To our patients:

In order to continue to serve our patients in the safest and most efficient manner, when appropriate, our physicians are moving swiftly towards telemedicine. We have physicians from all of our sub-specialty areas available to assist you through this approach. Center for Sports Medicine and Orthopaedics continues to be open and here for you for all of your orthopaedic needs.

Please call us today at 423-624-2696!
Telemedicine Quick Guide

Call from Front Desk
- You are now checked in (online lobby)

Receive a Text/Email from Clinic
- Click the link > Enter your name > Click check in (online exam room)

Explore the physician’s waiting room
- Review tips and information in the online waiting room

Telemedicine Appt
- Speak with office staff regarding today’s visit

Close/End the Session
- Click close (X) on your browser window
What is needed?

**Equipment Needs**
Computer or Cellphone - that has access to a microphone/camera

**Internet Platforms Available**
Internet Explorer – Not supported

PC and Mac
Chrome | Firefox | Safari

Android
Chrome

iOS
Safari
How to check in for your video visit

1. **Receive a call from CSMO**
   - You will be asked how you would like to receive your link for this visit (text or email)
   - You will take care of any front desk needs (Copay/Updates/etc)
   - You are now checked into the “online lobby @ CSMO”
   - Watch for text/email in the next 10-20 min from clinic.

2. **Click the clinicians doxy.me web address**
   - This will be texted/emailed to you after you have received the call from CSMO
   - Your individual one-time link will be similar to the one below

   ![Example Link](https://doxy.me/dclbsm123)
How to check in for your video visit

3. **Enter your name - click check In**
You are now back in the “**online exam room**” waiting for the nurse/physician

- Web based version
- Mobile Version

- Secure
- No software to download
- HIPAA compliant
- No registration needed
How to check in for your video visit

4 Give access to your camera / microphone
   This step is important – this is how you will be able to communicate with your clinic
Physician’s Waiting Room
Read any important updates in the “online waiting room” while you wait for your nurse/physician to join.
Telemedicine Visit

During your Appointment
Once the nurse/physician enters the room you will see your screen change to the clinic setting

Following your Appointment
Click the Red Hang up button and, be sure to Click (X) at the top of your screen to close the browser window
Thank You

Center for Sports Medicine Physicians and Staff
Thank You for your patience and understanding during this time.

If you have any additional questions, please call 423-624-2696