

# WeCare tlc without boundaries = Telemedicine

## How do Telephonic visits work?

- ◆ First, schedule an appointment using the Patient Portal\* or by calling the health center.
- ◆ Second, depending on the Health Center, you may receive a call from your nurse or you may call in to the Health Center at your appointment time and a nurse will assist you.

You can always call ahead to your Health Center for more information.

## It's that easy!

### How does Telemedicine video work?

- ◆ First, schedule an appointment using the Patient Portal\* or by calling your Health Center
- ◆ Second, login to your Patient Portal\* at your scheduled appointment time.
- ◆ Click on the camera icon to let the physician know you have checked in and are ready to be seen. Your video visit will start when the physician checks in.
- ◆ If the physician is already available, you will see the physician on your main screen, and yourself in a smaller screen.



**Note:** You can move your video screen anywhere in the window if it impedes visibility. If you get disconnected click the camera icon to rejoin your session.

There is also the capability to “**chat**” with the physician when you click on the right hand side of your screen.

*\*Supported Browsers: Google Chrome or Microsoft Edge. **Please note:** If using **Internet Explorer** for a Telehealth Video visit, you will need to **install the OpenTOK plugin**. Once installed, you may need to reconnect to the video chat by logging back in through your portal. This will be one time install.*

**Talk to your WeCare tlc Provider by phone and/or video. We are here to help and support you. Schedule your telemedicine appointment today!**