

Updated: 08.22.2024

Teladoc/Solo Patient Instructions When Utilizing a Mobile Device

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.





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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".





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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".

Consent to Treatment		Consent to Treatment	0
so that we may verify your identity and submit insurance claims to your insurer on your behalf. We may also be requested to provide your SSN to outside medical providers for similar purposes. We will only use your SSN for the purpose for which it was collected. Signature An authorised signature below indicates the approval of the agreement outlined		so that we may verify you submit insurance claims on your behalf. We may a requested to provide you outside medical provider purposes. We will only us the purpose for which it y Signature An authorised signature but he approval of the agreen	r identity and to your insurer Iso be r SSN to s for similar e your SSN for was collected.
above. Type to sign Draw to Sign		above. Type to sign	Draw to Sign
Sign		Sign	
autonize payment or medical insurance benefits directly to SIU. I understand that I am responsible for paying any co-payment and deductibles that my insurance does not cover.		autonize payment of me insurance benefits direct understand that I am res paying any co-payment deductibles that my insu- not cover.	edicai tly to SIU. I sponsible for and urance does
Sign	OR	Sign	\rightarrow



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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".







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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".

← Privacy Practices	0	+ Privacy Practices	0
To request a copy of your medical records you can contact SIU Medici Central Medical Records departme mail at SIU Medicine Central Medici Records, 201 E. Madison St., Box 196 Springfield, IL 62794, by telephone 175.566.7381, but size at 717.566.7384 Signature An authorised signature below indica the approval of the agreement outline above. Type to sign Draw to	ine int by sal 541, at tes ed Sign	To request a copy of y records you can conta Central Medical Recor mail at SIU Medicine & Records, 201 E. Madiss Springfield, IL 62794, 1972-562-433 hv fav at Signature An authorised signatur the approval of the agr above. Type to sign	bur medical tct SIU Medicine ds department by central Medical in St., Box 19641, ay telephone at 2022-Sc5-2880, or e below indicated ceement outlined Draw to Sign
Sign		Sign	
information. Please sign this form t acknowledge receipt of the Notice.	to	information. Please si acknowledge receipt	gn this form to of the Notice.
copy of SIU Medicine's Notice of Pri Practices.	ivacy	copy of SIU Medicine's Practices.	Notice of Privacy
Sign	→ OR	Sign	\rightarrow



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11. Once you have completed signing, click "Sign".



12. If prompted to complete a Patient History intake form, please do so and then 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".





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



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

Teladoc/Solo Patient Support Line for SIU Medicine Patients: 866-970-5514

