

Patient Connectivity Guide: Virtual Visits

Patients can attend Virtual Visits with Mend using any device equipped with a camera and an internet connection.

- We recommend using a strong WiFi or wired internet connection when possible, but cellular data will work as well.
- We recommend that patients perform our simple Connection Test on the device they will be using at least 15 minutes prior to the scheduled appointment time, so that if there are connectivity errors, we can quickly identify and resolve them.
- Patients receive instructions and reminders via e-mail and SMS text message at the time of booking, 24 hours prior, and 30 minutes prior to their scheduled Virtual Visit.

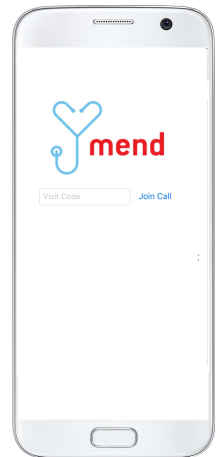
Attending Virtual Visits using a desktop or laptop computer:

- Patients receive a direct link to their Virtual Visit in their appointment reminder e-mails. When they click this link from a computer, they are prompted to confirm their date of birth and electronically sign consents before entering their appointment. Creation of a username and password are not required.

Attending Virtual Visits using a smartphone or tablet:

- When you download and open the Mend Telemedicine App, you are prompted to enter the unique 6 digit access code assigned to the Virtual Visit.
- Patients receive this code in their appointment reminder e-mails and SMS text messages.

If you have any questions...



The **TECH HELP** icon is visible any time you access Mend on the web, from any screen, and on any device. Providers and patients alike are encouraged to use this icon to open the Mend Support chat window, connecting you with our live support team.

