

VIRTUAL MEDICAL VISIT

HOW TO DOWNLOAD THE MEND TELEMEDICINE APP FOR VIRTUAL VISIT APPOINTMENTS:

1. Go to the App Store or Google Play on your mobile/smart device.
2. Search for the Mend Telemedicine app.
3. Use your personal Apple ID or Google Play ID to download the app.
4. Select “Get” or “Install” to begin the download process.
5. Once the app is downloaded, follow the steps below.



HOW TO SCHEDULE AND ACCESS A VIRTUAL VISIT APPOINTMENT:

1. Call virtual visit at (866) 610-7776 to schedule a time to speak with a provider.
2. After your call, you will receive a six-digit code by email and/or text message that you will use to connect to the provider in the Mend Telemedicine app.
3. Once you receive your six-digit code, open the Mend Telemedicine app on your device and tap “Join Visit.”
4. Enter the six-digit code you received via email and/or text.
5. You will be prompted to accept disclosures and agreements before your appointment.
6. Once you have entered/accepted the requested information, wait for a provider to join.
 - During this time, do not close the app, just keep it open and make sure your volume is turned up.
 - When your provider joins, you will see them on the screen and your consultation will begin.

TIPS TO ENSURE A SUCCESSFUL VIRTUAL VISIT:

- Please connect to the app five minutes before your scheduled appointment time.
- Prepare health information for your provider. This may include a list of current medications and symptoms, temperature, recent changes to your health, etc.
- During your virtual visit, you will discuss your health with a provider. Find a quiet, confidential space where you can focus on your visit before logging in. Do not drive during your appointment.



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