

Accessing a Telemedicine Appointment:

FYI - Telemedicine can be used with your personal computer, iPads, iPhone or Android

STEP ONE:

- Schedule the Telemedicine appointment by calling our office at (330) 305-9100

STEP TWO:

- You will receive a confirmation email that includes:
 - the time and date of appointment
 - the webpage link
 - a code
- Click on the link in the email
- The webpage will open saying: "Welcome to your Telemedicine Visit"

First Time Using Telemedicine

You will have to upload Zoom by:

For Computers, follow these directions:

- Clicking one time on the words "install plugin." The words will be below the blue button and in white lettering text that says "to connect to your appointment..."
- Zoom will automatically "open up," just exit out by one click on the x in the right-hand corner.
- Once closed, you should see the original confirmation email on your screen. If not, open it.
- Then continue to follow the directions to Step Three.

For iPhones and Androids, follow these directions:

- Clicking one time on the words "install plugin." The words will be below the blue button and in white lettering text that says "to connect to your appointment..."
- The Zoom app will automatically open. Click the "Get" to activate the app.
- Close the App by swiping up.
- Once closed, you should see the original confirmation email on your screen. If not, open it.
- Then continue to follow the directions to Step Three.

This will only need to be done once.

STEP THREE:

- Your code will autofill in the white box next to the blue button that says, "Join Session."
- Click on the "Join Session" blue button.
- Click on the "I Accept" (blue button) after reading the Patient Important Information and Patient Terms & Conditions.
- You will enter "Waiting Room."
 - a. Click on the "Enter Waiting Room" (blue button) to move to the waiting room.
- The webpage screen will say: "You are connected."
- The visit will start once the Therapist joins the video call.