

TELEMEDICINE INSTRUCTIONS

How to Set Up a Virtual Visit

PLEASE FOLLOW THESE STEPS TO SET UP YOUR APPOINTMENT

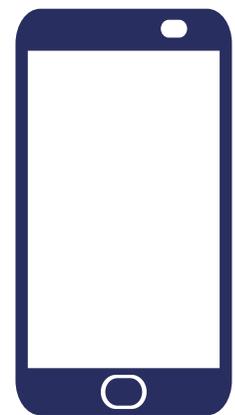


GIVE US A CALL

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 from the Apple Store or Google Play. From there, please download and install the app, and select Allow Push Notifications.



LOGIN TO THE APP



When the download is complete, enter our practice url, your username, and your password to log in. These will be provided in the download email. They are the same credentials you use to login to the patient portal.

GET STARTED

Once you are logged into the app, please agree to the Terms of Service and Privacy Policy. Then, click Get Started. You are now set up to conduct a virtual visit.



TIME FOR YOUR APPOINTMENT



When it is time for your appointment, you will receive a text, email, and/or push notification alerting you that the provider is ready. Click on the link to open the app. Verify your identity and click the Join Video Visit button to begin!