

## **Telemedicine Connection Instructions**

### **Introduction**

Hello, and thank you for being a patient of Texas Pain and Spine Physicians! Due to COVID-19, we are now conducting appointments remotely through a videoconferencing app called Zoom. By following the instructions below, you'll be able to see Dr. Khan (and more importantly, he'll be able to see you) for a virtual appointment.

You'll want the following for the best telemedicine experience:

1. A computer with a webcam OR a tablet or phone with a front-facing camera
2. Access to your email on the device you choose

### **Scheduling Your Appointment**

After you schedule your telemedicine appointment with Texas Pain and Spine Physicians, you should receive an email like the one below. It usually takes about 10-20 minutes for the email to arrive after we schedule your appointment in our system.

If you still haven't gotten the email after an hour or more, please check your spam or junk mail folder, then call our office for assistance if you still don't see it.

Telemedicine Appointment with MUHAMMAD KHAN on 4/21/2020 3:48 PM.



noreply@advancedmd.com  
To John Smith



3:59 PM

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hello John Smith,

You are scheduled for a telemedicine appointment with MUHAMMAD KHAN.

When: Tuesday, April 21, 2020 at 03:48 PM (UTC -6 Central Standard Time).

We recommend that you join 5 minutes before your appointment time in order to complete any necessary forms.

Join from your PC, Mac, iOS or Android device: <https://telemed.advancedmd.com/Application.Web.MVC/?code=123-456-789>.

Visit Code: 123-456-789

If you have questions or need help, please contact us by phone: 5123881190

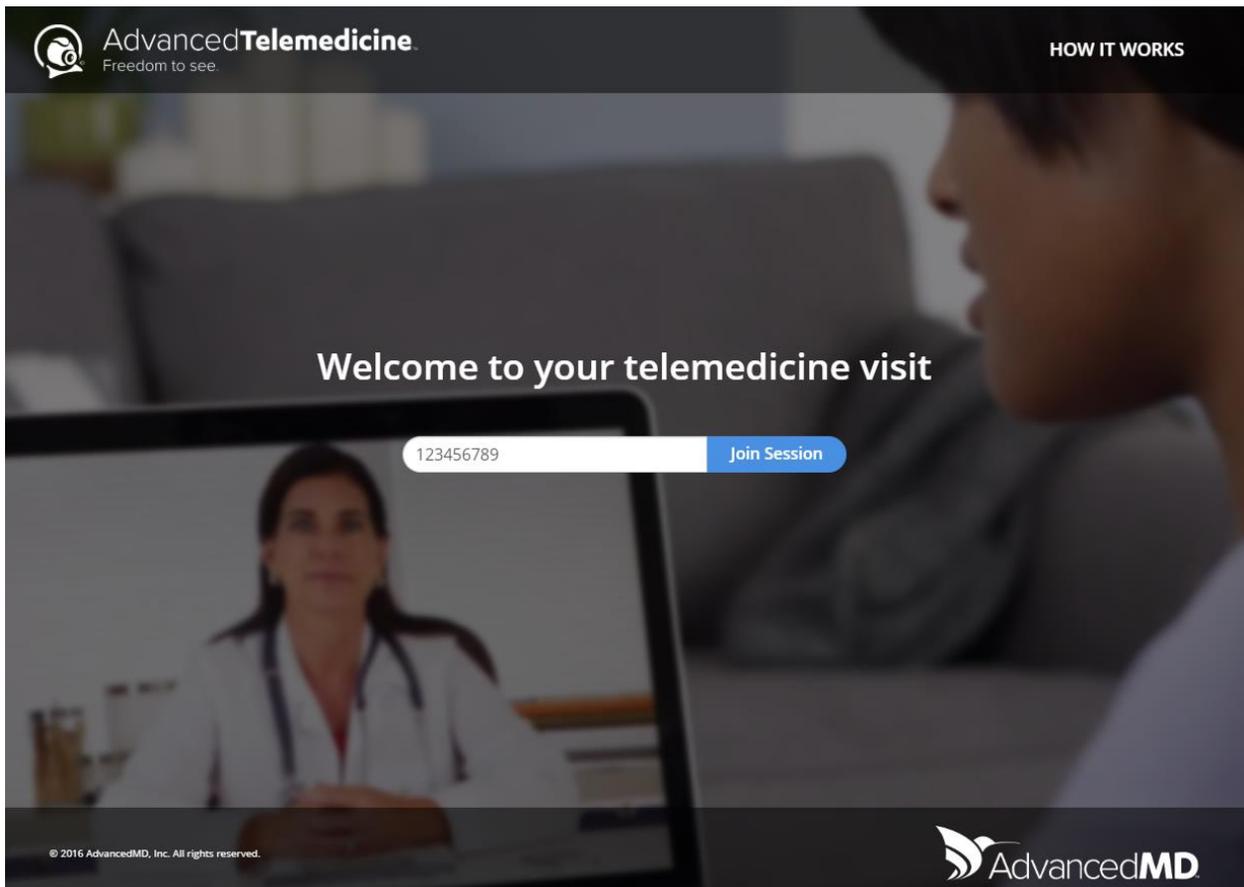
Thank you,  
Texas Pain and Spine Physicians.

In the email above, the two most important areas are the time and date of your appointment and the blue link to join the appointment when the time comes. Make sure you have access to this email or link on the device you'll be using when you're ready to start your appointment!

## Connecting to Your Appointment

At least five or ten minutes before your scheduled appointment time, you'll want to start getting ready.

1. Grab your device with the camera and open your email. Click on the blue link in the telemedicine appointment email.
  - a. If you can't open the link from your device, skip to step XXXXXXXXXXXXXXXXXXXXXXXX.
2. The link from the email should open a page like the one below in your web browser. If your visit code isn't already entered, type it in from the email, then click the blue Join Session button.



3. Once the next page loads, you should see an orange heading that says Important Information. Directly above it, click the blue word “download” to open the download page for the Zoom application you’ll need. Let’s download and install Zoom now, then return to this page in a little bit.



1. Important Information

2. Waiting Room

 Your Telemedicine appointment will start in 2 minutes, at 04:00 pm.  
Please [download](#) and install the telemedicine application plugin if you have not already done so.

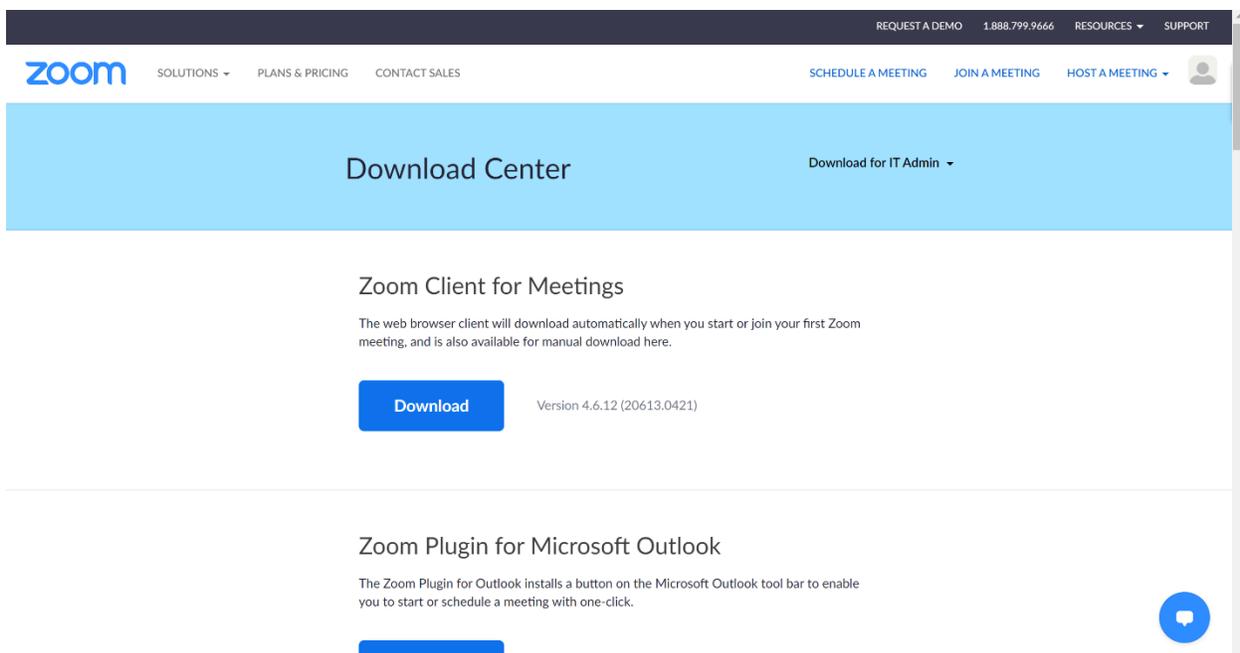
## Important Information

1. If this is an emergency, call 911.
2. Your credit card will be charged for the full cost of today's visit. No portion of the cost will be charged to your insurance.
3. Your telemedicine provider may request an in person follow-up visit before a diagnosis can be made and care is provided. Telemedicine charges still apply.
4. Your telemedicine session is private. Video sessions and payments are processed through our secure portal.

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[I agree](#)

4. After clicking on the blue download link in step 3, you should see a page like this one. Click the first blue Download button (under Zoom Client for Meetings). If your internet browser asks what you want to do with the file, choose the “Open” or “Run” option.
  - a. If you’re on a tablet or phone, you should see a blue download button for Google Play or the Apple App Store. Tap that button, then the Install button from within your device’s app store.



5. Once the app downloads to your device, click or tap on it to open it. Follow any onscreen prompts to finish installing it or setting it up. Any default options it presents you with should be fine.

6. Once the app is set up, you should see a screen like this on your device. Return to the AdvancedMD website you were on in steps 2 and 3 to start your appointment.



7. Once you're back on the AdvancedMD page from earlier, read through the information and click the blue "I agree" button at the bottom.



[MESSAGES](#) [HOW IT WORKS](#)

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2. Waiting Room



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[I agree](#)

8. On the next page, type the reason for your telemedicine appointment into the text box, then click the blue “Enter Waiting Room” button.



1. Important Information

2. Waiting Room

 Your Telemedicine appointment starts now.  
Please [download](#) and install the telemedicine application plugin if you have not already done so.

## Enter Waiting Room

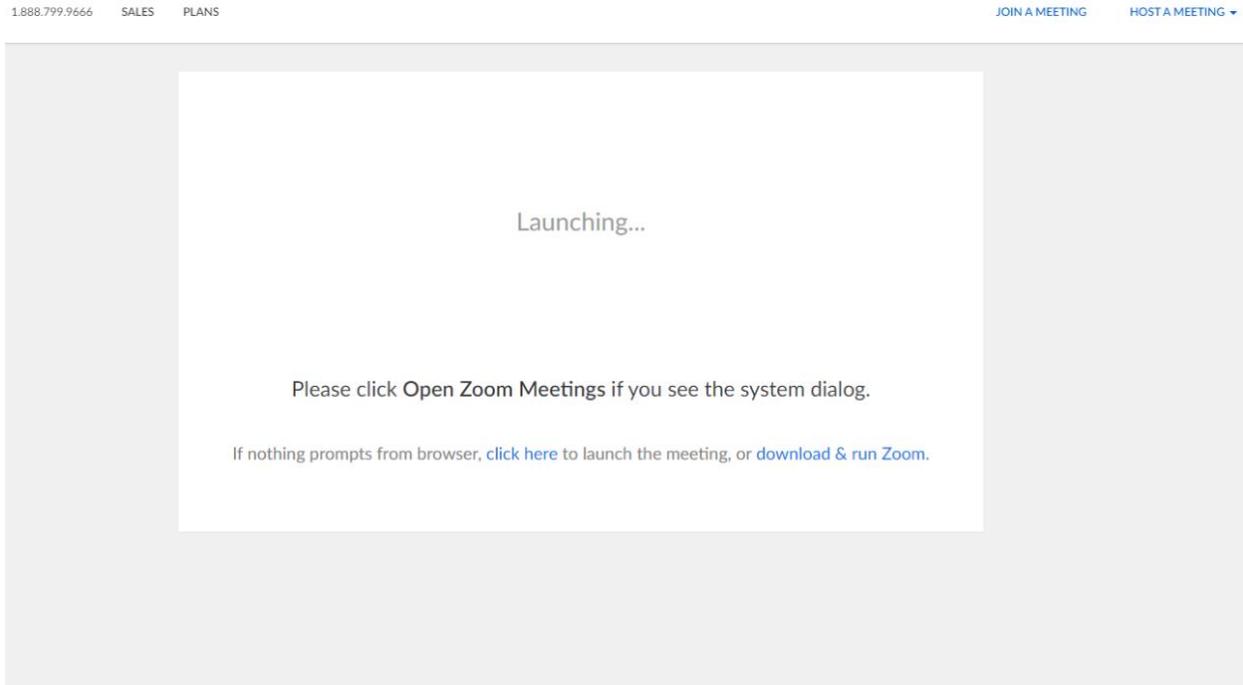
Click Enter Waiting Room to continue. The doctor will join you soon.

Why are you seeing the doctor today?

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[Enter Waiting Room](#)

9. If Dr. Khan is already in the appointment, the AdvancedMD page will try to open Zoom automatically. If you see a pop-up in your internet browser asking how you want to open a link, click Open Zoom Meetings.



10. If you see this page instead, just wait for Dr. Khan to connect to your appointment as well. You can also try entering the meeting code into your Zoom app directly.



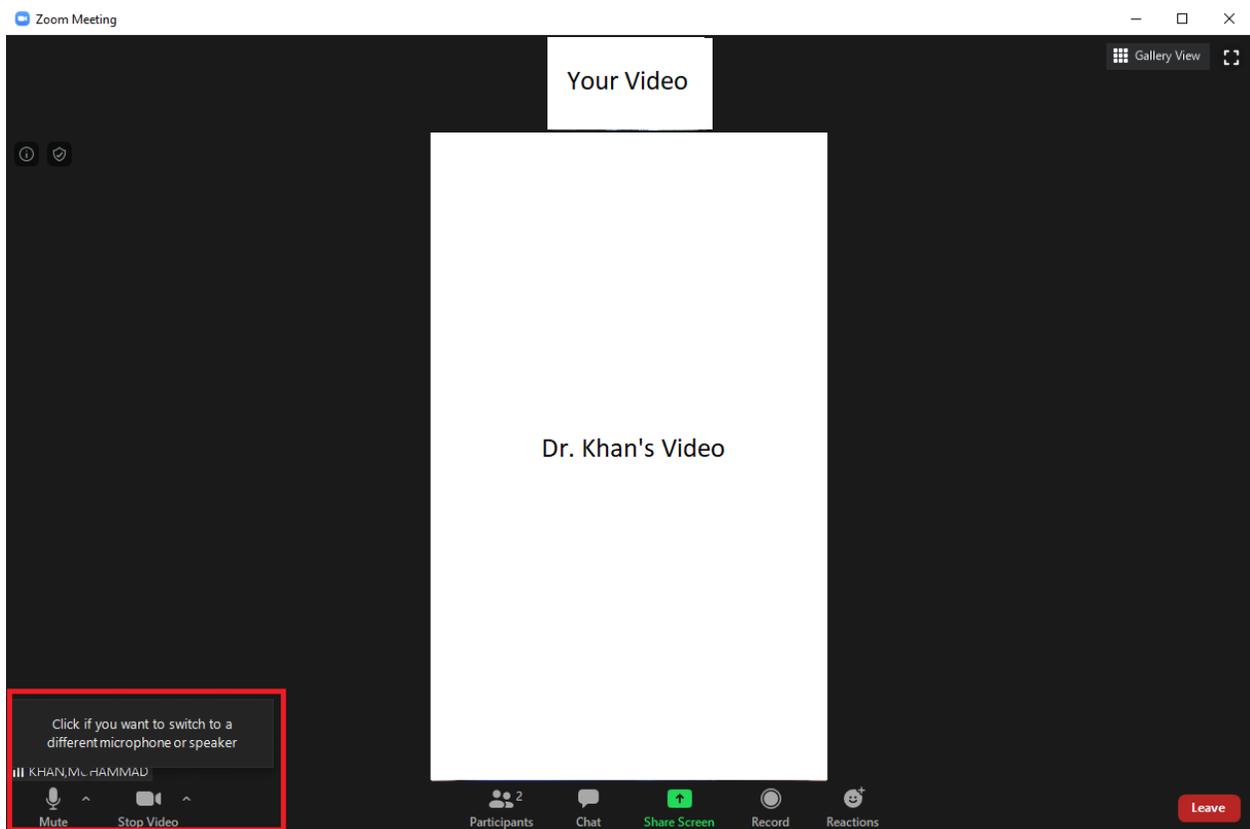
[MESSAGES](#) [HOW IT WORKS](#)

 You are connected.

The visit will start when your Doctor joins.

[Exit](#)

11. Once you both connect to the Zoom meeting, you should be prompted to check your video and audio settings. Change your video or audio inputs if needed, then accept the changes to join the meeting. You should now see both your video and Dr. Khan's, as well as hear each other. If not, try changing your video or audio settings within Zoom (see screenshot below for where to do this on Windows).



**Please call us at 512-388-1190 if you have any questions or issues.**

**Thank you!**