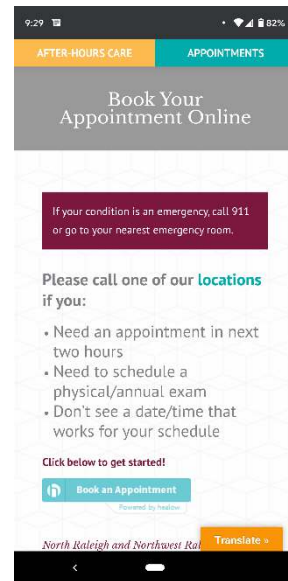
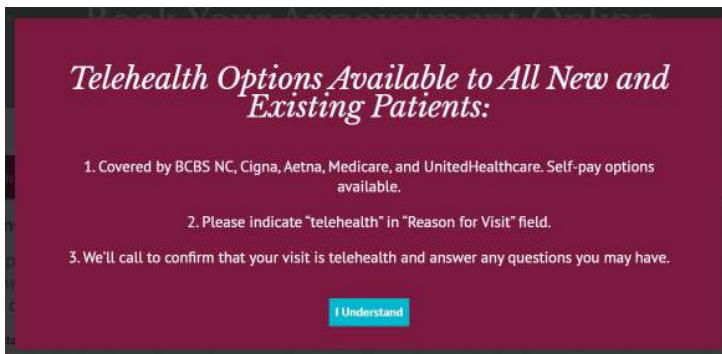


Telehealth Instructions

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.



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.

03/26/2020

9:20 AM^{EST}

Please complete the TeleHealth Consent Form before your visit:

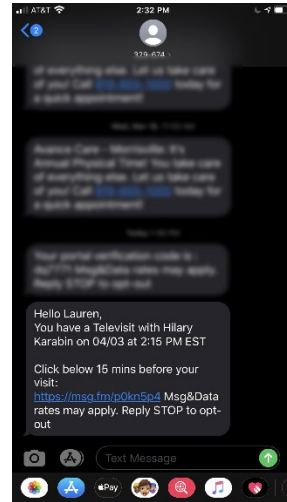
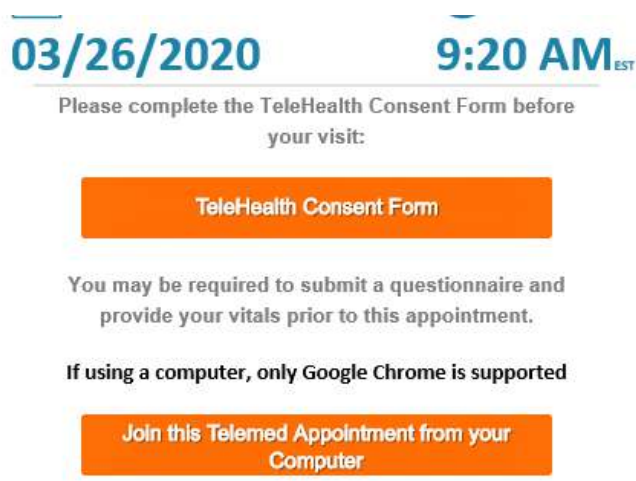
[TeleHealth Consent Form](#)

You may be required to submit a questionnaire and provide your vitals prior to this appointment.

If using a computer, only Google Chrome is supported

[Join this Telemed Appointment from your Computer](#)

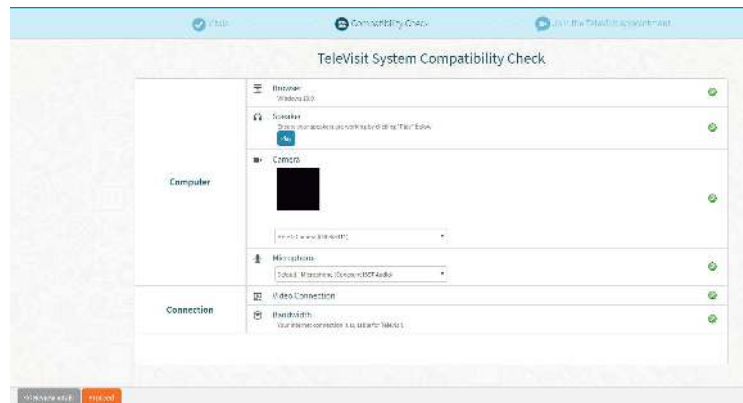
4. Next, go back to the email and select the orange ribbon that states **“Join This Telemed Appointment from Your Computer.”** If you received the text message option and prefer to go that route you may follow the included link.



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.

A screenshot of a web form for entering vital signs. The form has the following fields: Height (feet and inches), Weight (pounds), Blood Pressure (systolic and diastolic), Temperature (Fahrenheit), Respiratory Rate (breaths per minute), and Pulse Rate (beats per minute). At the bottom of the form is an orange button labeled "Submit Vitals".

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.

