



GUIDANCE FOR TELEHEALTH VIDEO VISITS USING pMD

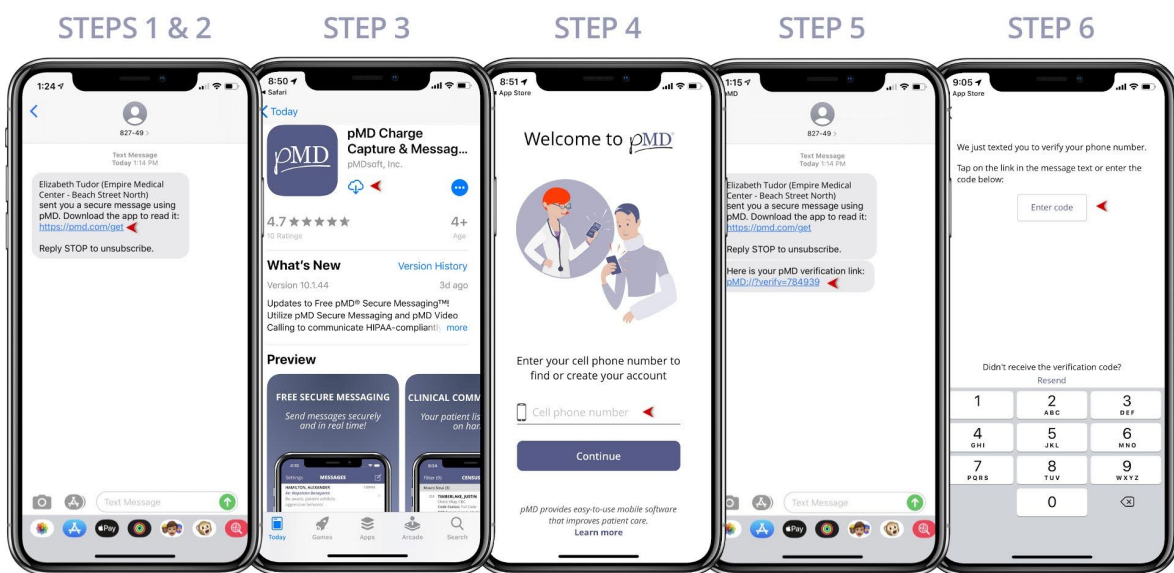
Your Physician has requested your next visit be a video visit, and VOA uses a cell phone APP called pMD to conduct that visit. You do not have to come into the office for the visit.

You must be in a state where your doctor is licensed to practice when you have a virtual visit. If you are in another state on the day of your visit (for example, traveling), please reschedule your appointment.

To connect with the Physician for this visit, you will need a cell phone that has video and audio capabilities, and you will have 2 options to connect to your video visit, the smoothest is to download an APP (one time) to be set up for this visit.

Option #1 How do I download the pMD APP?

You must have a cell phone with a camera and speaker access to use pMD.



1. You will receive a text message from your provider or their office to download pMD (usually 5 days prior to your appointment).
2. Click on the link to get to the App Store (iPhone) or Google Play Store (Android).
3. Look for the icon and download the pMD app. You will need iOS 11.2 or above for iPhone and Android OS 6 or above.
4. Downloaded? Great! Now open the app and enter your cell phone number.
5. You will then receive another text message with a verification code and link.
6. Tap on the verification link, enable your biometric login (or set a password), and VOILA, you are now logged into pMD!
7. If you do not download pMD at least 2 days prior to your visit, a representative from our office may try to contact you or send another text link as a reminder to download the APP.
8. The Provider's medical assistant may contact you the day before your visit to remind you of the appointment and ask some questions to prepare your chart for the Provider visit.
9. **If you have difficulties downloading the APP – You can contact the pMD team at 800-587-4989 for assistance.**

On the day and approximate time of your appointment, your Provider will call you on your cell number, and you just answer the phone. You should automatically connect to video! This is like a FaceTime call; you do not have to log/sign in prior to your appointment or wait in a virtual waiting room – just answer the phone!

If you have downloaded the APP and you try to log in prior to your call, you may receive a message that states “link expired.” This is just stating that the initial link sent to you to download the APP has expired, but since you have already downloaded the APP, there is no further action required of you. Just answer your phone when the Provider calls.

Remember, you only must download the pMD APP one time, and you should be set for all future pMD video visits your Provider may order.

Option #2 How do I connect to my visit without downloading the APP?

1. When your Provider starts the visit around the time of your appointment, they will send a one-time link by text (and e-mail).
2. The link should open in your browser, no download is needed, and you should be able to connect if your phone or computer (if accessing via e-mail link) has speaker and camera capabilities turned on.