

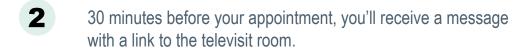
PATIENT GUIDE TO TELEHEALTH PRIMARY CARE VISITS

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

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	~		1	~	
Chrome	1	_			~
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





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



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.



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.



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



Questions? Call one of our locations: Archuleta Integrated Healthcare 970.264.2104; Cortez Integrated Healthcare 970.565.7946; Dove Creek Integrated Healthcare 970.677.2291; La Plata Integrated Healthcare 970.335.2288.