



On-Demand Telemedicine

HOW-TO & TIP SHEET

What you will need:

- A smartphone, computer or tablet with a forward facing camera and microphone
- Ability to receive a text message or email
- A good internet connection

BROWSER TIP:

Use  Chrome or  Safari.
Do not use Explorer.

Before you start:



**TEST YOUR
MICROPHONE AND
CAMERA AT:**

www.doxy.me/precall-test

PLEASE HAVE THE FOLLOWING READY:

- Current insurance information
- Photo ID
- Credit card for co-pay, if applicable
- List of current medications/allergies

PLEASE NOTE: Private pay (no insurance) requires a deposit at time of service.

When to use On-Demand:

On-Demand Telemedicine is great for urgent medical issues that can't wait for an appointment.

Contact your regular doctor for well exams, medication review/refills, immunizations, routine check-ups for chronic conditions, referrals, and billing questions. L&I visits can not be done via telemedicine.

PLEASE: Do not check in for a scheduled telemedicine visit with your regular Family Care Network provider via On-Demand. Follow the directions provided by your clinic.

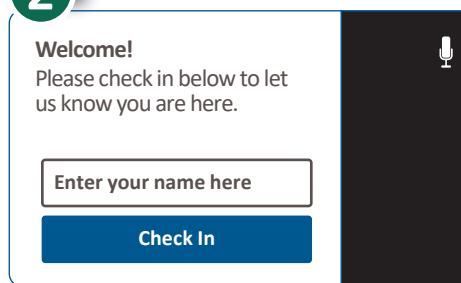
To start your visit:

STEP 1 GO TO:

www.familycarenetwork.com/telemedicine-start

CLICK: 

STEP 2 FOLLOW THE PROMPTS TO CHECK IN.



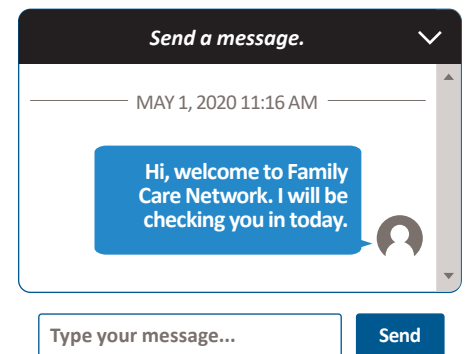
Welcome!
Please check in below to let us know you are here.

IMPORTANT:

- Always ALLOW access to camera and microphone.
- Make sure your camera is set to "front" view.

STEP 3

A representative will talk with you via instant messaging to collect your patient information, reason for visit, and payment.



Send a message.

MAY 1, 2020 11:16 AM

Hi, welcome to Family Care Network. I will be checking you in today.

Type your message...

After checking in, remain in the waiting room. An available provider will start the visit as soon as they are available.

Telemedicine Tips:

- Restart your computer before your visit, to clear other applications that might be using your microphone or camera.
- Do not open other applications or refresh your browser while your visit is in progress.
- If you lose your connection, follow the link on our website back to the waiting room and check in. Your provider will be able to see when you enter and can re-start the visit.