windows, Mac, iOS, and Android versions of the Teladoc Health Patient App you install on your device only. See **Browser Requirements** for virtual visits on your web browser.

Teladoc Health Patient App Type	Software Version
Android Teladoc Health Patient App	Android 7.0 and later
iOS Teladoc Health Patient App on iPhones	iOS 12.1 and later
iOS Teladoc Health Patient App on iPads	iPad OS 12.1 and later
Mac Desktop Teladoc Health Patient App	Mac OS 10.13.1 High Sierra and later
Windows Desktop Teladoc Health Patient App	Windows 10



Browser Requirements

NOTES: The table below is for virtual visits on browsers, not the Teladoc Health Patient App you install on your device. See <u>Teladoc Health Patient App Requirements</u> for the Teladoc Health Patient App you install on your device. Browsers more than a year old are not supported.

Browser	Version	OS
		Mac OS 10.14 and later
Chrome	80.0 and later	Windows 10
		Android 7.0 and later
		Mac OS 10.14 and later
Safari	13.1 and later	iOS 12.1 and later
Firefox	74.0 and later	Windows 10
Edge	88.0 and later	Windows 10
IE	Not supported	N/A
Samsung Internet	Not supported	N/A

Hardware Requirements

iPhone Hardware Requirements

The iPhone 5 and later models are supported.

iPad Hardware Requirements

The following iPads are supported:

- iPad 4th Generation and later
- iPad Air iPad Air 2 and later
- iPad Pro 2nd Generation and later
- iPad Mini 3rd Generation and later



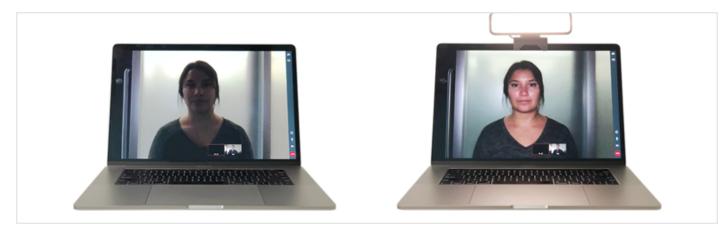
Hardware	Minimum Required
Processor	1.9 Ghz Intel dual processor (Second Generation)
RAM	6 GB
Microphone	Required
Speakers or head- sets	Required

Mac Hardware Requirements

Macs running Mac OS 10.13 and later are supported.

Lighting Requirements

During your virtual visit, you should be in a place with good lighting that lets your provider see you clearly. The following shows good lighting on the right and poor lighting on the left.



Without Good Lighting



Recommended Monitors

You should use a monitor that lets you clearly see your provider during your virtual visit.

Recommended Webcams

Teladoc Health Patient App supports most webcams. For devices without webcams, Teladoc Health recommends using Logitech cameras.



Recommended Headsets

- Logitech headsets
- Sennheiser headsets
- Apple AirPods
- Apple EarPods



Teladoc Health Patient App Terms

Waiting Rooms/Services

After you have checked in for your virtual visit, you will be placed in a virtual "waiting room", also called a "service". Your provider will be notified that you are waiting while they review your medical history.

Demographics

When entering information during the check-in process or during your virtual visit, you may see the term "demographics". This term refers to information about you if you are the patient or information about a patient you are assisting. This information includes your name, date of birth, marital status, and so forth.

Forms and Questionnaires Overview

During check-in during your virtual visit, or both, you may be presented with interactive questionnaires, surveys, and forms you need to sign. Ask your provider during your virtual visit if you have questions. See the following for more information:

- "Read and Complete Questionnaires" on page 52
- "Read and Sign Forms Electronically" on page 48

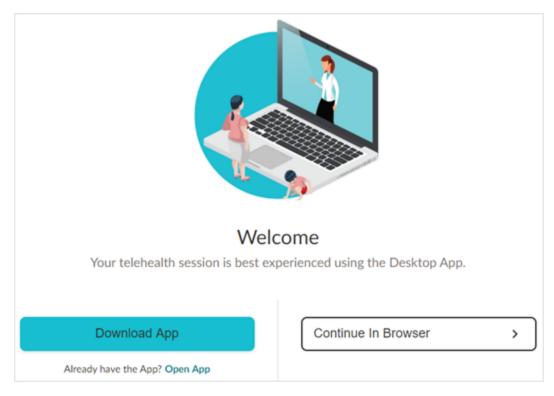


Install the Patient App

If this is the first time using the Patient App, you may be asked to install the Patient App on your smartphone, tablet, laptop, or desktop computer. The Patient App provides a better experience during virtual visits. The steps to install the Patient App are described below.

Patient App for Windows

1. Click the link in the email or text message from your provider.



- 2. Click **Download App**. The file **InTouchPatientInstaller.exe** will be downloaded to your Windows machine.
- 3. If you are using Chrome or Firefox, click **InTouchPatientInstaller.exe** in the lower lefthand corner of the browser window as shown below.



Or double-click file InTouchPatientInstaller.exe in your downloads folder.



🔸 🛃 📙 🖛	Application Tools Downloads		
File Home Share	iew Manage		
← → × ↑ 🖊 → This PC	> Downloads		
📌 Quick access	↑ Name		Date modified
📃 Desktop	📌 🧐 InTouchPatientInstalle	er.exe	4/17/2020 10:04 AM
🖶 Downloads	A.		
🔁 Documents	*		
Pictures	*		

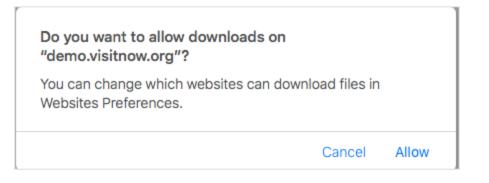
Patient App for Mac

1. Click the link in the email or text message from your provider.

	come perienced using the Desktop App.
Download App Already have the App? Open App	Continue In Browser

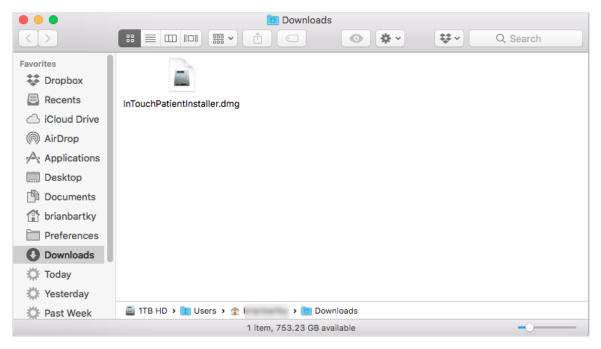
- 2. Click **Download App**.
- 3. If the following prompt is displayed, click **Allow**.





The file InTouchPatientInstaller.dmg will be downloaded to your Mac's Download folder.

4. Double-click file InTouchPatientInstaller.dmg in your Downloads folder.



The virtual Patient App disk will open on your desktop as shown below.



😑 😑 🔵 Tela	doc Health Patien	t 1.3.7
×	2 items	
Teladoc Health Patient		Applications
Teladoc Health Patient 1.3.7		

- 5. Drag and drop **Teladoc Health Patient App** on to the **Applications** folder.
- 6. Close the virtual Teladoc Health Patient App disk on your desktop (shown below) by right-clicking the icon and selecting **Eject** or drag it to the Trash.



iOS App

Install from the App Store

- 1. Tap the App Store icon (
- 2. Tap<u>here</u> or enter **Teladoc Patient** in the search bar.

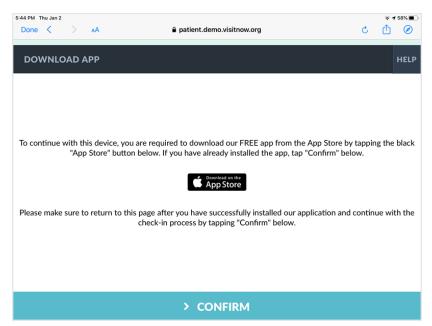


Fouch Technologies, I	nc.				
O	Teladoc He InTouch Technol		ıt		۵
15 RATINGS 3.7 ★★★★☆	AGE 12+ Years Old	CHART #90 Medical	DEVELOPER	LANGUAGE EN English	size 26.6 MB
What's New InTouch Health is now a Rebranding:	a part of Teladoc Healt	h.		more	Version History 3d ago Version 41.0.2
Preview				A local state stat	
Today	Game		Apps	Arcade	Q Search

- 3. Tap Get.
- 4. Tap Confirm.

Install During Your First Check-In

1. Tap Check-In.





2. Tap the **Download on the App Store** button (

ich Technologies,	Inc.				
	Teladoc He		nt		۵
\mathbf{O}	InTouch Technol	ogies, Inc.			
15 RATINGS	AGE	CHART	DEVELOPER	LANGUAGE	SIZE
3.7	12+	#90		EN	26.6
****	Years Old	Medical	InTouch Technologies	English	MB
ouch Health is now	a part of Teladoc Healt	h.		more	3d ago
branding:	a part of Teladoc Healt	h.		more	Version History 3d ago Version 41.0.2
ouch Health is now		e and a second s			3d ago Version 41.0.2
iouch Health is now branding: review		e and a second s	WHAT IS THE READY FOR THE WETT	CONTRACT CONTRACTOR	3d ago Version 41.0.2

- 3. Tap Get.
- 4. Tap **Confirm**. Please make sure to return to the following page in the browser after you have successfully installed our Patient app and continue with the check-in process by tapping **Confirm** below.

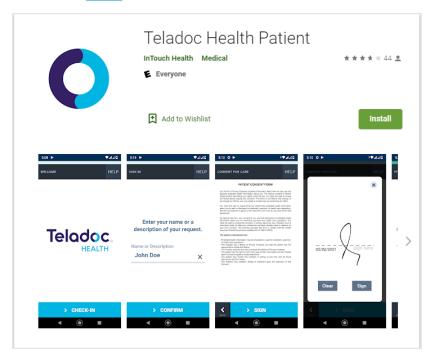
5:44 PM Thu Jan 2 Done < > AA	a patient.demo.visitnow.org	c	 ✓ 58% Ó
DOWNLOAD APP			HELP
	e, you are required to download our FREE app from the App button below. If you have already installed the app, tap "Coni		ng the black
	Counterant on the App Store		
Please make sure to return	to this page after you have successfully installed our applicat check-in process by tapping "Confirm" below.	tion and contin	ue with the
	> CONFIRM		

- 5. Tap **Open**.
- 6. Proceed with your check-in.



Android App Install from the Google Play Store

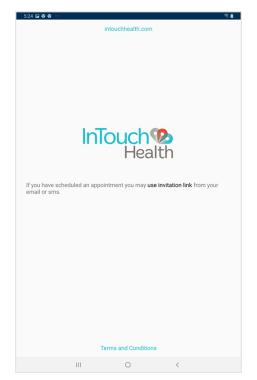
- 1. Tap the Play Store icon.
- 2. Tap <u>here</u> or enter **Teladoc Health Patient** in the search bar.



3. Tap Install.

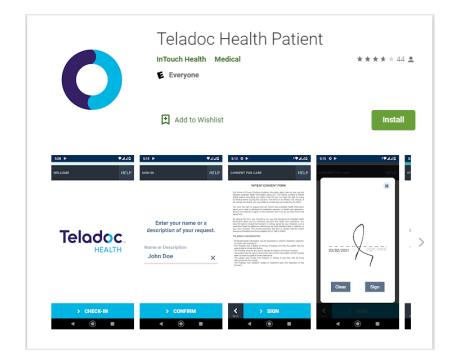


1. Tap Check-In.



2. Tap the **Download on the Google Play Store** button.





- 3. Tap Get.
- 4. Tap Confirm.
- 5. Tap Open.
- 6. Proceed with your check-in.



Invitations

1. After your virtual visit has been created, you will receive a text or email invitation (example below) to the virtual visit.

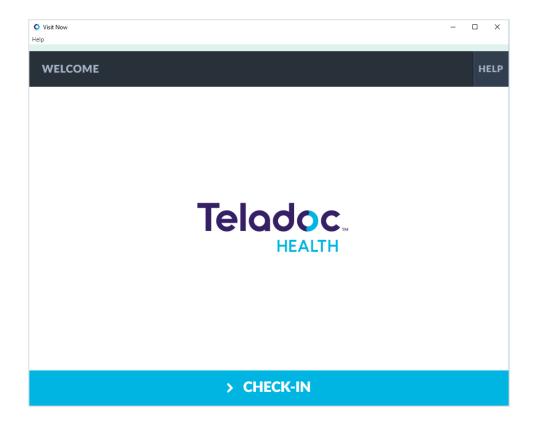
Visitnow Noreply		0
Check-in online		Yahoo/Inbox *
Solo Health System <noreply@visitnow.org> To: brian</noreply@visitnow.org>		👼 Tue, Dec 15 at 11:50 AM 🖈
	Teladoc. HEALTH	
	Hello	
	You have been sent the following Solo Health System Waiting Room invitation which will allow you to attend an online session with your provider.	
	ENTER WAITING ROOM	
	When: Tuesday, December 15, 2020 Time: 11:50 am PST Service: Santa Barbara Clinic Patient: Brian Smith	
	Or you can copy this link into a compatible browser https://patient.demo.visitnow.org/start/2017/6365ae00f2/22513d1f6dab/717c7e73514 Af this film we require the latest version of either Chrome or Firefox.	
	Don't worry if you didn't request this email or you weren't expecting it, it may have been sent in error by one of our usens. If you believe something more suspicious is going on, please contact the Solo Health System Support Team.	
	-Solo Health System	
	4. 4. 10 ····	

- 2. Click Enter Waiting Room or the link in the text message or email.
- 3. Follow the steps in "Check-In Steps" on page 29.



Receiving a Virtual Visit Invitation

1. After you click the link in the invitation email or text, you will see the following.



2. Click **Check In**. You may see the following screen.



Visit Now Help	-	o x
SIGN IN		HELP
Enter your name or a description of your request.		
Name or Description	_	
> CONFIRM		

- 3. If displayed, enter your full, first name, middle name (optional), and last name, and click **Confirm** or **Skip** after each entry.
- 4. Continue with your check-in.

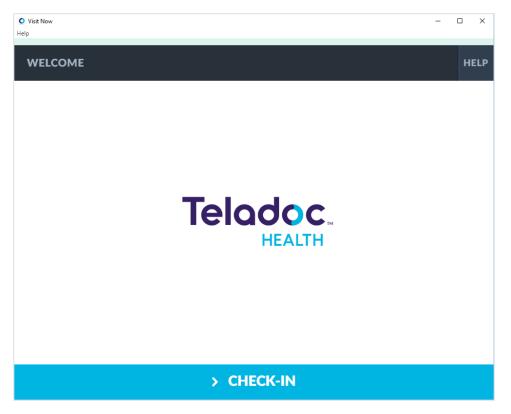


Scheduling an Appointment

1. After you click the web link your provider sent you will see the following.

Telodoc.		
	Select a service	
California Wellness	Goleta Hospital	Operating Room 1
Operating Room 2	Santa Barbara Clínic	View My Scheduled Visits

2. Select the practice (waiting room) you want.



3. Click **Check In**. You may see the following screen.



Visit Now Help	-	
SIGN IN		HELP
Enter your name or a description of your request.		
Name or Description		
> CONFIRM		

 If displayed, enter your full, first name, middle name (optional), and last name, and click Confirm or Skip after each entry.



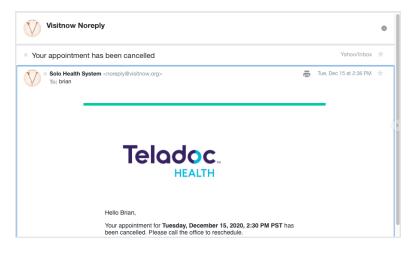
Visit Now elp					-	- ×
SCHEDULING						HELP
	TC	DAY APP	RIL 22, 20)21 >		
	4:00 pm	6:00 pm	8:00 pm	10:00 pm		
	4:15 pm	6:15 pm	8:15 pm	10:15 pm		
	4:30 pm	6:30 pm	8:30 pm	10:30 pm		
	4:45 pm	6:45 pm	8:45 pm	10:45 pm		
	5:00 pm	7:00 pm	9:00 pm	11:00 pm		
	5:15 pm	7:15 pm	9:15 pm	11:15 pm		
	5:30 pm	7:30 pm	9:30 pm	more		
	5:45 pm	7:45 pm	9:45 pm			
K BACK		> COI	NFIRM			

- 5. Enter the preferred day and time of your virtual visit.
- 6. Click **Confirm**.
- 7. Continue with your check-in.



Canceled Appointments

If your provider cancels your virtual visit, you will receive a text or email.



Contact your provider to reschedule.



Check In Process

Check-In Steps

After you receive your invitation and click the link in the email or text, you may be asked to perform check-in steps before your virtual visit. Depending on your provider, you may be asked to perform some or all of the following tasks.

- If this is your first time using the Patient App, you may be asked to install it.
 - Patient App for Windows
 - Patient App for Mac
 - iOS App
 - Android App
- Your provider give you the option of the Patient App for your device. If so, launch the Patient App on your device (recommended)
 - Launch on Mac
 - Launch on Windows
 - Launch on iOS
 - Launch on Android

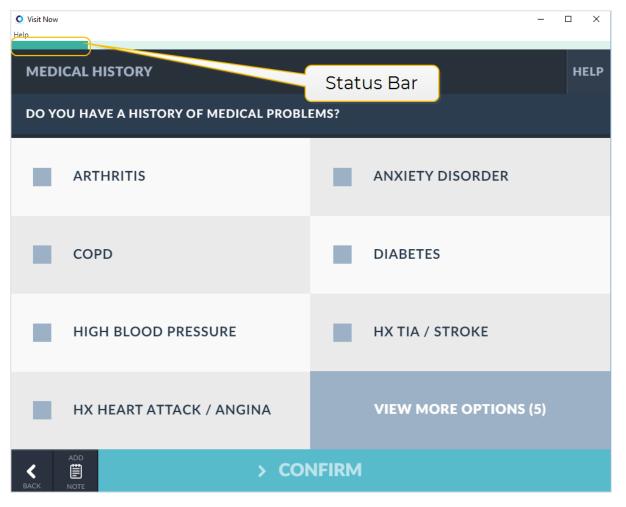
NOTE: If you would rather use a browser, refer to "Using a Browser" on page 36.

You may need to do some or all of the following:

- Verify Your Identity
- <u>Review and Edit Demographics</u>
- Enter Your Reasons for Your Virtual Visit
- <u>Review Your Appointment Summary</u>
- Read and Sign Forms Electronically
- Enter Your Symptoms
- Enter Your Insurance
- Enter Your Payment
- <u>Read and Complete Questionnaires</u>
- Sign the Agreement
- Test Your Audio and Video

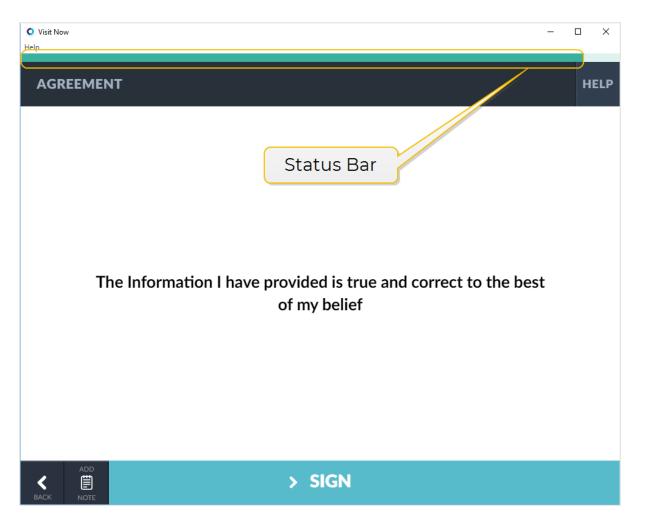


As you complete your check-in process a green status bar at the top of the page increases until it is full length of the page. For example, the Date of Medical History form below is near the beginning of a check-in.



Whereas the Agreement form is toward the end of the check in.





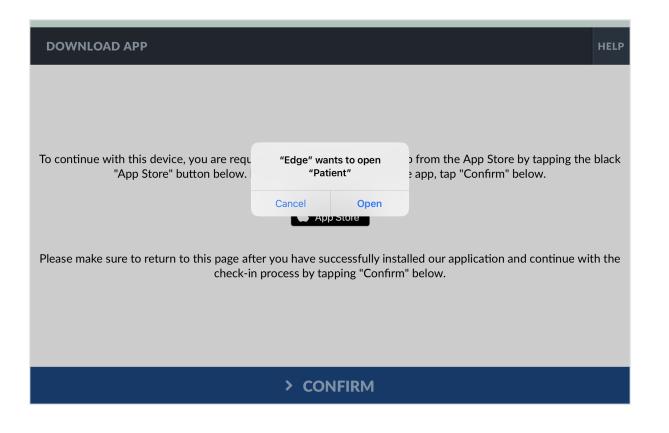
After you have completed all the steps required by your provider, you will be placed in a waiting room. You provider will be informed that your virtual visit is ready to begin.

Launch the Patient App

Launch on iOS

NOTE: For an improved virtual visit experience, if you have not used the Patient App before you should perform the steps in **<u>"iOS App" on page 16</u>** before proceeding.





- 2. Tap Open.
- 3. Continue with your Check-In.

Launch on Android

NOTE: For an improved virtual visit experience, if you have not used the Patient App before you should perform the steps in <u>"Android App" on page 19</u> before proceeding.

New patient entered waiting ro You have a patient waiting in n		ENTER W	AITING ROOM		
M Check-in online Hello You have been sent the f	Open with	When: Wednes	eday, April 22, 2020	_	
M Check-in online Hello You have been sent the f	•		9		
InTouch Health InTouch Health Daily Platform	InTouch Health		Samsung Internet	93d773bba3a6ff	
\bigcirc	Just once		Always	I	• • •
	III	0	<		



- 2. Tap Teladoc Health Patient.
- 3. Tap Always.
- 4. Continue with your Check-In.

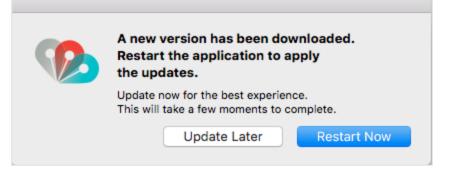
Launch on Mac

NOTE: For an improved virtual visit experience, if you have not used the Patient App before you should perform the steps in **"Patient App for Mac" on page 14** before proceeding.

Do you want to allow this page to open "Telad Patient"?	oc Health
c	ancel Allow
Welcome	
Your telehealth session is best experienced usi	ng the Desktop App.
Download App Contin	ue In Browser
Already have the App? Open App	

- 2. Click **Allow**.
- 3. If an update is available, click **Restart Now**. The Patient App will update automatically.



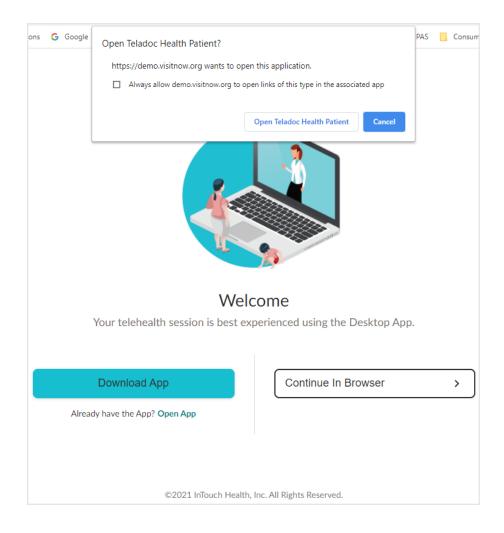


4. Continue with your Check-In.

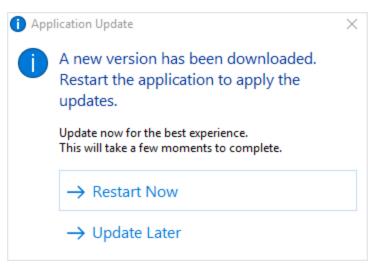
Launch on Windows

NOTE: For an improved virtual visit experience, if you have not used the Patient App before you should perform the steps in **<u>"Patient App for Windows" on page 13</u>** before proceeding.





- 2. Click Open Teladoc Health Patient.
- 3. If an update is available, click **Restart Now**. The Patient App will update automatically.





4. Continue with your Check-In.

Using a Browser

- Using the Chrome Browser
- Using the Firefox Browser
- Using the Safari Browser

Using the Chrome Browser

NOTE: You can use the Chrome browser on Windows, Mac, and Android devices.

1. The first time you use the Patient App you will see the following popup window when you are in the waiting room at the end of your check-in:

patient.demo.visitnow.org wants to				
Ŷ	Use your microphone			
	Use your camera			
	Allow	lock		

- 2. Make sure you click **Allow** or you will not be able to have a virtual visit with your provider.
- 3. Continue with the check-in process.

Using the Firefox Browser

NOTE: You can only use the Firefox browser on Windows devices.

1. The first time you use the Patient App you will see the following popup window when you are in the waiting room at the end of your check-in:



htt	ps://patient.demo. visi	tnow.org/check-in/bcb94e23a				
	Will you allow patient.o camera and microphon	demo.visitnow.org to use your e?				
	<u>C</u> amera to share:					
	Integrated Camera \checkmark					
	Microphone to share:					
	Microphone Array (Rea	altek High Definition Audi 🗸				
	Remember this decision					
-	<u>A</u> llow	Don't Allow				

- 2. Make sure you select **Remember this decision** and then click **Allow** or you will not be able to have a virtual visit with your provider.
- 3. Continue with the check-in process.

Using the Safari Browser

NOTE: You can use the Safari browser on Macs, iPhones, and iPads.

1. The first time you use the Patient App you will see the following popup window when you are in the waiting room at the end of your check-in:

	Allow "patient.demo.visitnow.o microphone?	org" to use your camera and	
MARANAN	You can change this setting in Safari V	Nebsites preferences.	
	Never for This Website	Don't Allow Allo	w

- 2. Make sure you click **Allow** or you will not be able to have a virtual visit with your provider.
- 3. Continue with the check-in process.



Verify Your Identity

You may need to verify your identity during the check-in process. This is known as "authentication". Your provider may authenticate you through either email or an access code.

For example, you may see the following during the check-in process.

O Visit Now Help					-		×
PICK	OUR DELIVERY METHOD					н	ELP
0	EMAIL		0	SMS (XXX-XXX-8707)			
К		> CON	IFIRM				

1. Select either **Email** or **SMS** (text message). If you select **SMS**, for example, a text message will be sent to your mobile device.



♥ Visit Now Help			-	• [×
SIGN IN					HEL	.Р
PASSCODE WAS SENT	ГО XXX-XXX-8707					
	✓ I HAVE MY CODE	× CANCEL				
BACK	> CONF	IRM				

2. Click I have my code.

Visit Now Help		-	D X
SIGN IN			HELP
Passcode			
50EA		×	
васк	> CONFIRM		



- 3. Enter the access code. If you enter a code or email address that is not found, you will be prompted to complete demographic pages before being able to continue.
- 4. Continue with the check-in process.

Review and Edit Demographics

During the check-in process you may be asked to review and edit demographics about yourself or the patient you are assisting.

Online Check-In Help			- 🗆 X
DEMOGRAPHICS			HELP
Brian Davis		GENDER:	
		DOB: 01/01/1950	
ADDRESS	1	PREFERRED LANGUAGE	i
PHONE	ľ	ETHNICITY	1
EMAIL bb@domain.com	ľ	RACE	ľ
EMERGENCY CONTACT		MARITAL STATUS	ľ
васк	> COI	NFIRM	

If you need to make changes. click the pencil icon. Click **Confirm** when you are done.

Enter Your Reasons for Your Virtual Visit

1. Your provider may ask you for the reasons for your virtual visit.



● Visit Now Help		_	-	
SYMPTOMS/COMPLAINTS				HELP
WHAT IS THE REASON FOR THE VISI	T?			
Anxiety	+	Rash		+
Headache	+	Fever		+
Dizziness	+	Asthma		+
Fatigue	+	VIEW MORE OPTIONS (3)		
ADD BACK NOTE	> CON	NFIRM		

- 2. You can choose one or more reasons for your virtual visit. If you do not see what you would like to answer, click **View More Options** if present.
- 3. Once you are finished, click **Confirm**.

Review Your Appointment Summary

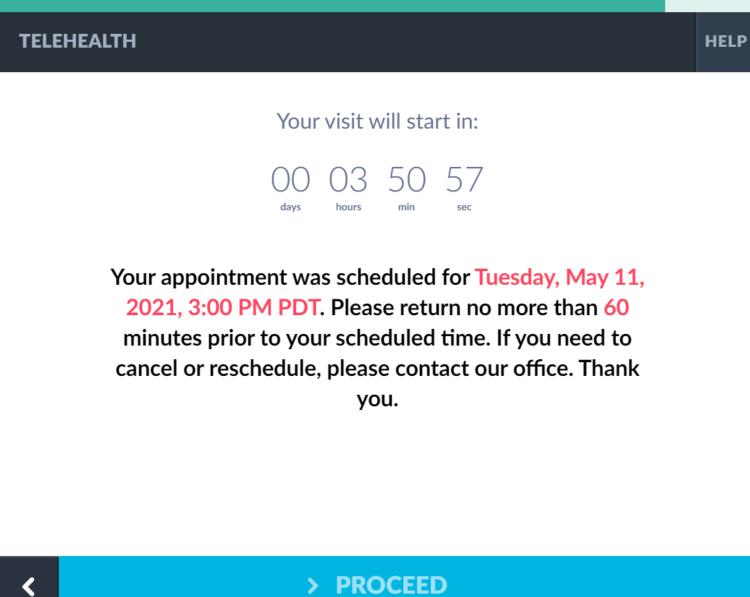
Review your appointment summary. and then click **Proceed** when you are done.



Visit Now Help	-		×
APPOINTMENT SUMMARY		н	ELP
Reason for visit:Headache, FeverScheduled time:04:15 pm PDTThursday, April 22, 2021			
Your visit will start in: sms:		send	
00 00 26 02 email: bb@domain.com		send	
days hours min sec url: https://patient.demo.visitnow.org/start/		сору	
PROCEED			

On this page you can also send an email or text message to yourself and copy the URL of your virtual visit. If available, click **Proceed** to continue. However, if you are early your provider may ask you to come back later to continue with your check-in.





Enter Your Insurance

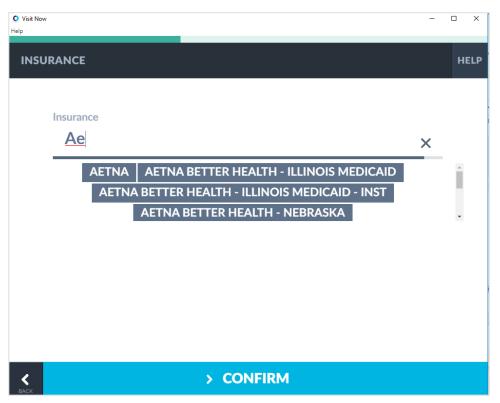
1. Your provider may ask for your insurance information.



 \times

Visit Now Help		-	
INSURANCE			HELP
Insurance			
K BACK	> CONFIRM		

2. Enter your insurance provider. Matching names will be displayed.





3. Select your insurance provider and then click **Confirm**.

Visit Now		-	
INSURANCE			HELP
Member ID			
васк	> CONFIRM		

- 4. Enter your member ID and then click **Confirm**.
- 5. Click **Confirm** to continue your check-in process.

Enter Your Payment

1. Your provider may need a payment for your virtual visit. Please have your credit or debit card ready before you proceed.



Visit Now Help		- 0 ×
PAYMENT		HELP
		CVC
Month	Year	
К	> PAY \$20.00	

- 2. Enter the credit card number, CVV number, the expiration date, and your name as it appears on your credit card. Please note the following about CVV numbers:
- On Visa, MasterCard, and Discover cards this is a three-digit number on the back of the card.
- On American Express cards this is a four-digit number on the front of the card.

If all information on the card is valid then all fields will have a dark gray border as shown below.



Visit Now Help		- 0 X
PAYMENT		HELP
4111 1111 1	111 1111	
March	2023	123
васк	> PAY \$20.00	

If there are any invalid or missing fields, they will have a red border as shown below.

Visit Now Help			– 🗆 X
PAYMENT			HELP
	4111 1111 1	111 00]
Mar	ch	2023	123
ВАСК	>	PAY \$20.00	



3. Click Pay.

Visit Now	-		×
			*
PAYMENT		HEL	Р
APPROVED			
Thank you for your payment. This screen is your receipt of payment for this visit. Please save of for your records.	r pr	int	

Patient name: Mary Anne Johnson Date of service: 04/28/2021 Service description: Telemedicine visit Fee or co-pay: \$20.00 Location: InTouch/Santa Barbara Clinic



4. Click **Confirm**.

Read and Sign Forms Electronically

You may be asked to review and sign one or more forms. For example, your provider may ask you to sign a Consent of Care form.



Visit Now	-		×
CONSENT FOR CARE		н	ELP
PATIENT CONSENT FORM			Í
Our Notice of Privacy Practices provides information about how we may use and disclose protected health information about you. The Notice contains a Patient Rights section describing your rights under the law. You have the right to review our Notice before signing this Consent. The terms of our Notice may change. If we change our Notice, you may obtain a revised copy by contacting our office.			
You have the right to request that we restrict how protected health information about you is used or disclosed for treatment, payment, or health care operations. We are not required to agree to this restriction, but if we do, we shall honor that agreement.			
By signing this form, you consent to our use and disclosure of protected health information about you for treatment, payment and health care operations. You have the right to revoke this Consent, in writing, signed by you. However, such a revocation shall not affect any disclosures we have already made in reliance on your prior Consent. The Practice provides this form to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).			
The patient understands that:			
 Protected health information may be disclosed or used for treatment, payment, or health care operations. The Practice has a Notice of Privacy Practices and that the patient has the opportunity to raviow this Notice. 			
SIGN			

1. Carefully read the form and then click **Confirm**.

• Visit Now	- 🗆 X
Help	
CONSENT FOR CARE	HELP
	*
04/26/2021	sign here
Clear	Sign
ВАСК	> SIGN



2. Use your mouse or touchscreen to enter your signature and then click **Sign**.

© Online Check-In – Help	• ×
CONSENT FOR CARE	HELP
ARE YOU THE PATIENT FOR WHOM THIS VIRTUAL CONSULT IS FOR? IF YOU ARE COMPLETING THIS PROCESS ON BEHALF OF A PATIENT, CLICK NO.	
Yes 🗸 No X	
CONFIRM	

3. If you are the patient, click **Yes** and then click **Confirm**. There are no more steps. If you are assisting a patient, click **No** and then click **Confirm**.



Online Check-In Help	- 🗆 X
HIPAA CONSENT	HELP
MY RELATION TO PATIENT IS	
Spouse Healthcare power of attorney	
Parent Legal guardian	
Adult child Adult brother/sister	
Guardian / legal custodian	
SACK	

4. Select your relationship to the patient and then click **Confirm**.

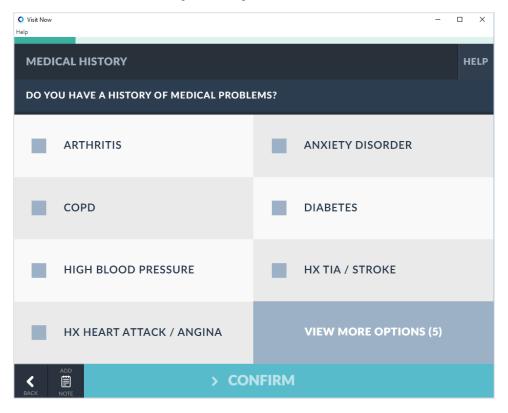
Online Check-In	-	
Help		
CONSENT FOR CARE		HELP
First & last name:		
васк	> CONFIRM	



5. Enter your and click **Confirm**.

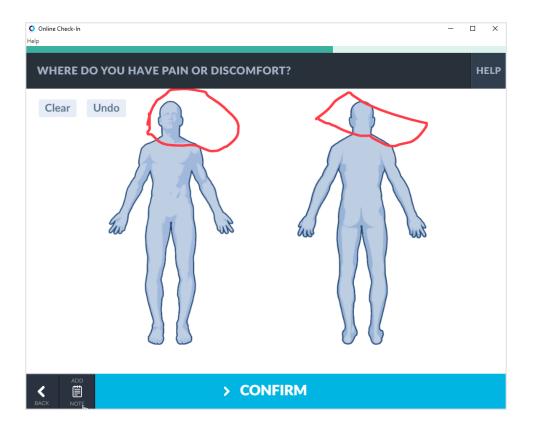
Read and Complete Questionnaires

The following shows an example of a medical history questionnaire, which lets you easily answer questions by simply clicking or tapping the selection. Please note this shows sample forms and the forms you may see will function the same but will look different.



Patient App questionnaires also provide other means of input, including graphical input where you can draw with your mouse or use a touchscreen.





If you want to re-enter or redo a questionnaire, you can click the back button (**Exce**). Some questionnaires, including height and weight, have sliders to help you enter data.



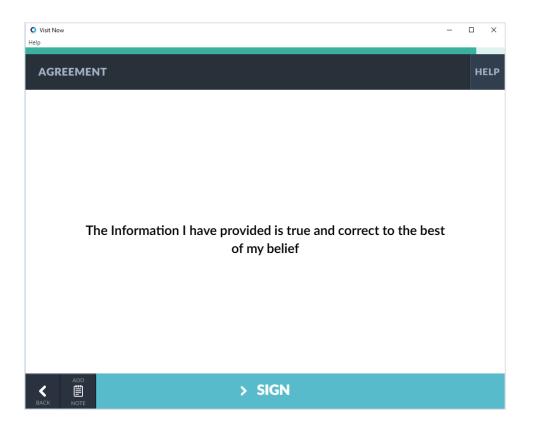
© Visit Now Help	-	o x
VITALS		HELP
HEIGHT (IN)		
5 4		
ft in		
	SKIP	
ADD BACK NOTE		

Click **Confirm** when you are done.

Sign the Agreement

1. After you have completed all of the forms and questionnaires and entered any insurance information or any payments, you will be asked to sign an agreement.





2. Click Sign.

V Visit Now	-		×
AGREEMENT		ŀ	ELP
	2	¢	
04/26/2021 sign here			
Clear Sign			
ADD SIGN BACK NOTE			



- 3. Enter your signature with a mouse or touchscreen.
- 4. Click Sign.

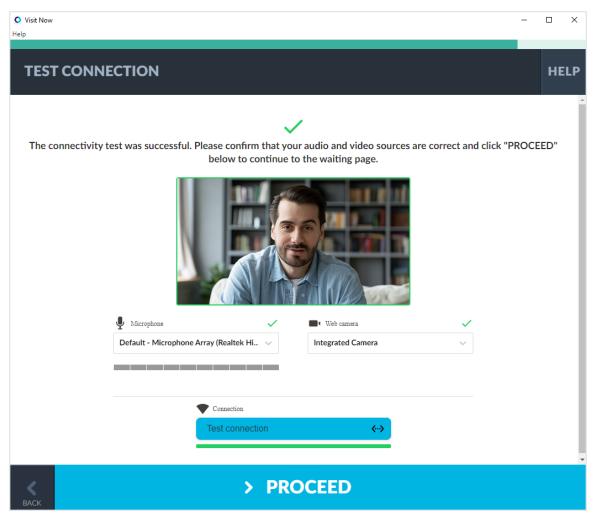
Test Your Audio and Video

After you have completed all the steps in your check-in process you will be placed in a virtual waiting room. Depending on your device type an audio and video test will start automatically or you can manually test your audio and video connections.

Browsers, Windows, and Mac

Before your provider arrives your audio and video connections will automatically be tested.

If your audio, video, and network connections are good, you will see a green checkmark and a message saying the test was successful.



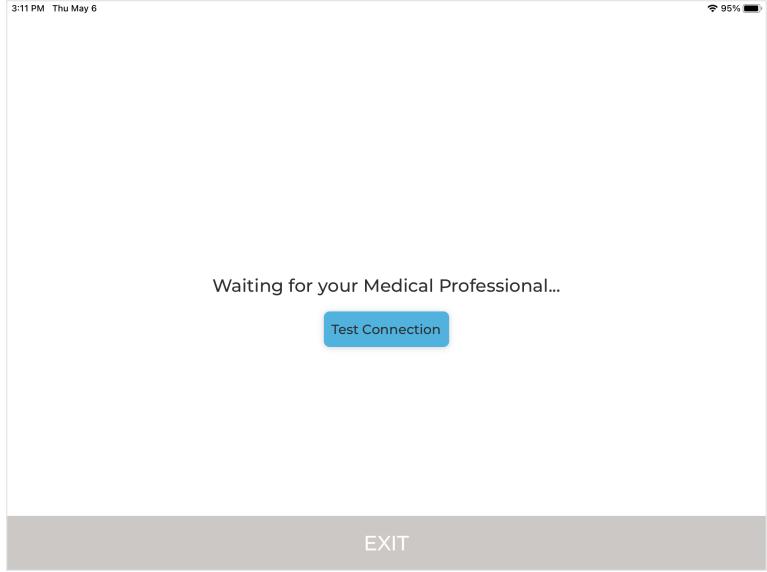
If there are problems, error message will be displayed.



iPhone and iPad

Before your virtual visit begins you should verify that your audio and video connections are good by tapping **Test Connection**.

3:11 PM Thu May 6



If your audio and video connections are good a confirmation message will be displayed.



Done

The quality of your network is good for video and audio call

Tap **Done** to exit.

Troubleshooting

Refer to the following for more information.

- "Troubleshoot Network Issues" on page 69
- "Troubleshoot Audio and Video Issues" on page 74



Virtual Visits

NOTE: Your camera and microphone might stop working if you lock the screen or answer phone call in the middle of your virtual visit.

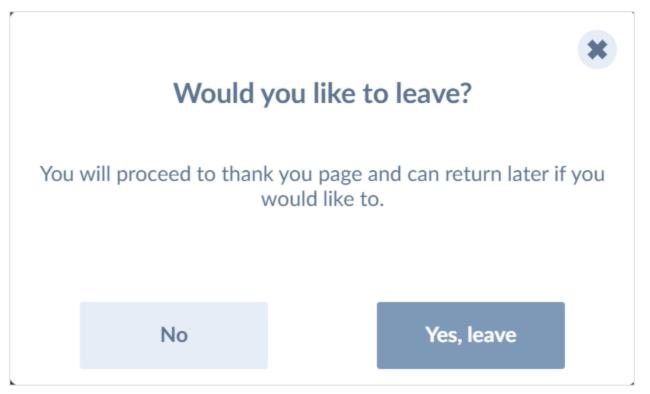
Waiting Room Overview

After your check-in and your audio/video test is complete you will be placed in a virtual waiting room.

Visit Now Help	-		×
TELEHEALTH		HEL	.Р
Please wait for your consultation to begin			
We have notified the medical professional that you are ready to be seen, please remain o until they join the call. Thank you.	n this	; page	9
EXIT			



Your provider will start your virtual visit (consultation) soon. If you need to leave you can click **Exit** and then click **Yes** to leave the waiting room. However, you should wait for your provider to arrive.



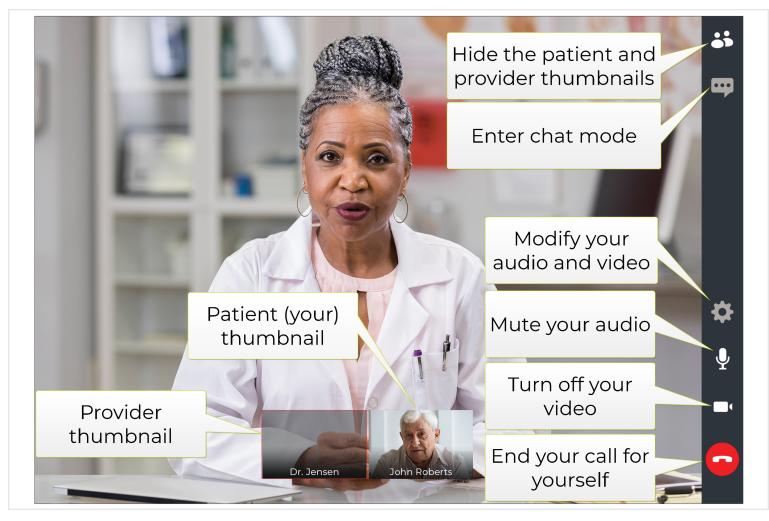
If you clicked **Exit** by mistake click **No** to return to the waiting room. If you left the waiting room by mistake or if you were disconnected you can click the link in your invitation to return to the waiting room.



Virtual Visit Overview

When your provider arrives, your virtual visit will begin.

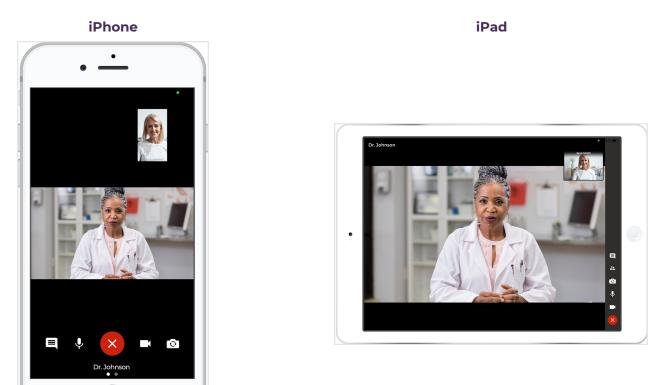
A virtual visit on a Browser or Desktop





iPhone and iPad virtual visits

The Patient App operates the same way on the iPhone and iPad but the buttons look a little different. If you see two dots at the bottom of the screen swipe left or right to see other people on the call.

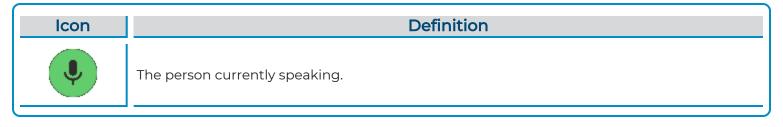


The window is divided into a main view of your provider in the center, thumbnails of participants at the bottom, and a menu bar on the right side to manage the virtual visit. On the iPhone and iPad, your thumbnail is at the top. For example, you can click the Chat icon (

NOTE: Contact your provider if you have questions.

Audio and Video Icons

You may see icons next to your image, your provider's image, and on thumbnails.

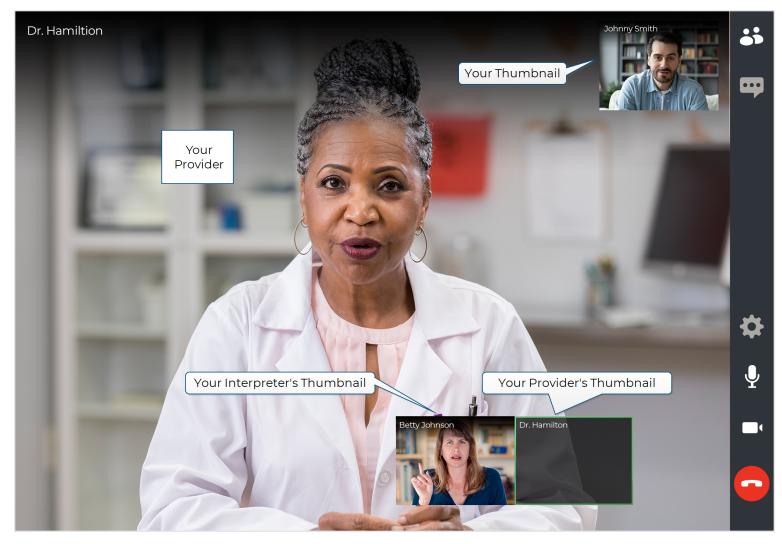




lcon	Definition
×	This person's microphone is muted.
	This person's camera is off.

Interpreters

Your provider may invite an interpreter during your virtual visit. They are similar to other guests during your virtual visit. If you want to see the interpreter better you can click the interpreter's thumbnail to enlarge their image.





End Your Virtual Visit

1. Either you or your provider can end your virtual visit. If you want to end the virtual visit,

click red phone icon (\bigcirc). or the red X (\bigotimes) on the iPhone and iPad.

Browsers, Windows, and Mac	iPad and iPhone
Do you want to end the call?	
	Do you want to end the call?
	Cancel End
CANCEL END	

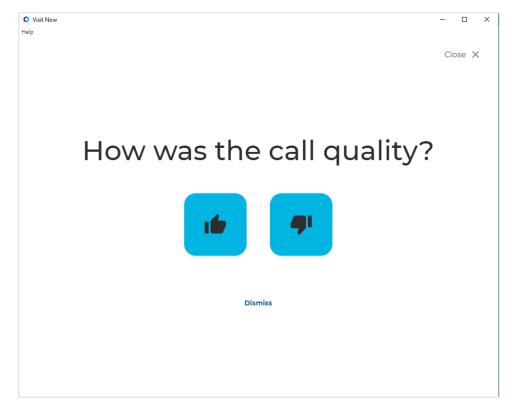
2. Click **End** to end your virtual visit.



After Your Virtual Visit

Surveys

1. After you have finished your virtual visit you may be prompted to complete a survey about your experience. These surveys help your provider understand how they can make future virtual visits better.



2. Click the Thumbs Up button.



© Visit Now Help	-	
PATIENT SURVEY		HELP
YES TO CONTINUE WITH THE SURVEY		
Yes 🗸 No 🗙		
> CONFIRM		

3. Click Yes.

🔍 Visit Now	-	
Help		
PATIENT SURVEY		HELP
Please tell us how much you agree or disagree with the following statements as they relate to your experience wi this virtual visit		
CONFIRM		



4. Click **Confirm**.

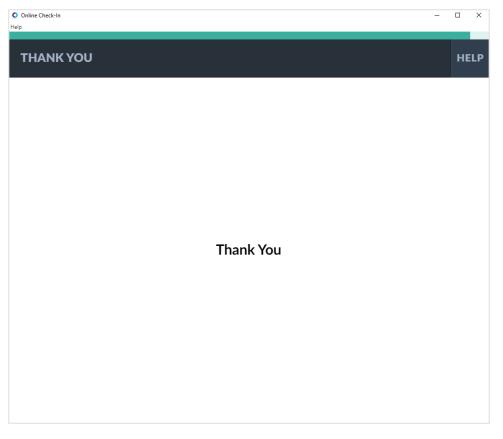
V Visit Now Help	– 🗆 X
PATIENT SURVEY	HELP
THE AUDIO AND VIDEO QUALITY WAS APPROPRIATE FOR CLEAR COMMUNICAT	ΓΙΟΝ
Strongly agree Agree	
Neither agree nor disagree Disagree	
Strongly disagree	
CONFIRM	

- 5. Make your selection and then click **Confirm**. Repeat this for any other statement pages.
- 6. When you are done a Thank You page will be displayed.

Thank You Page

After your virtual visit is over, a Thank You page will be displayed.





You can close your Patient App or your browser tab.

Follow-Up Virtual Visits

If you need a follow-up virtual visit your provider can send you send you a new invitation. Do not use the invitation for the virtual visit you just completed because it will be expired and cannot be used again.



Troubleshooting

NOTE: If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

- Troubleshoot Network Issues
- Troubleshoot Audio and Video Issues

Troubleshoot Network Issues

NOTE: If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

- <u>Troubleshoot Network Issues for iOS</u>
- Troubleshoot Network Issues for Android
- Troubleshoot Network Issues for Windows
- Troubleshoot Network Issues for Mac

Troubleshoot Network Issues for iOS

1. If using Wi-Fi, make sure your Wi-Fi is enabled on your phone and you are connected to the fastest possible network.



2:04 PM Thu Apr 30	중 80% ■)	
	Wi-Fi	
Settings		
Q Search	Wi-Fi	
	✓ FiOS- 100 0 1 2 3 1 1 2 3 1 2 3 1 2 3 1 2 3 1 2 3 1 2	
BB Apple ID, iCloud, iTunes & App Store	NETWORKS	
	FiOS-	
Apple TV+ Free Year Available >	FiOS-	
Included with your recent Apple device purchase. Must be accepted within 90 days of activation.	Other	
Airplane Mode		
🛜 Wi-Fi FiOS-Q302B-5G	Ask to Join Networks Notify >	
Bluetooth On	Known networks will be joined automatically. If no known networks are available, you will be notified of available networks.	
	Auto-Join Hotspot Ask to Join >	
Notifications	Allow this device to automatically discover nearby personal hotspots when no Wi-Fi network is available.	
Sounds		
C Do Not Disturb		
Screen Time		

- 2. If you are using cellular, and Wi-Fi is available, switch to Wi-Fi.
- 3. If you are using Wi-Fi, identify the location of the wireless router in your area and move closer to it.
- 4. If using cellular data and the connection seems poor, try restarting your cellular data.
- 5. If using cell data try turning off your phone and turning it on again

Troubleshoot Network Issues for Android

1. If using Wi-Fi, make sure your Wi-Fi is enabled on your phone and you are connected to the fastest possible network.



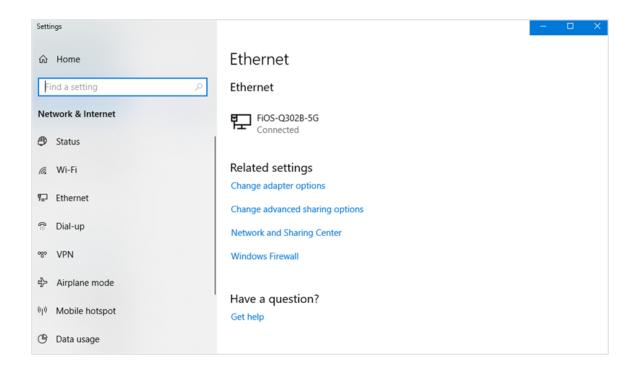
5:26 🖬 🛛 🔿 … < Connections				ି 🖬 ପ୍
Wi-Fi SBINT				
Bluetooth Connect to nearby	Bluetooth devices.			\bigcirc
Tablet visibili Allow other device	ty s to find your tablet an	d transfer files.		\bigcirc
Airplane mod	e Bluetooth.			Ο
Data usage				
More connec	tion settings			
Looking for s Samsung Clou Location	omething else? d			
	111	0	<	

- 2. If you are using cellular, and Wi-Fi is available, switch to Wi-Fi.
- 3. If you are using Wi-Fi, identify the location of the wireless router in your area and move closer to it.
- 4. If using cellular data and the connection seems poor, try restarting your cellular data.
- 5. If using cell data try turning off your phone and turning it on again.

Troubleshoot Network Issues for Windows

- 1. If using Ethernet, make sure your connection is good.
 - a. Open Settings.
 - b. Click Network & Internet.
 - c. Click Ethernet.
 - d. Make sure you have a valid Ethernet connection.





2. If using Wi-Fi, make sure your Wi-Fi is enabled and you are connected to the fastest possible network If your Wi-Fi is enabled it will be displayed in the Task Bar as shown below.



- 3. If you are using Wi-Fi, identify the location of the wireless router in your area and move closer to it.
- 4. If you are still having issues, refer to <u>Fix Wi-Fi connection issues in Windows</u> or contact your Internet Service Provider.

Troubleshoot Network Issues for Mac

- 1. If using Ethernet, make sure your connection is good.
 - a. Launch System Preferences.
 - b. Click Network.



c. Make sure you see a green dot next to Ethernet as shown below.

$\bullet \bullet \circ \checkmark $	Network	k Q Search
Loc	cation: Automatic	0
Ethernet Connected	Status:	Connected
• Wi-Fi Connected		Ethernet is currently active and has the IP address 192.168.1.229.
Bluetooth PAN Not Connected	Configure IPv4:	Using DHCP
FireWire	IP Address:	192.168.1.229
Not Connected	Subnet Mask:	255.255.255.0
	Router:	192.168.1.1
	DNS Server:	192.168.1.1
	Search Domains:	fios-router.home
+ - *		Advanced ?
		Deverte Arrely
		Revert Apply

2. If using Wi-Fi, make sure your Wi-Fi is enabled and you are connected to the fastest possible network If your Wi-Fi is enabled it will be dark with several arcs and not grayed out as shown below.



3. If you are using Wi-Fi, identify the location of the wireless router in your area and move closer to it.



4. If you are still having issues, refer to <u>Connect your Mac to the internet</u> or contact your Internet Service Provider.

Troubleshoot Audio and Video Issues

NOTES: Make sure no other apps are using your mic or camera before trying any of the links below.

If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

- Troubleshoot Audio/Video for the Android App
- Troubleshoot Audio/Video for the iOS App
- Troubleshoot Audio/Video for the Mac
- <u>Troubleshoot Audio/Video for the Windows App</u>
- <u>Troubleshoot Audio/Video Issues for Chrome</u>
- <u>Troubleshoot Audio/Video for Android Chrome</u>
- Troubleshoot Audio/Video for Firefox
- Troubleshoot Audio/Video for Safari

Troubleshoot Audio/Video for the Android App

NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

- If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark)
- 2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons, you will need to click on the icons to make sure that they are enabled.

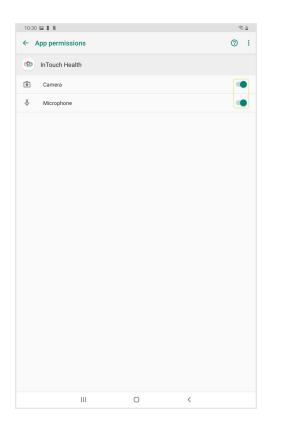


- 3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:
- 4. Tap Apps.
- 5. Tap Teladoc Health Patient.

10:30 🖬 🛔 N			81
< App info			
(),pp ino			
	٠		
	InTouch Health		
	Installed		
Uninstall		Force stop	
onnotan		1 dide didp	
Usage			
Data usage			
2.40 MB/5.96 GB used since Apr 2	7		
Battery			
0% used since last fully charged			
Storage			
13.69 MB used in internal storage			
Memory 105 MB used on average in last 3 h	ours		
App settings			
Notifications Allowed			
District of the local distribution of the lo			
Permissions Camera and Microphone			
Set as default			
None set as default			
App details in store			
App details in store			
App downloaded from Google Play	r Store		
Version 1.0.18			
version 1.0.18			
111	0	<	

6. Tap **Permissions**.



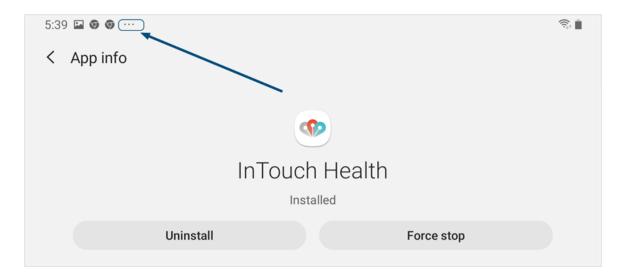


- 7. Make sure the Camera and Microphone are enabled as shown above.
- 8. Return to the virtual visit.
- 9. Click on the camera and microphone icons on the right-side of the virtual visit and ensure that the red slashes are removed and that you can see yourself in the thumbnail at the bottom of the page.
- 10. You are all set for your video session with your medical professional!

Verify the Android Patient App is Up to Date

- 1. Tap the Google Play Store app.
- 2. Tap the menu the button with three horizontal lines in the upper left hand corner on your device.





- 3. Tap My apps and games.
- 4. Tap Teladoc Health Patient.
- 5. Tap **Update**.



NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

- Verify the Practice
- Verify That Your App is Up to Date
- Verify Microphone
- Verify the Camera

Verify the Practice

- 1. Tap the Settings icon.
- 2. Tap Patient.

5:08 PM Wed Feb 17		रू 100% 🔳
Settings	Pa	tient
 OneDrive 		
outlook	ALLOW PATIENT TO ACCESS	
PACSViewer		While Using >
Z Pages	Local Network	
O Patient	Microphone	
+ Provider	Camera	
Provider Access	Siri & Search	>
Slack	Notifications Badges	>
TDH Providers		
	PATIENT SETTINGS	
Teams	Environment	https://visitnow.org >
O Teladoc		
L TestFlight	VERSIONS	
The Weather Channel	App Version	42.0.0 (9)
C Viewpoint	SDK Version	4.3.0 (7)
Zoom		



3. Ensure that the correct practice URL is selected.

09 PM	Wed Feb 17		२ 100% 🗖
	Settings	Patient Environment	
	OneDrive	-	
	Outlook	https://visitnow.org	✓
License Orivet Delete	PACSViewer	https://demo.visitnow.org	
	Pages	https://testing.visitnow.org	
0	Patient	https://visitstaging.org	
+	Provider	https://master.visitstaging.org	
H	Provider Access		
i.	Slack		
0	TDH Providers		
ij	Teams		
2	Teladoc		
	TestFlight		
The Weather Channel	The Weather Channel		
Ľ,	Viewpoint		
	Zoom		

Verify That Your App is Up to Date

- 1. Tap the App Store app.
- 2. Tap Updates.
- 3. If shown, tap **Update** next to the Teladoc Health Patient App icon.

Verify Microphone

Follow the steps below to test your audio.

- 1. Tap the Settings app.
- 2. Tap Patient.



12:52 PM V	Ved May 12		중 64% ■
	Settings	Patient	
TRADOC	HHS Patient		
	HHS Provider	ALLOW PATIENT TO ACCESS	
*	iMovie	Location	While Using >
	Keynote	Local Network	
	Numbers		
Ø	Okta Verify	💼 Camera	
	OneDrive	Siri & Search	>
	Outlook	Badges	>
	PACSViewer		
	Pages	PATIENT SETTINGS	
	Patient	Environment	https://visitnow.org >
	Protect		
(B)		VERSIONS	
+	Provider	App Version	42.0.0 (53)
H,	Provider Access	SDK Version	4.4.0 (39)
0	Quantum		
	Slack		

3. Make sure the Microphone is enabled (green). If not, tap the slider to enable it.

Verify the Camera

- 1. Tap the Settings app.
- 2. Tap Patient.

2 PM Wed May 12 Settings	Pat	হ 64%
HHS Patient		
HHS Provider	ALLOW PATIENT TO ACCESS	
iMovie	Location	While Using >
F Keynote	B Local Network	
Numbers	Microphone	
Okta Verify	Camera	
 OneDrive 	Siri & Search	>
outlook	Notifications Badges	>
PACSViewer		
Pages	PATIENT SETTINGS	
O Patient	Environment	https://visitnow.org >
Protect		
+ Provider	App Version	42.0.0 (53)
Provider Access	SDK Version	4.4.0 (39)
Quantum		4.4.0 (33)
非 Slack		



3. Make sure the Camera is enabled (green). If not, tap the slider to enable it.

Troubleshoot Audio/Video for the Mac

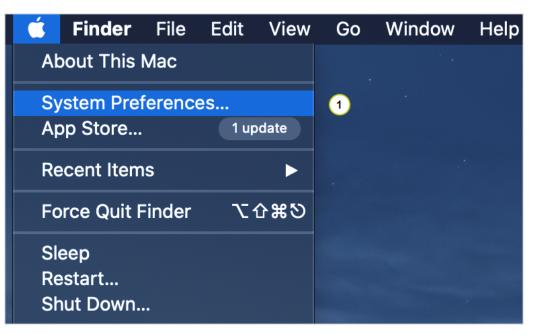
NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

Follow the steps below to enable audio and video for the Mac.

- Troubleshoot Video for Mac
- <u>Troubleshoot Audio for Mac</u>

Troubleshoot Audio for Mac

 Click the System Preferences icon in the Dock or select System Preferences in the Tool Bar.



2. Click Security & Privacy.



File		0580			Q		
General	Desktop & Screen Saver	Dock	Mission Control	Siri	Spotlight	Language & Region	Notifications
@	-		æ		Z	-	\bigcirc
Internet Accounts	Wallet & Apple Pay	Touch ID	Users & Groups	Accessibility	Screen Time	Extensions	Security & Privacy
(\mathfrak{O})		*		-			
Software Update	Network	Bluetooth	Sound	Printers & Scanners	Keyboard	Trackpad	Mouse
Ţ.		\		٠			
Displays	Sidecar	Energy Saver	Date & Time	Sharing	Time Machine	Startup Disk	
لون Java							

3. Click **Privacy**.



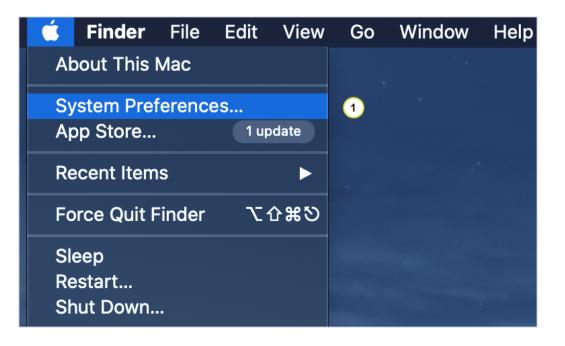
•••		Security & Privacy	Q Search
	General	FileVault Firewall Privacy 3	
	Location Services	Allow the apps below to access you	ır microphone.
	Contacts	Google Chrome	
17	Calendars	GoToMeeting v10.8.0	
	Reminders	Microsoft Teams	
*	Photos	Slack	
	Camera		
	Microphone	٥	
սիիս	Speech Recognition		
\bigcirc	Accessibility		
Cli	ck the lock to make changes.	6	Advanced

- 4. Click Microphone.
- 5. Click the lock icon. Enter your Mac username and password when prompted.
- 6. Click the browser app that you will use for virtual visits. For example, if you are using Chrome click **Google Chrome**.

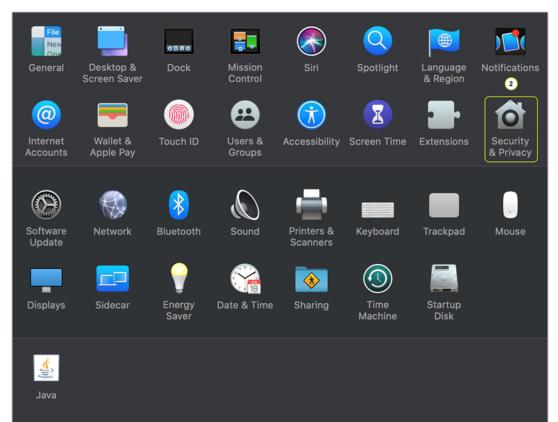
Troubleshoot Video for Mac

 Click the System Preferences icon in the Dock or select System Preferences in the Tool Bar.





2. Click Security & Privacy.





3. Click Privacy.



- 4. Click Camera.
- 5. Click the lock icon. Enter your Mac username and password when prompted.
- 6. Click the browser app that you will use for virtual visits. For example, if you are using Chrome click **Google Chrome**.

Uninstall the Patient App for Macs

1. Open the Applications folder.





- 2. Drag **Teladoc Health Patient** to the trash.
- 3. Empty the trash.

• • •	🖉 Trash
$\langle \rangle$	
Favorites	Trash Empty
😻 Dropbox	
Recents	
iCloud Drive	Teladoc Health Patient
MirDrop	
Applications	
🖺 Documents	
Desktop	
â	
Preferences	
Downloads	
🔅 Today	
🌣 Yesterday	
Dast Week	酇 Trash
	1 item

The next time you check in for a virtual visit make sure you install the Patient App. See **"Patient App for Mac" on page 14** for more information.



NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

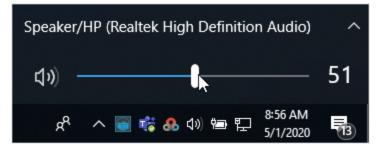
- Verify Audio
- Verify Camera
- Uninstall the Patient App for Windows

Verify Audio

1. Click the speaker icon in the Task Bar.

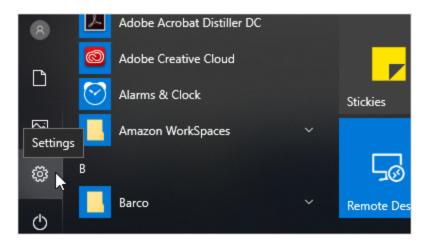


2. Adjust the slider so that the volume is loud enough for you to hear.



3. Click the Windows icon and select **Settings**.





4. Enter **recording** in the search window.

ŵ Home	Troubleshoot		
recording ×	If something isn't working, running a troubleshooter might help. Troubleshooters can find and fix many common problems for you.		
40 Sound playback options			
4 Sound	Get up and running		
編 Manage audio devices	Find and fix problems with connecting to the Internet or to		
Find and fix audio recording	websites.		
problems	(1)) Playing Audio Find and fix problems with playing sound.		
Troubleshoot	Find and its problems with playing sound.		
③ Recovery	Run the troubleshooter		

5. Select Find and fix audio recording problems.

Recording Audio	
Troubleshoot and help prevent computer problems	
Recording Audio Find and fix problems with recording sound.	
Publisher: Microsoft Corporation Privacy statement	
	Next Cancel



6. Click Next.

Recording Audio
Which of these devices do you want to troubleshoot?
O Microphone - ThinkPad Dock USB Audio
The connector for this device is located on the front side of the computer. Microphone Array - Realtek High Definition Audio (Current Default Device)
No jack information available.
Next Cancel

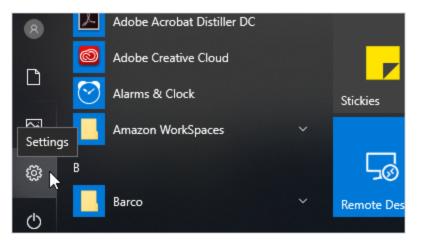
7. Make sure the correct microphone is selected and then click **Next**.

←	Recording Audio	
	Detecting problems	
	Checking default audio device	
		Cancel

8. Follow any recommended steps.

Verify Camera

1. Click the Windows icon and select Settings.





2. Enter **camera** in the search window.

Settings	
命 Home	Talk to Cortana
camera ×	Microphone
Camera privacy settings	Make sure Cortana can hear me.
RE Use the camera to create an account picture	Check the microphone

3. Click Camera privacy settings.

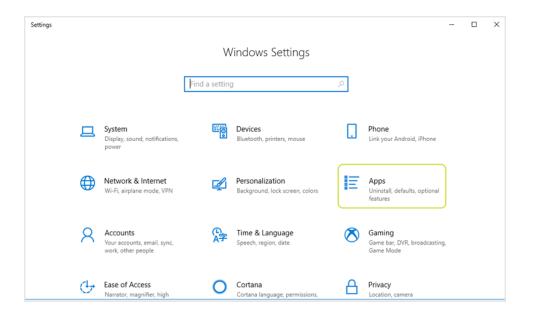
ŵ Home	Camera
Find a setting	Allow access to the camera on this device
Privacy	If you allow access, people using this device will be able to choose if their apps have camera access by using the settings on this page. Denying access blocks Windows and apps from accessing the camera.
Windows permissions	
🔒 General	Camera access for this device is on Change
Speech, inking, & typing	
P Diagnostics & feedback	Allow apps to access your camera
H Activity history	If you allow access, you can choose which apps can access your camera by using the settings on this page. Denying access only blocks apps from accessing your camera. It does not block Windows.
App permissions	n on
各 Location	

4. Make sure "Allow apps to access your camera" is set to **On**.

Uninstall the Patient App for Windows

1. Open **Settings**





2. Click Apps.

+	Settings			-	×
ណ	Home	Apps & features			
	ind a setting	Sticky Notes Microsoft Corporation	433 KB 2/26/2019		
Ap	ps	Sway Microsoft Corporation	8.89 MB 11/21/2018		
E	Apps & features	TeamViewer	4/20/2024		
15	Default apps		1/28/2021		
m <u>i</u>	Offline maps	Teladoc Health Patient	172 MB 2/11/2021		
Æ	Apps for websites	Teladoc Health Provider	172 MB 1/19/2021		
	Video playback	Teladoc Health Provider Access Softv	ware 1/1/2021		
Ţ	Startup	Thunderbolt [™] Software	3.43 MB 1/27/2020		
		Tips Microsoft Corporation	8.00 KB 11/21/2018		

3. Click **Teladoc Health Patient**.

0	Teladoc Health Patient		172 MB 2/11/2021
		Modify	Uninstall



4. Click Uninstall.

Apps & features	
Teladoc Health Patient	This app and its related info will be uninstalled.
1.3.7	Uninstall 💦
	Modify Uninstall

- 5. Click Uninstall. A Windows confirmation message will be displayed.
- 6. Click Yes.

Teladoc Health Patient Uninsta	all		×
Are you sure you want to unit	nstall Teladoc Hea	alth Patient?	
	OK	Cancel	

7. Click OK.

The next time you check in for a virtual visit make sure you install the Patient App. See **"Patient App for Windows" on page 13** for more information.

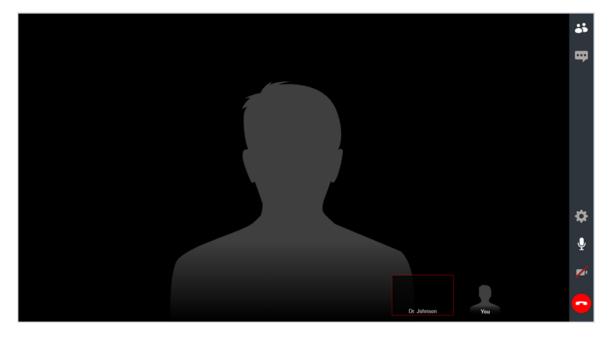
Troubleshoot Audio/Video Issues for Chrome

NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

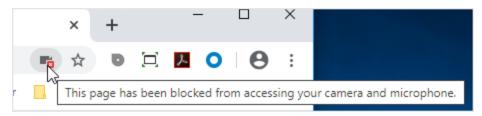
1. If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video



thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark)

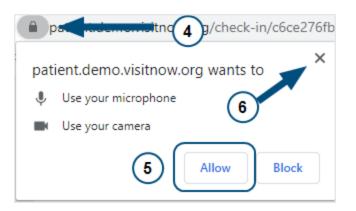


- 2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons (as above), click on the icons to make sure that they are enabled.
- 3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:



4. Click the lock icon in the upper left-hand corner.





- 5. Click Allow.
- 6. Click the X to close this popup and to return to the virtual visit.
- 7. Click the refresh button.



8. You are all set for your video session with your medical professional!

Advanced Audio/Video for Chrome

If you are still having issues with your audio or video connection, follow the steps below.

1. Click the three vertical dots in the upper right hand corner of your browser window and select **Settings**.



☆ D		0	θ:
New tab			Ctrl+T
New windo	w		Ctrl+N
New incog	nito windo	w Ctrl+S	Shift+N
History			+
Downloads	;		Ctrl+J
Bookmarks			+
Zoom	- 10	0% +	53
Print			Ctrl+P
Cast			
Find			Ctrl+F
More tools			+
Edit	Cut	Сору	Paste
Settings		6	
Help		N	×
Exit			

2. Under Privacy and security, click **Site Settings**.

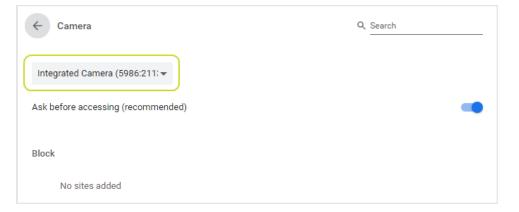
A	utofill		
	07	Passwords	•
		Payment methods	•
	•	Addresses and more	•
Ρ	rivacy	and security	
		browsing data history, cookies, cache, and more	•
		ettings ol what information websites can use and what content they can show you 🛛 🖑	•
	More		~

3. Select **Camera** or **Microphone**, as appropriate.



\leftarrow	Site Settings	0
All si	tes	
View	permissions and data stored across sites	Þ
Perm	issions	
٩	Cookies and site data Allow sites to save and read cookie data	•
0	Location Ask before accessing	×
	Camera Ask before accessing	•
Ŷ	Microphone Ask before accessing	F

4. If you are having video issues, make sure the correct camera has been selected.



5. If you are having audio issues, make sure the correct microphone has been selected.



← Microphone	Q. Search
Default - Microphone Array (R 🕶	
Ask before accessing (recommended)	-
Block	
No sites added	

6. For both audio and video issues, make sure the URL used for your virtual visits is under the Allow list and not under the Block list. If it is under the Block list, click the trashcan icon.

← Microphone	Q	solohealth	 8
Default - Microphone Array (R 🖛			
Ask before accessing (recommended)			
Block			
No sites added			
Allow			
https://solohealth.demo.visitnow.org:443		•	Î

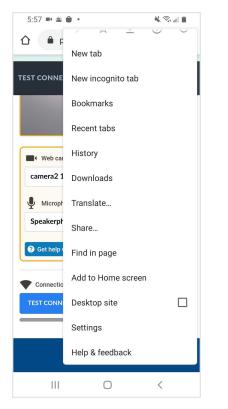
If you are still having audio issues, video issues, or both make your you are running the latest version of Chrome. Click the appropriate link below for more information.

- <u>Update the Desktop Version of Google Chrome</u>
- <u>Update Google Chrome on Android Devices</u>



NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

- If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark)
- 2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons, you will need to click on the icons to make sure that they are enabled.
- 3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:
- 4. Tap the three dots on browser.
- 5. Tap Settings.

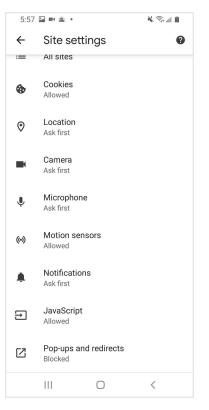


6. Tap Site Settings.



5:57 🔛 🛤 🛎 🔹		n († 14
← Setting	gs	0
Notifications		
Homepage On		
Themes		
Advanced		
Privacy		
Accessibility		
Site settings		
Languages		
Lite mode Off		
Downloads		
About Chrome		
111	Ο	<

7. Make sure your camera and microphone can be used.



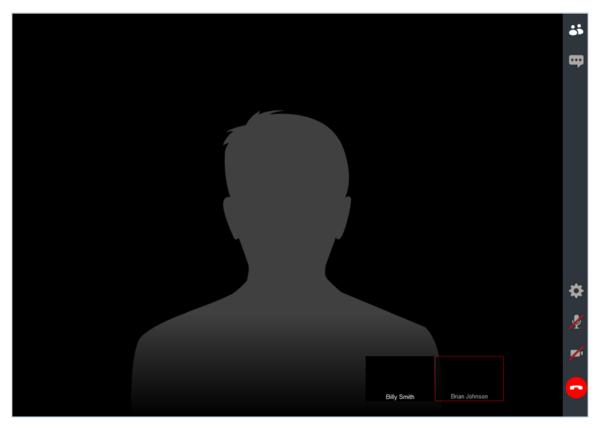


- 8. Return to the virtual visit.
- 9. Click on the camera and microphone icons on the right-side of the virtual visit and ensure that the red slashes are removed and that you can see yourself in the thumbnail at the bottom of the page.
- 10. You are all set for your video session with your medical professional!

Troubleshoot Audio/Video for Firefox

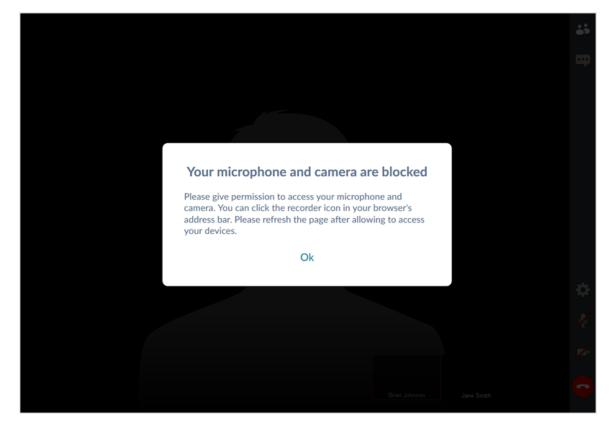
NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

 If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark)



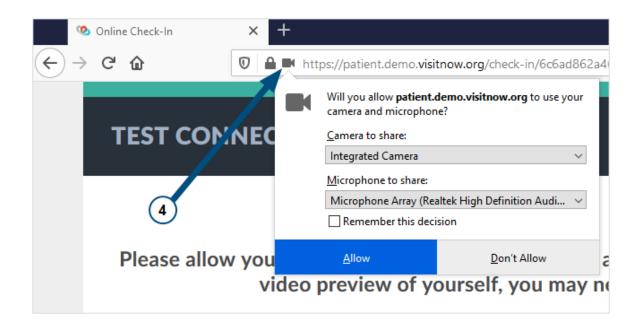


- 2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons (as above), click on the icons to make sure that they are enabled.
- 3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:

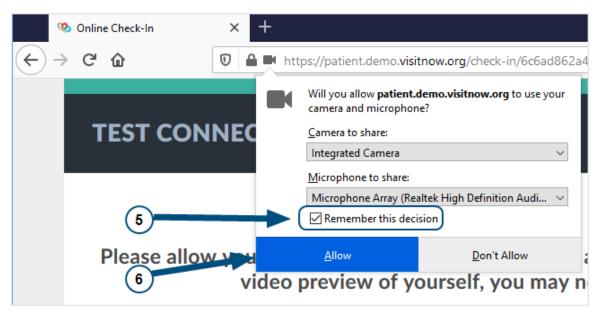


4. Click the camera icon.



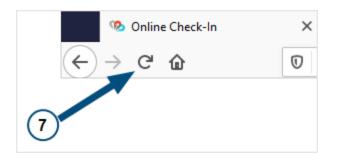


5. Select Remember this decision.



- 6. Click **Allow** to return to the virtual visit.
- 7. Click the refresh button.





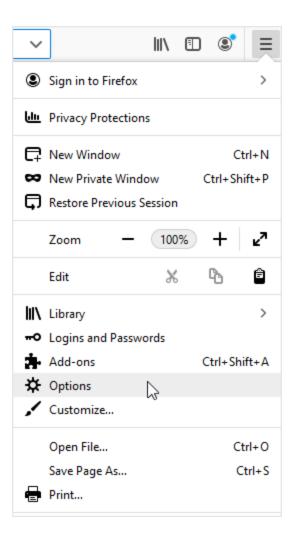
- 8. Click on the camera and microphone icons on the right-side of the virtual visit and ensure that the red slashes are removed and that you can see yourself in the thumbnail at the bottom of the page.
- 9. You are all set for your video session with your medical professional!

Advanced Troubleshooting for Firefox

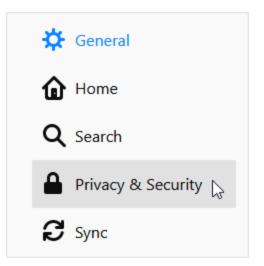
If you are still having issues with your audio or video connection, follow the steps below.

1. Click the three horizontal lines in the upper right hand corner of your browser window and select **Options**.





2. In the left sidebar select **Privacy & Security**.





3. Click **Settings** in the Camera or Microphone row, as appropriate.

General		
Home	Permissions	
Q Search	♦ Location	Settings
	Camera	Se <u>t</u> tings
Privacy & Security	Microphone	Se <u>t</u> tings
Sync	Real Notifications Learn more	Se <u>t</u> tings
	Pause notifications until Firefox restarts	
	lo Autoplay	Se <u>t</u> tings
	C Virtual Reality	Settings
	✓ Block pop-up windows	Exceptions
	✓ <u>W</u> arn you when websites try to install add-ons	Exceptions
	Prevent accessibility services from accessing your browser Learn more	

4. For both audio and video issues, make sure **Allow** has been selected for the URL used for your virtual visits.

♀ visitnow			8
Website		Status	<u>ـ</u>
https://patient.dem	o.visitnow.org	Allow	~



If you are still having audio issues, video issues, or both, make your you are running the latest version of Firefox. Click the appropriate link below for more information.

- Update the Desktop Version of Mozilla Firefox
- Install and Update Mozilla Firefox on Android Devices

Troubleshoot Audio/Video for Safari

NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

 If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark)



- 2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons (as above), you will need to click on the icons to make sure that they are enabled.
- 3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:



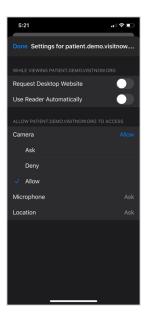


4. Click the icon at the top of your screen with the letters "AA" and click **Website Settings**.

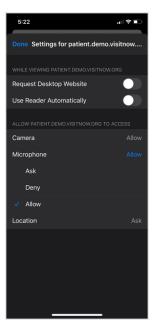


5. Under "Camera" please ensure that **Allow** is checked.



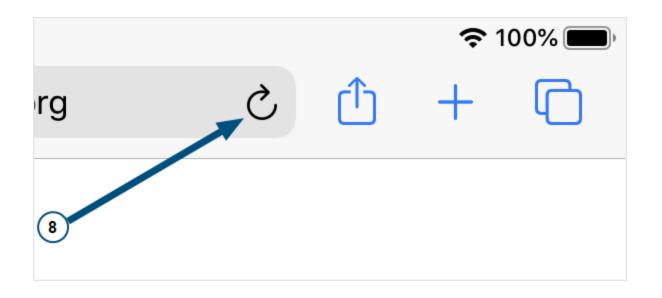


6. Under "Microphone" please ensure that **Allow** is checked.



- 7. Click **Done** in the top left to return to the virtual visit.
- 8. Click the refresh button.





- 9. Click on the camera and microphone icons on the right-side of the virtual visit and ensure that the red slashes are removed and that you can see yourself in the thumbnail at the bottom of the page.
- 10. You are all set for your video session with your medical professional!



Contact Your Provider for Assistance

If you have questions, contact your healthcare provider.

LEARN MORE

TeladocHealth.com | engage@teladochealth.com



About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.

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