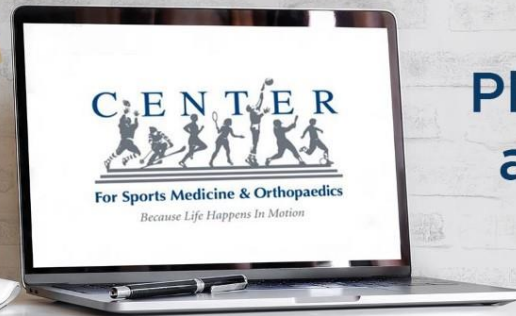


Telemedicine Visit Instructions

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

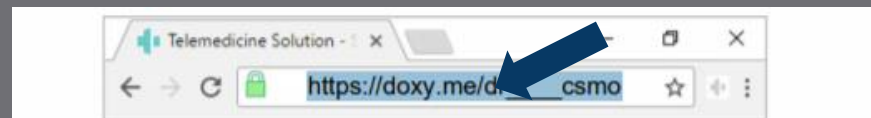
Receive a call from CSMO

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

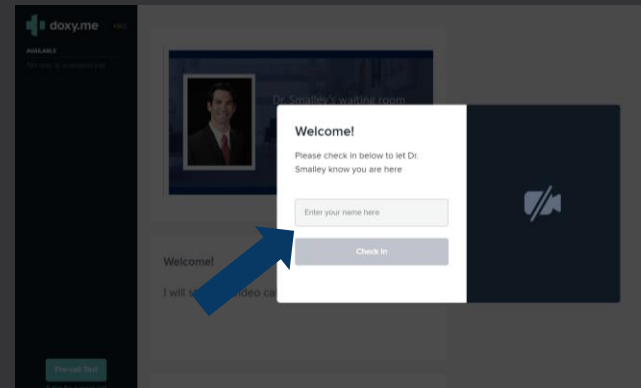


How to check in for your video visit

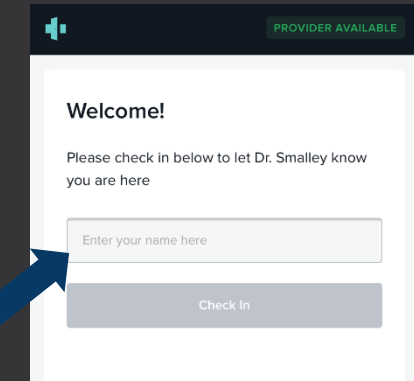
3

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

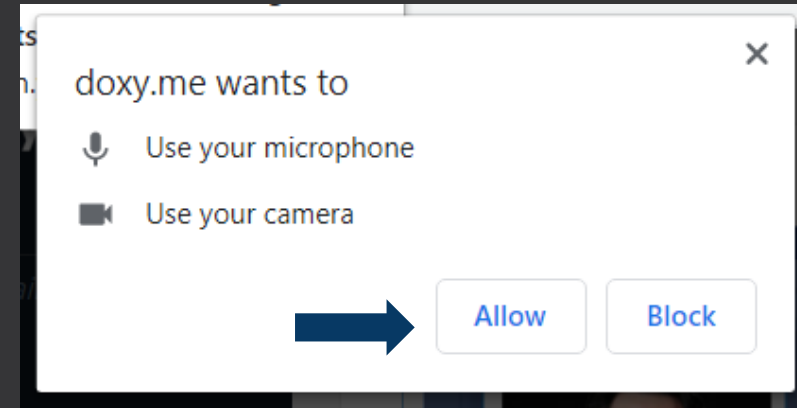
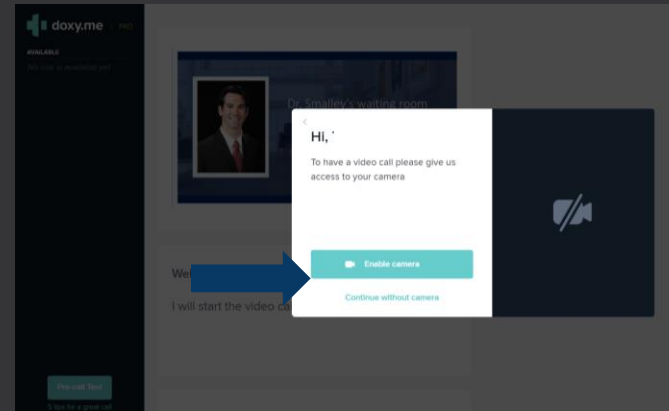
How to check in for your video visit

4

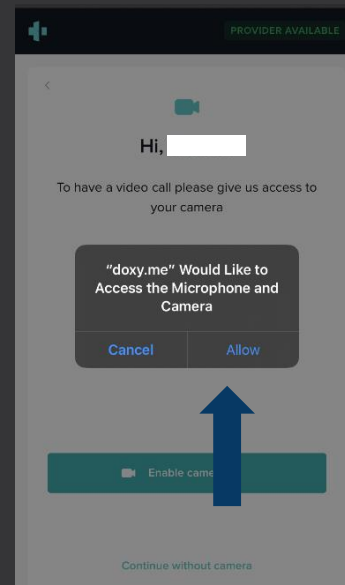
Give access to your camera / microphone

This step is important – this is how you will be able to communicate with your clinic

Web based version



Mobile version



How to check in for your video visit

5

Physician's Waiting Room

Read any important updates in the “online waiting room” while you wait for your nurse/physician to join

Mobile Version

The mobile app interface shows a 'WAITING ROOM' header with a plus icon and a chat bubble. Below this, it displays 'Dr. Smalley' with an 'AVAILABLE' status and the message 'Your call will start soon'. A large banner image shows a doctor in a waiting room with the text 'Dr. Smalley's waiting room' and 'I will be with you shortly'. Below the banner, it says 'Welcome!' and 'I will start the video call in a moment.' At the bottom, there is a section titled 'Tips for a great video call:' with a checked box for 'Use strong wifi or an ethernet cable' and a Wi-Fi icon.

Web based version

The web browser interface shows a 'doxy.me' header with 'PRO' and 'AVAILABLE' status. It features a large banner image of a doctor in a waiting room with the text 'Dr. Smalley's waiting room' and 'I will be with you shortly'. Below the banner, it says 'Welcome!' and 'I will start the video call in a moment.' At the bottom, there is a 'Pre-call Test' button and a 'Send Dr. Smalley a message' link.

Telemedicine Visit

6

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