

Patient Instructions for Prairie Clinic Scheduled Telemedicine Visits

- During this crisis, some Prairie Clinic providers are offering Telemedicine (aka TeleHealth) visits in order to continue providing healthcare, while still keeping the community safe during this national emergency.
- All visits **must still be scheduled** with Prairie Clinic Appointments staff at 608-643-3351. The scheduler and/or provider/nurse will determine whether a visit is appropriate for Telemedicine
- Telemedicine visits act as a substitute for an in-person visit and **will be billed** to insurance, so usual co-pays and deductibles will apply to this visit as if it was an in-person visit.
- Use a **computer or phone** with good Internet access, a **camera**, **speaker**, **microphone** and **supported web browser** (Chrome , Firefox  or Safari ) for a Telemedicine visit.
- Prairie Clinic will provide instructions by telephone, text or patient portal (NextMD) message for accessing the provider's specific virtual waiting area (URL).

DAY OF THE APPOINTMENT

- Find a quiet, private location without bright lights behind you to do your Telemedicine visit.
- Make sure you have your medications with you, we may want to review them.
- Have a phone available, in case we need to troubleshoot any issues during the visit. If you are using your smartphone for the Telemedicine visit, make sure to hang up before connecting.
- **Open the provider's virtual waiting room (provided by Prairie Clinic staff) 10-15 minutes before your scheduled Telemedicine appointment time**
- **Type your name** in the Welcome box and click **Check In**.
- The **FIRST TIME** you enter the provider's waiting room, your computer/phone may ask for your authorization to use/record the camera and microphone, **please allow it to use/record your camera and microphone**. If you don't see your video in the corner, try doing the **Pre-Call Test** in the lower left-hand corner  then follow the troubleshooting steps below.
- **PLEASE WAIT** for the provider to start the telemedicine visit. Contact the clinic if you have been waiting more than **20 minutes** past your appointment time or if you are having trouble accessing the provider's waiting room.
- Once the provider starts the telemedicine visit, it takes a few seconds to start the video. If you have trouble or can't hear the provider, try the troubleshooting steps below.
- **Troubleshooting:**
 - The quality of the video call relies on the strength of the Internet connection and the device the call is being made on.
 - Close unused programs or restart computer.
 - Verify that the camera is enabled  and microphone isn't muted  in the website. Also verify that the device's speaker isn't muted, the microphone isn't muted and that the camera is uncovered and turned on.
 - Sometimes the audio does not work, if you are still on a phone call when you enter the provider's virtual waiting room. Hang up before trying to start the Telemedicine visit.
 - If you are having issues with audio or video, sometimes closing the waiting room and re-entering helps.
If you are on a laptop or desktop, try closing all your windows and trying again.
If you have an iPhone/iPad, try swiping up to close Safari.
If you have an Android phone, try closing Chrome then reconnect.
If all else fails, try rebooting your computer.
 - To test your device, click **Pre-Call Test** in the lower left-hand corner of the black menu.
 - Our Telemedicine solution does not work with Explorer or Edge. Make sure you are using Chrome , Firefox  or Safari .
 - If you are still having trouble, call us back at 608-643-3351
- The provider will end the video call when the visit is over.