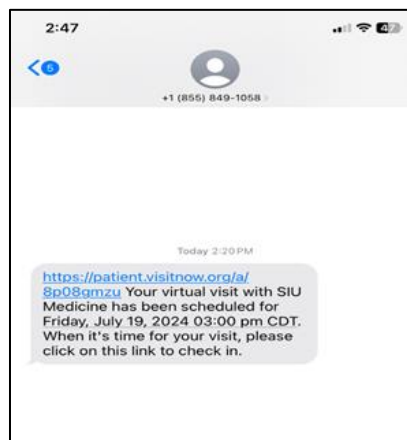


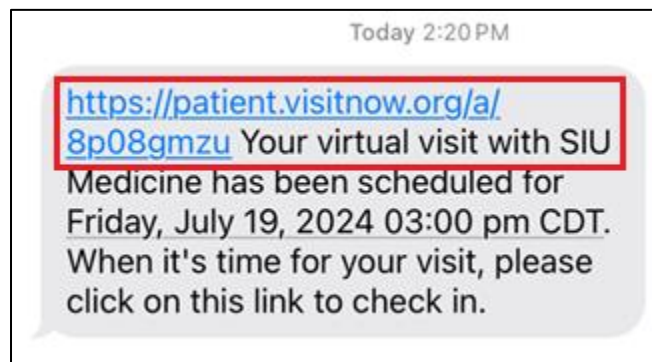
## Teladoc/Solo Patient Instructions When Utilizing a Mobile Device *For Adult New Patient Telehealth/Virtual Care Appointments*

### Checking in to Your Telehealth Appointment/Virtual Visit

1. Once a telehealth appointment/virtual visit has been scheduled for you, you should receive a text message notification that looks similar to the one below:



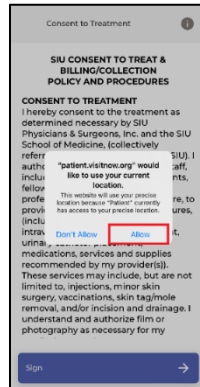
2. You can check in/log in to your appointment up to 15 minutes prior to the appointment time. To do this, click on the link that is included in the text message that was sent to your phone.



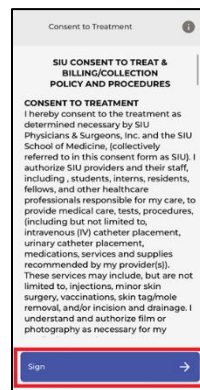
3. Once you click on this link, it should take you to a page that looks like the one below. Click on “Check In”.



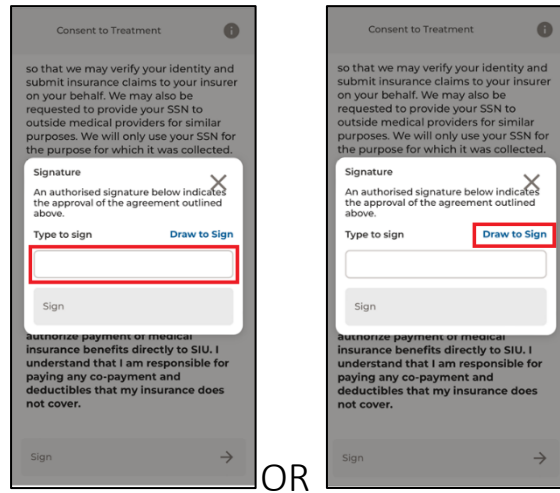
4. Your phone will most likely ask you if you would like “patient.visitnow.org” to use your current location. Click “Allow”.



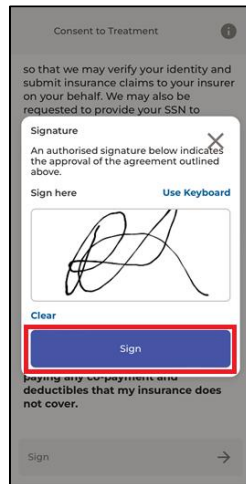
5. You will then move on to the Consent to Treat form. Once you have read through the form/information, click “Sign”.



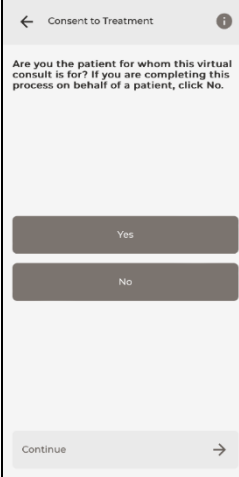
6. A pop up should appear that looks like the one below. If you wish to type your signature, you can simply tap on the box and a keyboard should pop up that allows you to type your name. However, if you wish to actually sign your name, click on “Draw to Sign”.



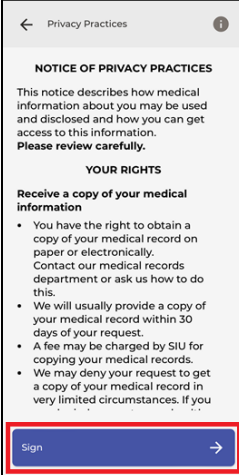
7. Once you have completed signing, click “Sign”.



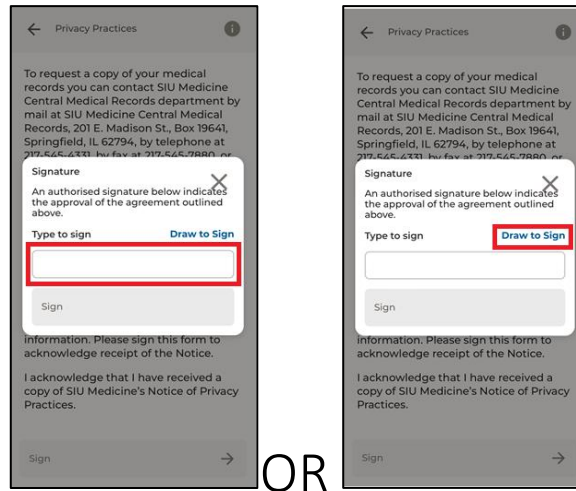
8. You will then be asked if you are the patient that this appointment is for. If you are, click “Yes”, but if you are completing this check in process for someone other than yourself, click “No”.



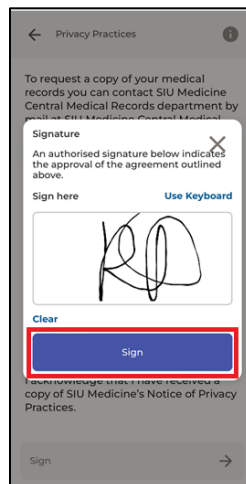
9. You will then be taken to SIU’s Privacy Practices document/form. Once you have read through the Privacy Practices document/form, click “Sign”.



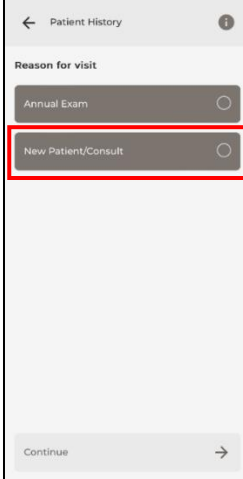
10. A pop up should appear that looks like the one below. If you wish to type your signature, you can simply tap on the box and a keyboard should pop up that allows you to type your name. However, if you wish to actually sign your name, click on “Draw to Sign”.



11. Once you have completed signing, click “Sign”.

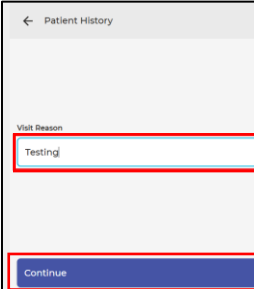


12. If you are a new adult patient, you will now be prompted to provide information about your medical history. The first question will ask if you are being seen for your annual exam or for a new patient consultation. Select the appropriate response.




The screenshot shows a mobile application interface for 'Patient History'. At the top, there is a back arrow and the title 'Patient History'. Below the title, the section 'Reason for visit' contains two radio button options: 'Annual Exam' and 'New Patient/Consult'. The 'New Patient/Consult' option is highlighted with a red rectangular box. At the bottom of the screen, there is a 'Continue' button with a right-pointing arrow.

13. You will then be asked the reason for your visit. Type the reason for your visit into the text box. Click "Continue".



The screenshot shows the 'Patient History' screen with the 'Visit Reason' section. A text input field contains the word 'Testing'. Below the input field, there is a 'Continue' button highlighted with a red rectangular box.

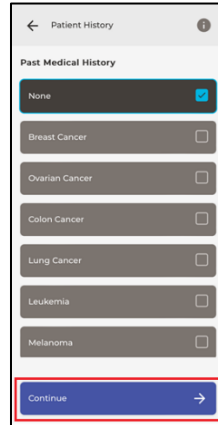
14. You will then be asked to provide allergy information. Select all that apply. Click "Continue".



The screenshot shows the 'Patient History' screen with the 'Allergies' section. It features a list of allergy options with checkboxes: 'None' (checked), 'Morphine', 'Ibuprofen', 'Aspirin', 'Penicillin/Amoxicillin', 'Cephalosporin', and 'Sulfa'. At the bottom, there is a 'Continue' button with a right-pointing arrow, highlighted with a red rectangular box.

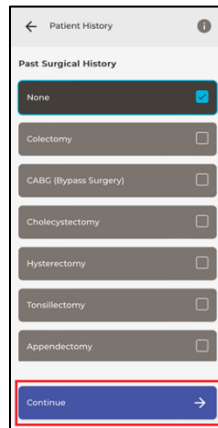


15. You will then be asked to provide information about past medical conditions. Select all that apply. Click “Continue”.



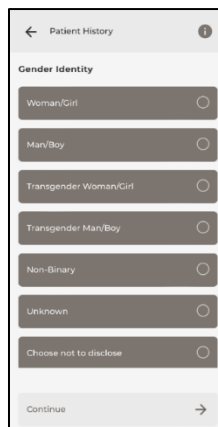
The screenshot shows a mobile application interface for 'Patient History'. Under the heading 'Past Medical History', there are seven options, each with a checkbox: 'None' (checked), 'Breast Cancer', 'Ovarian Cancer', 'Colon Cancer', 'Lung Cancer', 'Leukemia', and 'Melanoma'. At the bottom, there is a blue 'Continue' button with a right-pointing arrow, which is highlighted with a red and blue border.

16. You will then be asked to provide information about your surgical history. Select all that apply. Click “Continue”.



The screenshot shows a mobile application interface for 'Patient History'. Under the heading 'Past Surgical History', there are seven options, each with a checkbox: 'None' (checked), 'Colectomy', 'CABG (Bypass Surgery)', 'Cholecystectomy', 'Hysterectomy', 'Tonsillectomy', and 'Appendectomy'. At the bottom, there is a blue 'Continue' button with a right-pointing arrow, which is highlighted with a red and blue border.

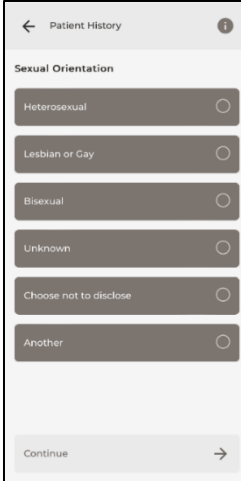
17. You will then be asked about your gender identity. Select your response. You do **not** need to click “Continue”, as you should automatically move to the next page after selecting your response.



The screenshot shows a mobile application interface for 'Patient History'. Under the heading 'Gender Identity', there are seven radio button options: 'Woman/Girl', 'Man/Boy', 'Transgender Woman/Girl', 'Transgender Man/Boy', 'Non-Binary', 'Unknown', and 'Choose not to disclose'. At the bottom, there is a grey 'Continue' button with a right-pointing arrow.

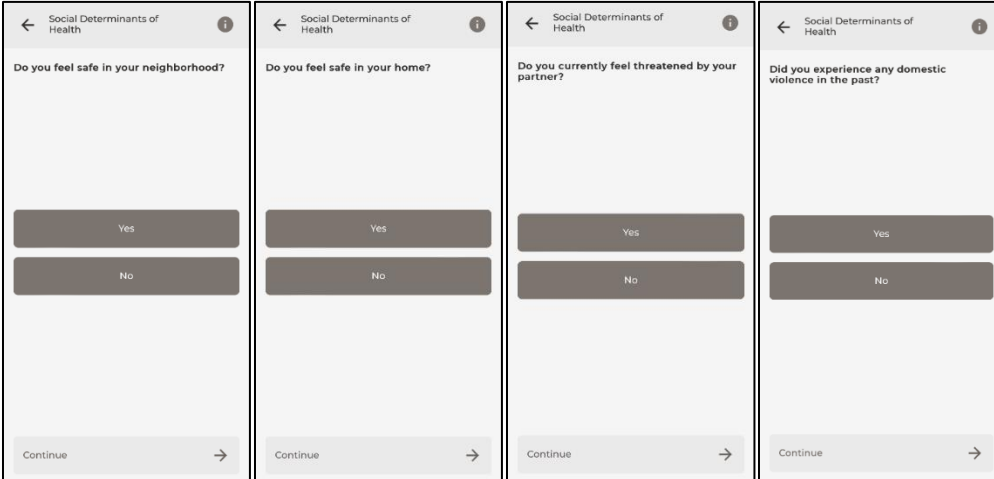


18. You will then be asked about your sexual orientation. Select your response. You do **not** need to click “Continue”, as you should automatically move to the next page after selecting your response.



A screenshot of a mobile application interface titled "Patient History". Under the heading "Sexual Orientation", there are six radio button options: "Heterosexual", "Lesbian or Gay", "Bisexual", "Unknown", "Choose not to disclose", and "Another". A "Continue" button with a right-pointing arrow is located at the bottom right of the form.

19. You will then be asked a series of questions regarding social determinants of health. Select each appropriate response, according to how you feel. You do **not** need to click “Continue”, as you should automatically move to the next page after selecting your response.



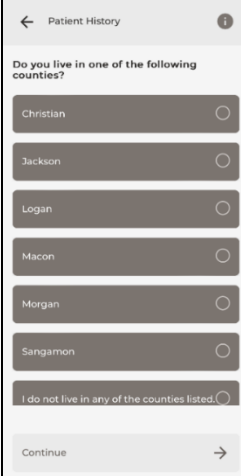
Four sequential screenshots of a mobile application interface titled "Social Determinants of Health". Each screen displays a question with two radio button options: "Yes" and "No". A "Continue" button with a right-pointing arrow is located at the bottom right of each screen.

- Screen 1: "Do you feel safe in your neighborhood?"
- Screen 2: "Do you feel safe in your home?"
- Screen 3: "Do you currently feel threatened by your partner?"
- Screen 4: "Did you experience any domestic violence in the past?"





20. You will then be asked which county you live in. Select the correct response. You do **not** need to click “Continue”, as you should automatically move to the next page after selecting your response.



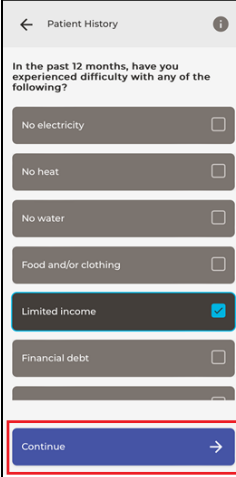
← Patient History ⓘ

Do you live in one of the following counties?

- Christian
- Jackson
- Logan
- Macon
- Morgan
- Sangamon
- I do not live in any of the counties listed.

Continue →

21. You will then be asked “In the past 12 months, have you experienced difficulty with any of the following?”. Select any and all of the responses according to your current situation. Click “Continue”.



← Patient History ⓘ

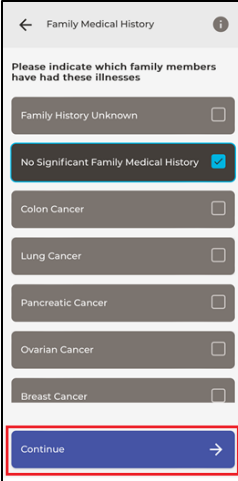
In the past 12 months, have you experienced difficulty with any of the following?

- No electricity
- No heat
- No water
- Food and/or clothing
- Limited income
- Financial debt

Continue →



22. You will then be asked to provide information regarding your Family Medical History. Select the appropriate/correct responses. Click “Continue”.



← Family Medical History ⓘ

Please indicate which family members have had these illnesses

Family History Unknown

No Significant Family Medical History

Colon Cancer

Lung Cancer

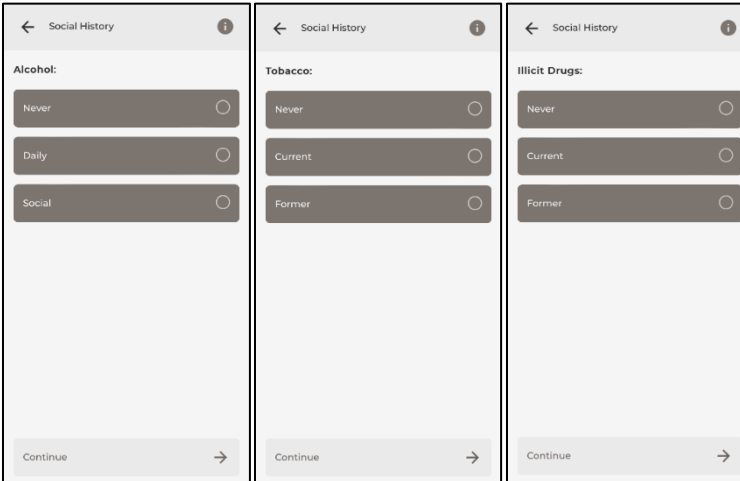
Pancreatic Cancer

Ovarian Cancer

Breast Cancer

Continue →

23. You will then be asked about your social history: alcohol use, tobacco use, and illicit drug use. Select each response according to your level of consumption. You do **not** need to click “Continue”, as you should automatically move to the next page after selecting your response.



← Social History ⓘ

Alcohol:

Never

Daily

Social

Continue →

← Social History ⓘ

Tobacco:

Never

Current

Former

Continue →

← Social History ⓘ

Illicit Drugs:

Never

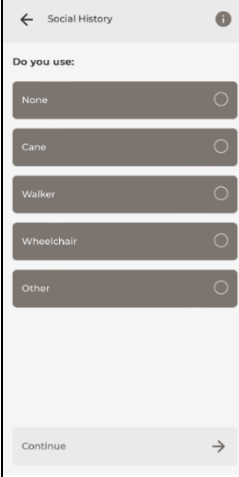
Current

Former

Continue →

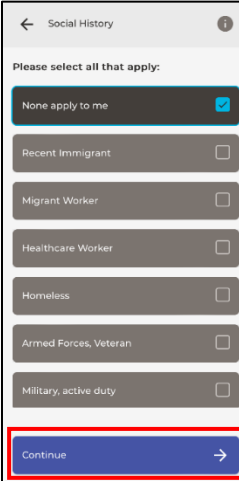


24. You will then be asked if you use any assistive devices. Select your response. You do **not** need to click “Continue”, as you should automatically move to the next page after selecting your response.



The screenshot shows a mobile application interface titled "Social History". At the top left is a back arrow and the title "Social History". At the top right is an information icon. Below the title is the question "Do you use:". There are five radio button options: "None", "Cane", "Walker", "Wheelchair", and "Other". At the bottom of the screen is a "Continue" button with a right-pointing arrow.

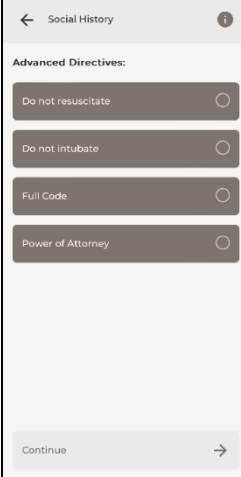
25. You will then be asked about your current military/housing/immigration status. Select all appropriate responses. Click “Continue”.



The screenshot shows a mobile application interface titled "Social History". At the top left is a back arrow and the title "Social History". At the top right is an information icon. Below the title is the question "Please select all that apply:". There are seven checkbox options: "None apply to me" (checked), "Recent Immigrant", "Migrant Worker", "Healthcare Worker", "Homeless", "Armed Forces, Veteran", and "Military, active duty". At the bottom of the screen is a "Continue" button with a right-pointing arrow, which is highlighted with a red box.

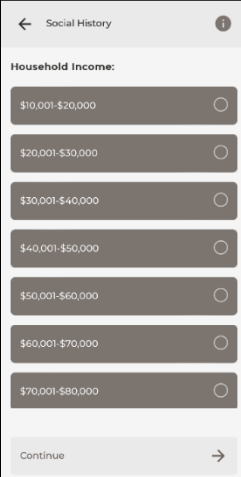


26. You will then be asked about your advanced directives. Select your response. You do **not** need to click “Continue”, as you should automatically move to the next page after selecting your response.



The screenshot shows a mobile application interface titled "Social History". Under the heading "Advanced Directives:", there are four radio button options: "Do not resuscitate", "Do not intubate", "Full Code", and "Power of Attorney". A "Continue" button with a right-pointing arrow is located at the bottom of the screen.

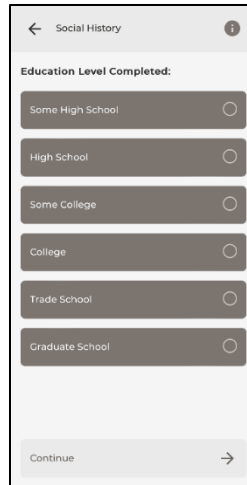
27. You will then be asked about your household income. Select your response. You do **not** need to click “Continue”, as you should automatically move to the next page after selecting your response.



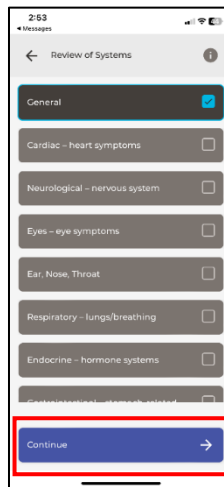
The screenshot shows a mobile application interface titled "Social History". Under the heading "Household Income:", there are eight radio button options representing income ranges: "\$10,001-\$20,000", "\$20,001-\$30,000", "\$30,001-\$40,000", "\$40,001-\$50,000", "\$50,001-\$60,000", "\$60,001-\$70,000", and "\$70,001-\$80,000". A "Continue" button with a right-pointing arrow is located at the bottom of the screen.



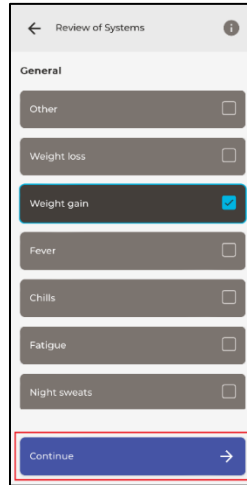
28. You will then be asked about your level of education. Select your response. You do **not** need to click “Continue”, as you should automatically move to the next page after selecting your response.



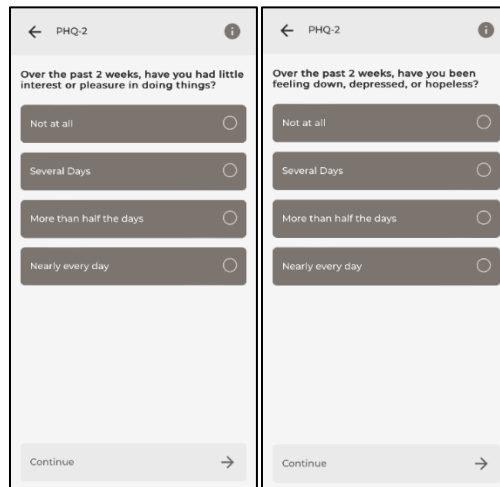
29. You will then be asked about Review of Systems. Select all that apply. Click “Continue”.



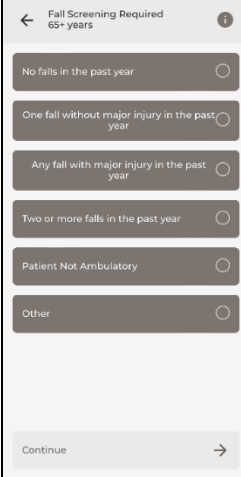
30. You will be given a general list of symptoms. Click any and all that apply. Click “Continue”.



31. You will then be prompted to complete the PHQ-2. This is a depression screening tool. Select your response to each question. You do **not** need to click “Continue”, as you should automatically move to the next question after selecting your response.

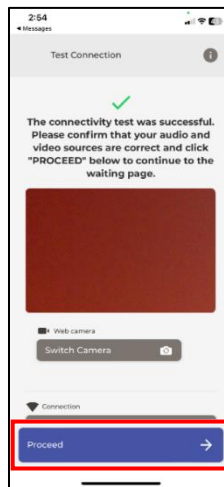


32. You will then be prompted to complete a Fall Screening. Select your response. You do **not** need to click “Continue”, as you should automatically move to the next page after selecting your response.

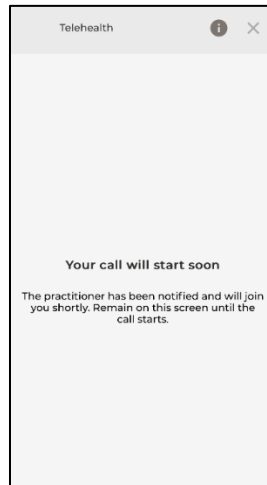


The screenshot shows a mobile app interface for a "Fall Screening Required" questionnaire for patients aged 65+. The screen has a back arrow on the top left and an information icon on the top right. The questionnaire consists of six radio button options: "No falls in the past year", "One fall without major injury in the past year", "Any fall with major injury in the past year", "Two or more falls in the past year", "Patient Not Ambulatory", and "Other". A "Continue" button with a right-pointing arrow is located at the bottom of the screen.

33. Once you have completed all of the Patient History, you should be taken to a screen that looks similar to this. It may take a few seconds for your browser/device to complete a connectivity test. Once the connectivity test is complete, the “Proceed” button will turn purple. Click “Proceed”.



34. Your screen should now look similar to the image below.



35. Congratulations, you have successfully checked in to your telehealth appointment! Your provider/clinician will be with you shortly.

