

3/16/20

How to prepare for your video visit:

You will need a computer or a phone with an embedded camera and microphone. No data is transferred to the device so you can borrow a computer or phone if you do not have your own.

The preferred computer-based browsers are Chrome and Safari. I have found that Firefox also works. **Explorer does not work.**

On a smart phone, Safari works. **The default browser for most Android phones does not work.** To get around this, you can download Chrome from the PlayStore. It is free. You can then copy the link I email you, open Chrome, and paste the link into Chrome.

You can use WiFi or a strong cell signal. If you do not have this at home, you can park by the library and log into their WiFi from your car.

The video platform we are using has privacy protection and is HIPPA compliant, but you may need a private place to talk.

If you have the ability to do so, please take your blood pressure and your weight before your appointment.

Please have a list of your medicines handy.

We will send you a pre-visit form to complete through the portal. If you have the ability to complete it and send it back, please do. Otherwise, we will do it together over the phone.

If we are not able to get the video to work, then we can proceed over a phone call.

I will be able to bill for most of these visits. If your insurer will not pay for the video visit, I will not bill you the balance. You will still be responsible for co-pays and your deductible.

Please let us know if you have any further questions.

Thank you for your cooperation during this difficult time,

Avery Wood and John Hearst