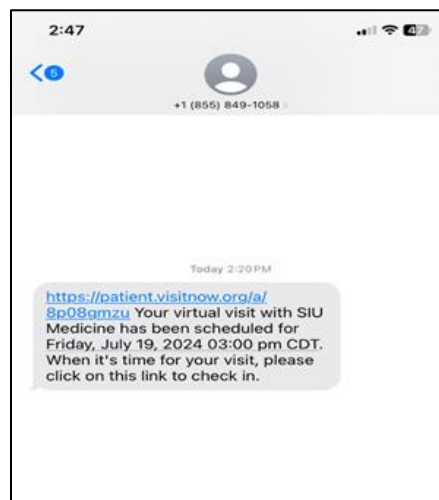# Teladoc/Solo Patient Instructions When Utilizing a Mobile Device
Checking in to Your Telehealth Appointment/Virtual Visit

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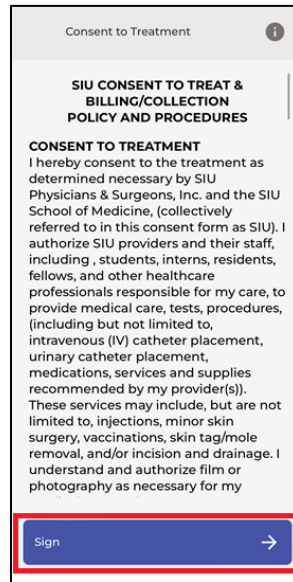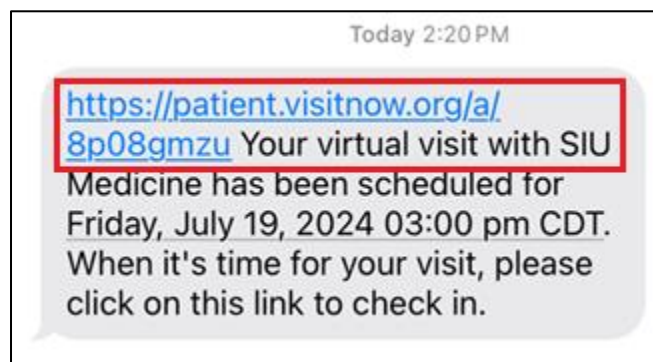
3. Once you click on this link, it should take you to a page that looks like the one below. Click on "Check In".
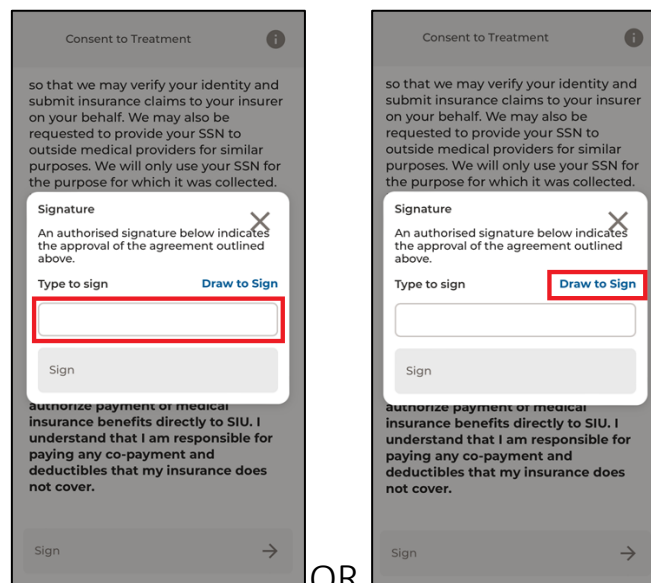

4. Your phone will most likely ask you if you would like "patient.visitnow.org" to use your current location. Click "Allow".
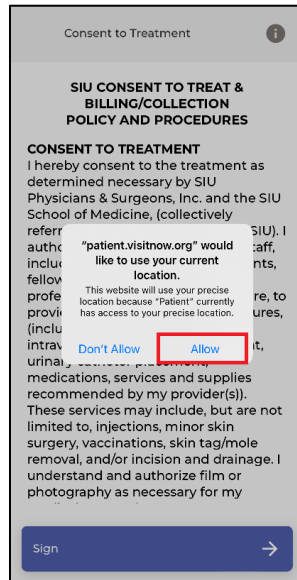
5. You will then move on to the Consent to Treat form. Once you have read through the form/information, click "Sign".
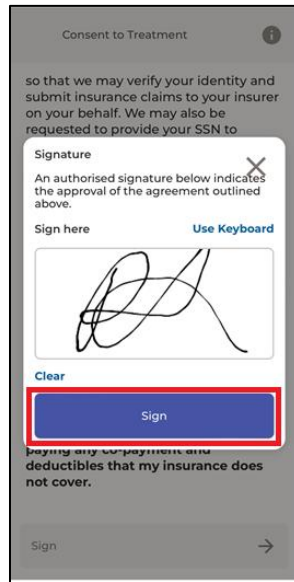

6. A pop up should appear that looks like the one below. If you wish to type your signature, you can simply tap on the box and a keyboard should pop up that allows you to type your name. However, if you wish to actually sign your name, click on "Draw to Sign".
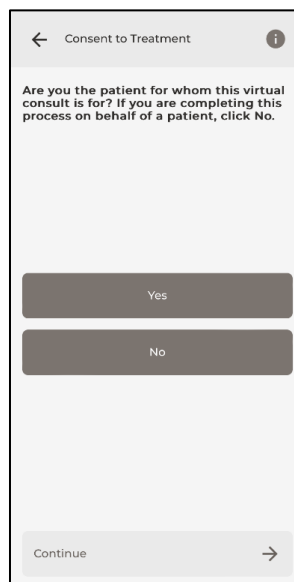
 OR

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".
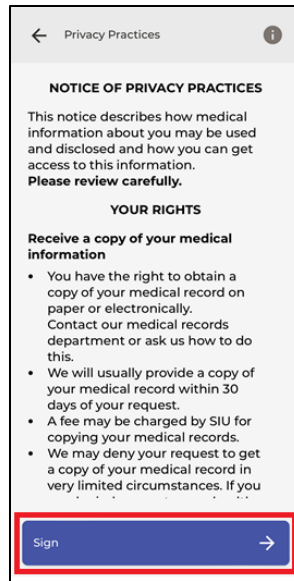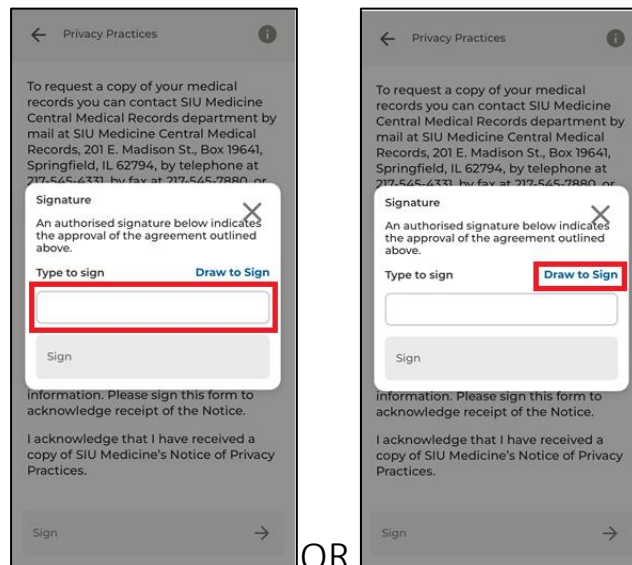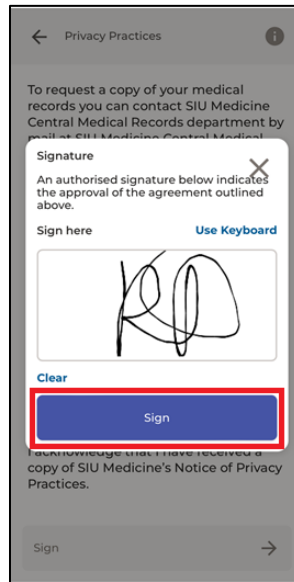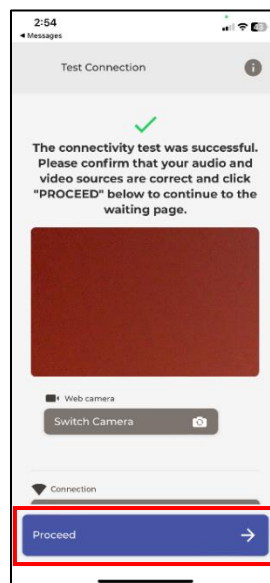
 OR

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".

13. Your screen should now look similar to the image below.
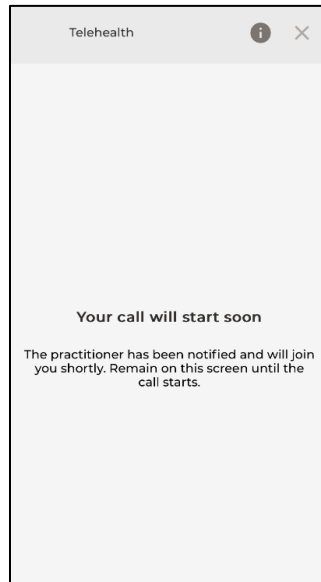
14. Congratulations, you have successfully checked in to your telehealth appointment! Your provider/clinician will be with you shortly.

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