

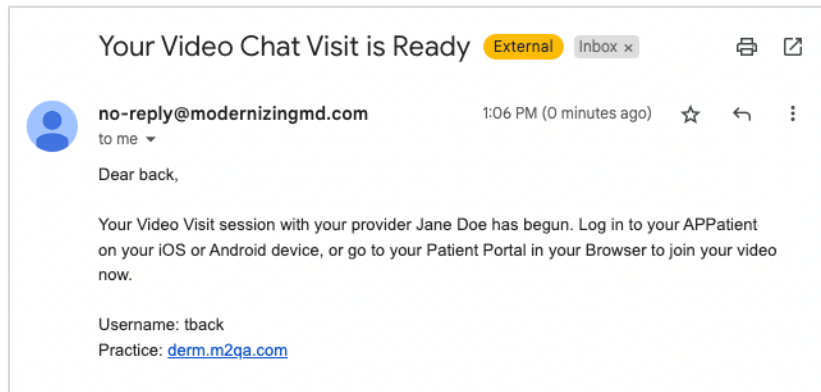
Patient Joins Call (Patient Portal) – ModMed® Telehealth



In this document, you will learn how the patient will join the Audio and Video Chat using the Patient Portal. The patient must contact the office to schedule a Telehealth visit and be granted Patient Access in order to complete this visit. Ensure the patient's email address on the account is up to date during scheduling to ensure successful notification to the patient when the video visit is ready to begin.

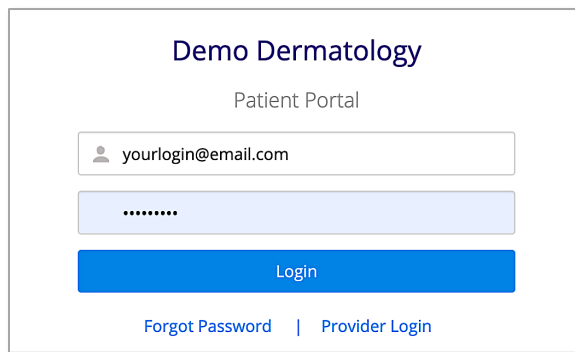
Patient Joins Call via Patient Portal

1. The patient receives an email with a message indicating the provider is ready.

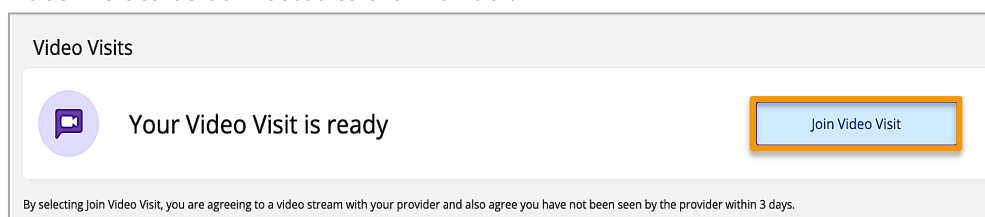


Note: The patient will need to know their Patient Portal credentials and have access to a webcam, speaker, and microphone.

2. The Patient navigates to the Patient Portal login screen using either Chrome or Firefox as the web browser. Enter the Practice URL and their Patient Portal credentials to log in.



3. Upon login, the *Appointments* landing page will display with a message that your Video Visit is ready. Select **Join Video Visit** to be connected to the Provider.



Note: The video chat link provided to the patient is valid for 10 minutes from the time the video chat is launched. The provider will need to launch the video again if the patient does not join within this timeframe.

4. When the video visit is joined by the patient, the patient and Provider will interact via the video visit.