

Dear Patient,

You have an upcoming telemedicine appointment at St. Thomas Community Health Center. On the day of your appointment, you will receive a link via text message that will connect you to the provider's virtual waiting room. If you can access email on your smartphone, you can request that the link be emailed to you instead. After clicking on the link, please follow the instructions on the screen to be checked in to the waiting room (see pictures below for sample screenshots of the check in process).

To optimize your experience and ensure a good connection, we recommend you:

- **Please make sure you are in a quiet room**
- **Please use Wi-Fi if possible (although data will work well enough usually)**
- **Please do not drive during the appointment**

Please call us at the above number if you are having any problems checking in.

We look forward to seeing you!

Step 1:

When you click on the link you will be directed to a screen that looks like this:

Messages 9:19 PM 60%

AA stthomaschc.doxy.me

ST THOMAS COMMUNITY HEALTH CENTER PROVIDERS OFFLINE

Welcome!

Please check in below to let Viviana Falco, MD know you are here

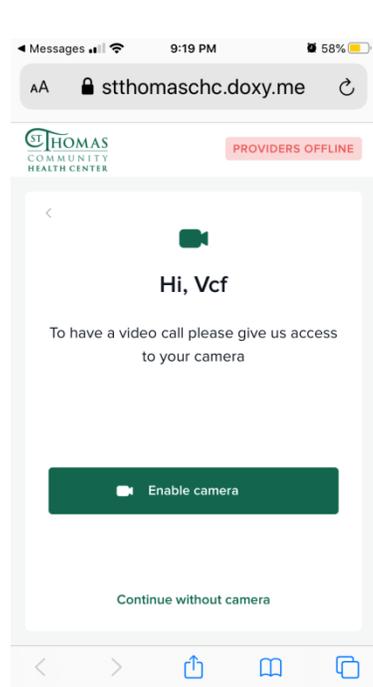
Enter your name here

Check In

You will need to enter your name here so the provider can identify you on her virtual waiting room. Click on “**check in**” button after entering your name.

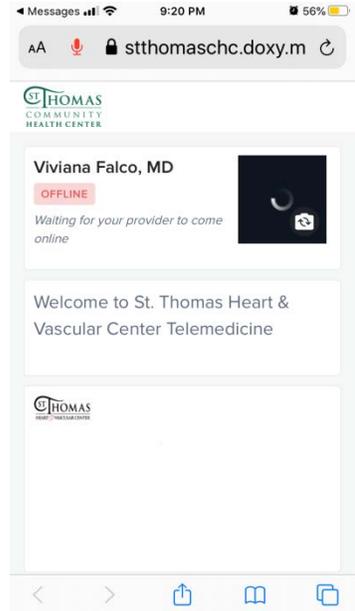
Step 2:

You will then see a screen like this with your name as you entered it. Here you will need to click on the green bar that says “**enable camera**” in order to participate in the telemedicine visit.



Step 3:

You will now be in the virtual waiting room and your name will appear on your provider’s screen. Your screen will look similar to this while you are waiting:



When the provider selects your name, the visit will start within a few seconds usually and you will see the provider on your screen.