

TELEMEDICINE INSTRUCTIONS

How to Set Up a Virtual Visit

PLEASE FOLLOW THESE STEPS TO SET UP YOUR APPOINTMENT

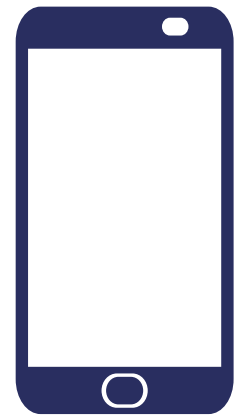


GIVE US A CALL

To request an appointment with one of our providers, please begin by calling us at 972-390-9002. One of our staff members will enter your information into our system, and schedule a time and date for your appointment. You will receive an email shortly after.

DOWNLOAD THE APP

Once you receive the email, using your mobile device, click the link provided. The link will direct you to download the PatientPocket app. Depending on your device, the link will direct you to the Apple Store or Google Play. From there, please download and install the app.



VERIFY YOUR INFO



When the download is complete, return to the email and click the same link again. The link will now direct you to the installed app and launch the telemedicine service. Verify your identity by confirming your last name and date of birth.

BEFORE YOUR APPOINTMENT

When you have verified your identity successfully, create a new password. The app will not show your appointment until 10 minutes before your scheduled time. Please **do not click** "Request E-visit."



TIME FOR YOUR APPOINTMENT



Open the app 10 minutes before your appointment. The provider will login and invite you to join. Accept the invite and begin the appointment!

 972-390-9002

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