

PATIENT GUIDE TO TELEHEALTH PRIMARY CARE VISITS

The doctor is in – virtually! We're opening our virtual doors to deliver safe and convenient healthcare in the palm of your hands.

1

Make sure that the camera and microphone on your device are set up and ready. Here's a link that will test your device to check that you are ready for your televisit: <https://networktest.twilio.com/>

	MacOS	Windows PC	iPad	iPhone	Android (phone/tablet)
Safari	✓		✓	✓	
Chrome	✓	✓			✓
Microsoft Edge		✓			

If you don't see a pop up asking for permission to access the camera and microphone, you will receive instructions on how to troubleshoot, or you can visit this link. <https://lumahealth.zendesk.com/hc/en-us>

2

30 minutes before your appointment, you'll receive a message with a link to the televisit room.



3

5 minutes before your appointment, you'll get the message again, just in case you missed it the first time.



4

At your appointment time, click the link. You will be placed in a virtual waiting room. Please wait until the provider and/or care team joins the call.



5

Please note that your doctor will be joining you on video and will expect you to be on video as well. Please dress appropriately and choose a location that is private and quiet.



6

Once your provider is available, you'll see them appear on the video. Start chatting, and have a great virtual visit.

