



APPatient

Telehealth Video Visit Through APPatient™

After scheduling your video visit appointment with your healthcare provider, follow these steps to ensure your call is successful.



STEP 01 Make Sure Your Patient Portal Is Active

After the receptionist confirms your email address and phone number, you will receive an email with a link to log in to the patient portal. If you already have access to your patient portal, you can skip this step.



STEP 02 Download the App

If you haven't already, download the app from the App Store or Google Play for use on your iPhone (iOS12 and above) or Android device (v. 7.0 and above). When downloaded, log in to the app using your patient portal username and password.



STEP 03 Join the Video Visit

At the time of your appointment, you will receive an email and text message to join the video call with your healthcare provider. You will have 10 minutes to log in to the APPatient app and click "Join Video Visit." When prompted, be sure to allow access to your camera and microphone.



STEP 04 Talk to Your Provider

During your call, you have the ability to switch between your front and back camera. You can also use your phone's flashlight. If you get disconnected, simply log back into the app and re-join the call.

TELEHEALTH APPOINTMENTS

- ❖ If you do not believe telehealth is right for you, please contact our office 24 hours prior to your appointment to reschedule to an in person follow up.
- ❖ Child and guardian need to be present for all telehealth appointments.
- ❖ Please make sure to complete your virtual check-in prior to your appointment. We recommend at least 8 hours before.
- ❖ You will need working microphone capabilities if joining via a desktop computer. If using a cell phone or tablet, please see the below requirements.
- ❖ Technology Requirements:
 - Most recent software updates for iOS and Android are strongly recommended.
 - The system will only work with the following smartphone software versions:
 - Portal (on desktop/web browser): Any system capable of running Google Chrome v90 or newer / Mozilla Firefox v88 or newer.
 - iPhone: iOS 14.4 or higher
 - Android: Android 7.0 and higher
- ❖ There is a step-by-step guide available on our website: www.AgapeAllergy.com
- ❖ If you experience issues checking in for your appointment, please refer to this handout before contacting our office.
- ❖ If you run into any issues after reviewing the step-by-step guide and this handout, you may call our office at 413-707-7720.
- ❖ After that time, the appointment will need to be cancelled. If the appointment is cancelled due to joining the session late, or if the appointment is not able to be had, a late cancellation fee of \$75 will apply.

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