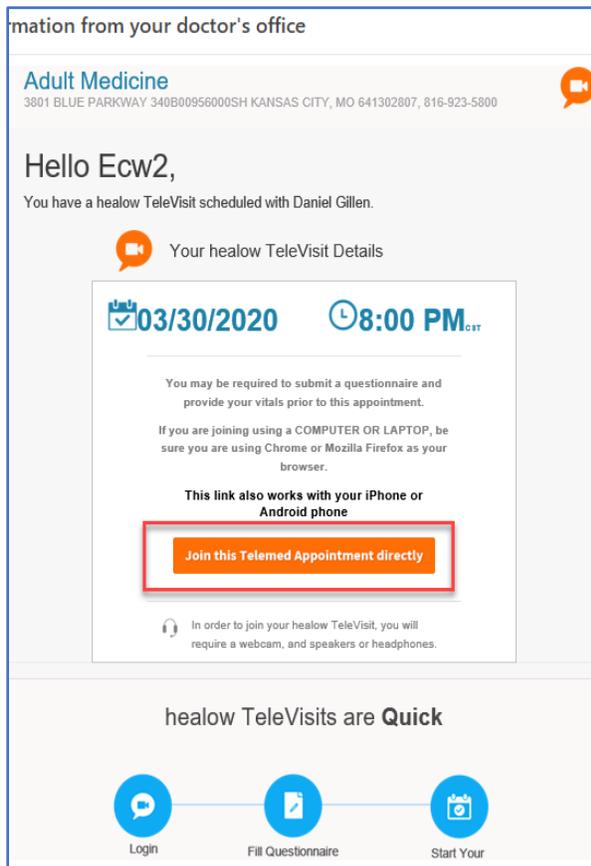


TeleVisits Using Your Smartphone

When your TeleVisit is scheduled, you will receive an appointment confirmation. You should receive one when your appointment is made and another 15 minutes before your scheduled appointment time. You may start your TeleVisit using either of these emails.

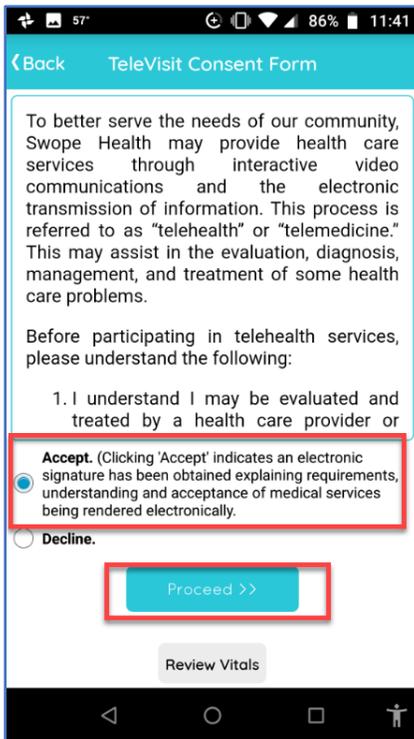
Your email will look like this. **Simply tap on the Join This Telemed Appointment Directly link.**



1. A vital sign screen appears. You can just tap SUBMIT VITALS at the bottom of the page.

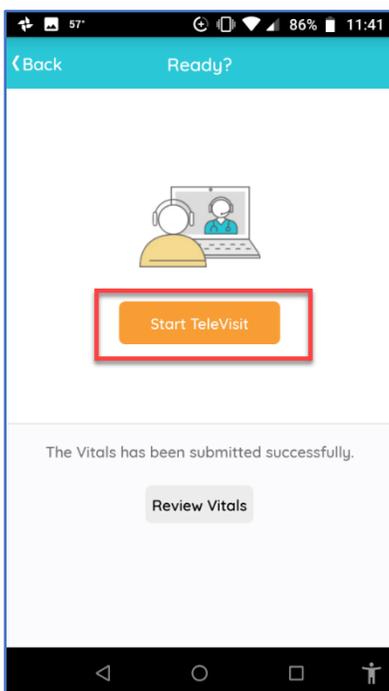


2. Read the Swope TeleVisit consent form and then tap Proceed.

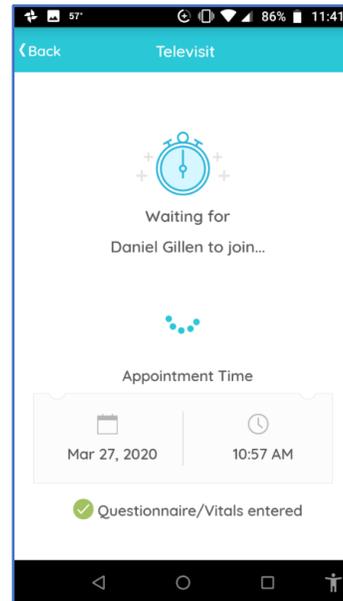


You may see the vital sign screen again, simply tap submit to continue.

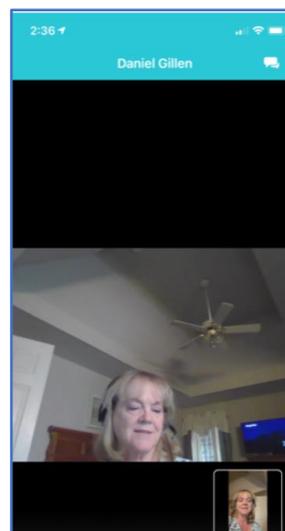
3. Tap on the Start TeleVisit to begin your visit with the Provider.



4. Tap Allow on the next two screens to allow healow to connect to audio and video and to record audio during the call.
5. Next you will be placed in the virtual waiting room until your provider arrives.



6. Once the provider arrives, you will see your image in the smaller window and the provider in the larger window. It may switch to Landscape mode but should be able to be changed back to portrait mode if preferred.

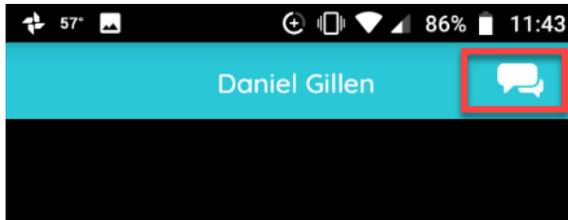


7. There are controls at the bottom of the screen you can use.



- Press the camera icon to pause your call. This hides your image from the provider.
- Press the red telephone icon to end the call
- Press the microphone to stop the provider from hearing you.
- Use the camera icon if you need to show the provider an image such as a sore or your medicine bottle.

8. You can also do a chat with your provider by tapping on the Chat icon at the top right of the screen and typing your message.



9. At the end of the call, press the red phone button to exit the call.