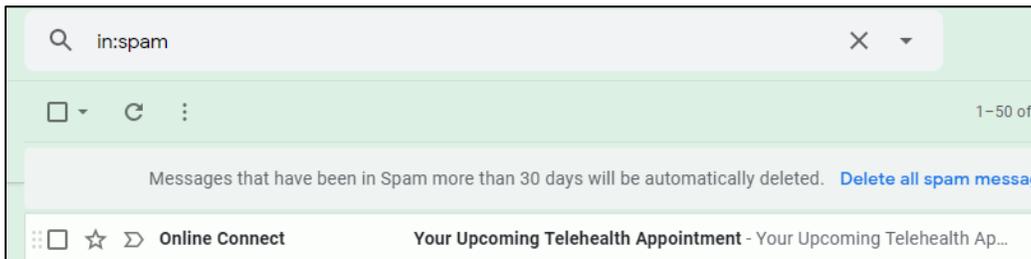


TELEMEDICINE APPOINTMENTS

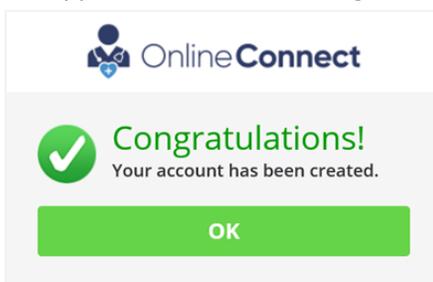
For the health and convenience of our patients, we are now offering telemedicine visits for our primary care patients.

How to set up your appointment:

1. Call your provider's office to schedule an appointment.
 - a. If you have a smartphone, tablet or computer with a camera, the office can schedule you for an online telemedicine visit.
 - b. If you don't have a compatible device, your provider will determine if an in-person or telephone visit is best for you.
2. After your telemedicine appointment is scheduled, you will receive an email from **Online Connect**. This is the name of the online platform that helps us set up your video appointment.
 - a. Note that if you have a Gmail address, the email from Online Connect may be in your spam folder.

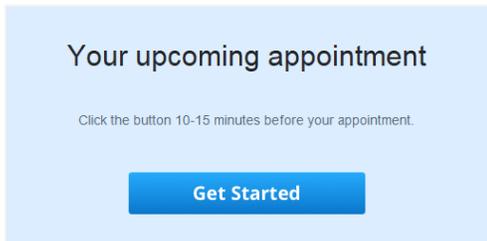


3. Follow the link in the email to login, create your account, and download the Online Connect app. If you don't receive an email you can use your smart phone or tablet to download the Online Connect app and create an account. Once your account is created, you should see your appointment scheduled in the app calendar.
 - a. If you do not see your appointment, call your physician's office and ask them to reschedule it so the appointment sends correctly to the app.
4. If you are having trouble downloading or registering on the app, including setting up a login and password, reach out to your provider's office for help. If you are unable to get set up on the app, the appointment can be changed to a telephone visit at this time.

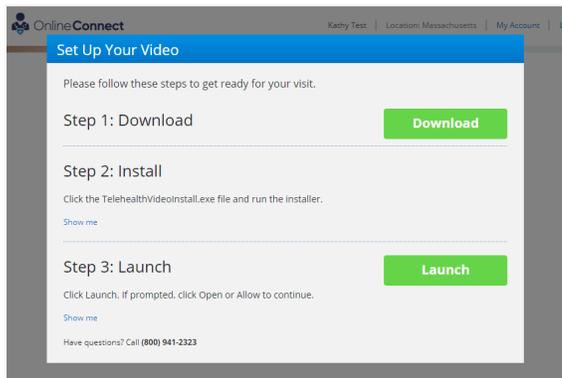


What to expect just prior to and during your telehealth visit with Online Connect:

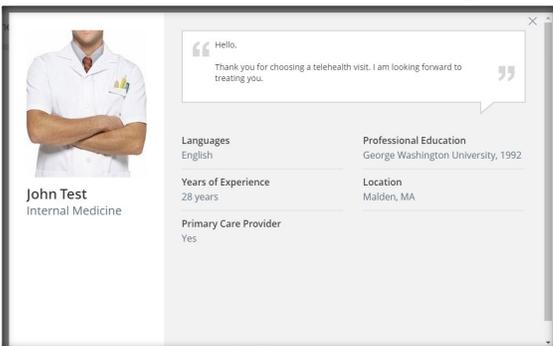
1. Prior to your scheduled appointment time, your provider’s office will call you to do a preliminary assessment of your health, including checking some vital signs that you might be able to measure at home (e.g. weight or blood pressure), asking you some routine health questions, and verifying your pharmacy, etc.– as you would prior to an in-person visit.
2. Once all the questions are answered, you will be directed to look for the email reminder you received when the appointment was set up and select “get started.” Or if you are using a tablet or smartphone, you can go to your calendar, find the appointment and press “get started”.



3. Initially after “starting” you will be asked to verify your cell phone number and share your “reason for visit,” acknowledge the Terms of Use and read our Patient Privacy information.
4. If you are using a computer and are a new user to the app you will be asked to download and launch the video file.
 - a. Click “Download,” then “run” the .exe installer, then “Launch.”

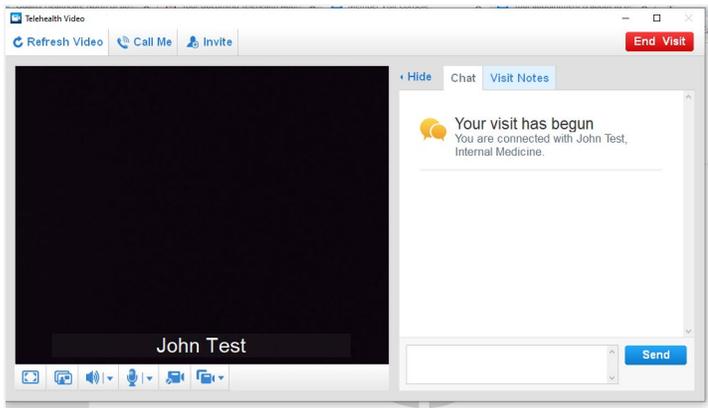


5. Once the video file is launched or you clicked on “Get Started” on your tablet or smartphone, you will be placed into a virtual “waiting room” until your physician is ready to see you.





6. Once the physician is ready, you will be connected to a video with your physician.



7. After the visit you will receive an email from Online Connect with a clinical visit summary that will be blank. Note that all of your health information is being documented in the same Tufts Medical Center Community Care electronic record system that we currently use. You can see any test results and a summary of your visit by logging in to our patient portal: melrosewakefield.org/portal/