Telehealth FAQ and Troubleshooting Tips

1. Do you have an email address?

   YES   NO

2. Do you have Wi-Fi at home?

   YES   NO

3. Do you have a smart device such as Iphone/Ipad/Tablet or Computer Set up with Webcam/Mic/Speakers?

   YES   NO

4. Will you be recovering in ███████████?

   YES   NO

Please be sure to verify your correct email address when scheduling your appointment

Your appointment comes to you via email from ████████████"****

Android/Windows Users:

Must have Google Chrome or Firefox as Web Browser on your device.

Click link in Email or Text Message at the time of your appointment.   The browser will launch and connect to your providers virtual waiting room. The provider will join you as soon as they are ready.

If prompted on your device, be sure to click "Allow" for audio and visual.

IOS Users:

Download **INTOUCH PATIENT** app from Apple Store

Click link in Email or Text Message at the time of your appointment. The Intouch Patient app will launch, and you will enter your providers virtual waiting room. The provider will join you as soon as they are ready.

If prompted on your device, be sure to click "Allow" for audio and visual.

General Tips:
-Restart the app or browser if the waiting room does not load correctly.
-Be sure the volume on your device is turned up and the microphone is turned on.
-The program will allow you to trial the application / video /audio in the virtual waiting room prior to your visit.
-If you have any additional trouble, please call our office at ██████████