Telehealth Instructions

1. Make telehealth appointment via online booking at www.avancecare.com/contact-us/book-online/ or by calling your preferred Avance Care location. Please indicate “Telehealth” when making your appointment.

![Telehealth Options Available to All New and Existing Patients:](image)

- Covered by BCBS NC, Cigna, Aetna, Medicare, and UnitedHealthcare. Self-pay options available.
- Please indicate “telehealth” in “Reason for Visit” field.
- We'll call to confirm that your visit is telehealth and answer any questions you may have.

2. Telehealth appointments are supported by Google Chrome, Safari, Firefox, and Opera web browsers. Before starting your visit, ensure that you have a camera and a microphone on your device and that it is turned on.

3. You will receive an email after booking your telehealth appointment. Before your visit start time you need to fill out your consent form by pressing the orange ribbon that reads “Telehealth Consent Form” to electronically sign.
4. Next, go back to the email and select the orange ribbon that states “Join This Telemed Appointment from Your Computer.” If you received the text message option and prefer to go that route you may follow the included link.

5. This will automatically start your visit. Enter vital signs if you have them, like height, weight, blood pressure, heart rate, and temperature. If you do not have them that’s okay. When complete, hit “Submit Vitals.”

If following the text message link, this will advance to Step 7.
6. Next, it will bring up a compatibility check for your device. You want to see all green check marks. Hit “Proceed.”

7. This will then report Vitals have been submitted. Do not worry if you have not entered any vital signs. Next, hit the orange ribbon that states “Start Televisit.”

The Vitals have been submitted successfully

Start TeleVisit

8. You are now waiting for your provider to join the visit. Your provider will have a face-to-face televisit with you and disconnect when the appointment ends.