**INSTRUCTIONS FOR TELE-MEDICINE APPOINTMENTS (SECUREVIDEO)**

You can connect through a smart phone or a computer, either is fine, whatever you are more comfortable with. Just let my staff know which one.

**ON A SMART PHONE:** A few days in advance, I will send you a text message and it will read: SecureVideo.com session with Caroline Batenburg, MD. To join click…this is a link to the app store which will download a free app called ZOOM. Click INSTALL. (**DO NOT** click on ATTEND MEETING in the ZOOM app). Go back to the original text message and click on RSVP, if you plan to attend the visit. You are all done for now.

On the date and time of the appointment (approximately 5-10 minutes before the appointment) go back to the original text message and click on TO JOIN. This will bring you into a ‘waiting room’ (I can see when you enter even when I am with another patient at that moment). Once I am ready, I will let you enter the session, so I can have a visit with you.

**ON A COMPUTER:** A few days in advance, I will send you an email. Open the email.

The email will ask: Will you attend? Click the YES button.

Click on the button: DOWNLOAD AND INSTALL ZOOM. Follow the instructions (the downloading and installing of this is easy). Once this is finished then return to your email. (DO NOT TRY TO SIGN IN OR JOIN A MEETING IN ZOOM).

Ten minutes or so before the appointment go back to the email and now you can click on JOIN SESSION.

Click on ENTER WAITING ROOM and you are now in a waiting room. I get notified and can see that you have arrived even if I am in another session.

I hope this will be a good experience for you.

Sincerely,

Caroline Batenburg, MD