

Atrium Health Musculoskeletal Institute

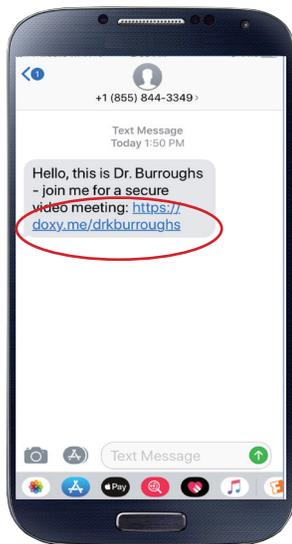
Video Visit Instruction Guide

Below are simple instructions and pictures to help you with your secure video visit with your doctor. If you have any questions, please contact your provider's office.

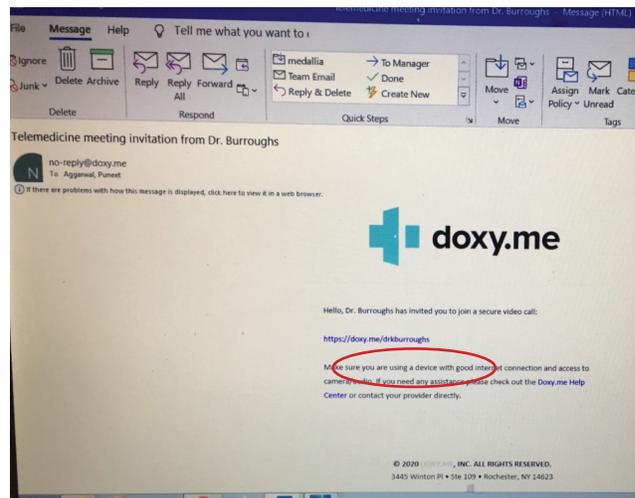
1 ACCESS THE APPOINTMENT: One of the office staff will reach out to you for information to set up your virtual visit. Let them know if you would prefer to use your smartphone or computer.

A) At approximately the time of your visit, your doctor will send you a text message or an email.

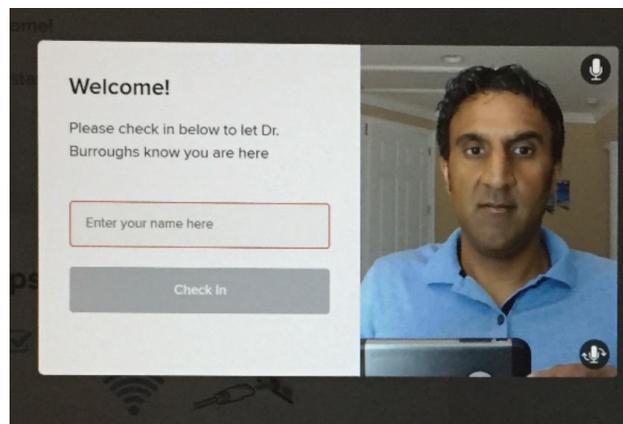
B) If via text, click the link provided (left image) or if via email, click the link within the email (right image).



or



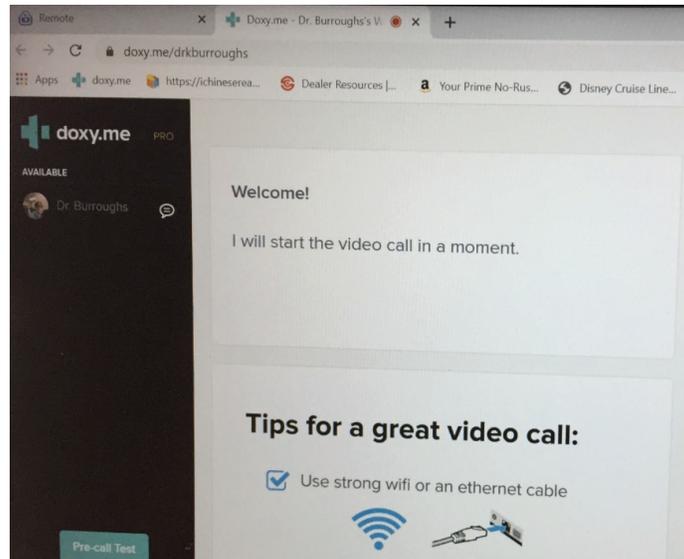
2 CHECK IN: The link will open in your web browser and you will be asked to enter your name to check in. The link will work in Mozilla, Safari and Chrome. **It will not work in Internet Explorer.**



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- 3 WAITING ROOM:** Once “checked-in,” you will enter the waiting room. Your doctor will be notified that you are in the waiting room and he/she will start the visit with you shortly.



- 4 ACCESSING YOUR CAMERA AND MICROPHONE:** When the video visit begins, make sure your camera and microphone are turned on. If the buttons on the center of the screen are crossed out, click on them to turn on.

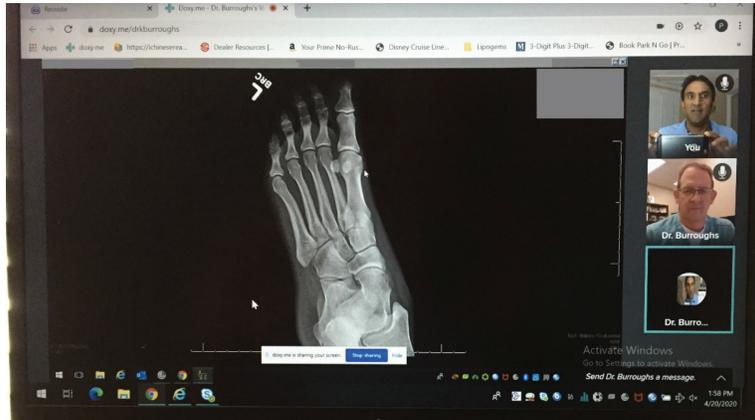
If your visit ends abruptly or you lose a connection, you can click on the link again to get back into your visit.



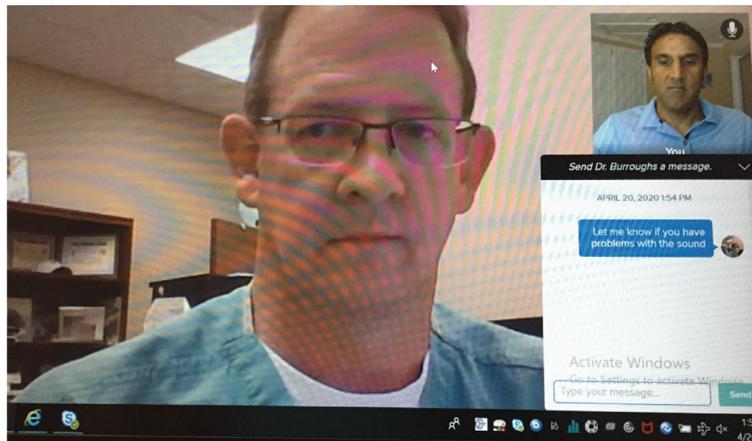
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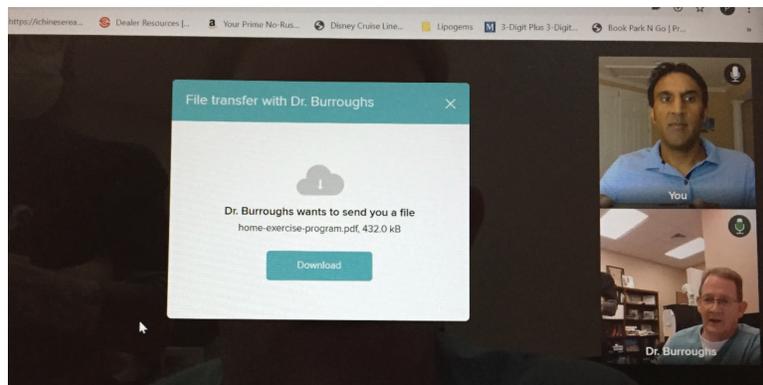
5 X-RAYS: During the video visit, your doctor may review X-rays with you.



6 MESSAGES: Your doctor can send you text messages through the device and you can respond.



7 FILE SHARING: Your doctor may even send you a file to download for you to save or view.



8 END OF VISIT: After you complete your visit with your doctor, the program will end.