

TELEMEDICINE APPOINTMENTS

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

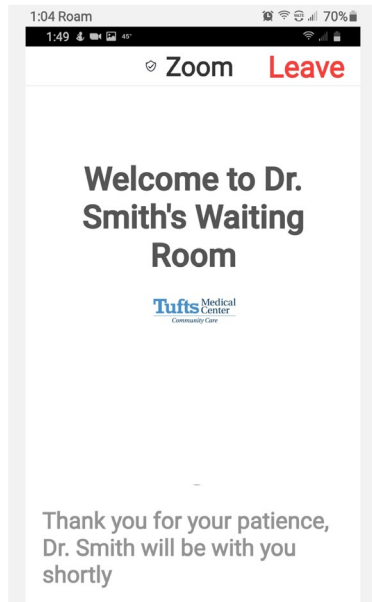
How to set up your appointment:

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 or text message from telehealthlinknoreply@melrosewakefield.org that will include a link to a Zoom for you to use to join the telehealth visit with your provider.
 - a. Please do not reply to this message, this mailbox is not monitored.
 - b. Let your provider's office know if you would prefer the link by email or by text message.

3. Downloading Zoom
 - a. If you plan on using your smartphone or tablet for this appointment, you will need to download the free Zoom app to your phone.
 - b. If you plan on using your computer for this appointment, you may need to download Zoom. You will be prompted to do this when you click the link in the email. Please log in a few minutes early to complete this download.

4. At the time of your appointment click on the Zoom Link and you will arrive in your provider's virtual waiting room, which will look like this:



5. When your provider is ready for you, they will let you into the video conference. Once your telehealth visit is over, you close Zoom to leave.