


Telemedicine

HOW-TO
SCHEDULE

To schedule a telemedicine visit:

 Use your InTouch Patient Portal account. See **STEP 1.** 

 Call your clinic and ask for telemedicine.

 Need a portal account? Request one at familycarenetwork.com/intouch

For your visit 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

STEP 1 Log in at familycarenetwork.com/intouch



The screenshot shows the Family Care Network patient portal. On the left is a navigation menu with options: Home, Messages, Appointments (highlighted), Prescriptions, Billing, Forms, Agreements, Profile, Medical, Documents, Settings, and Logout. The main content area is titled 'New Appointment Request' and includes a 'View Appointment History...' link. A note states: 'Note: Your last request for online appointment was received 11/28/2018'. Below the note are instructions: 'To schedule a new TELEMEDICINE appointment, select Facility, Provider and Appointment. If this is a medical emergency, call 911. To schedule a lab draw appointment, please go to FCNLAM.as.ms.' The form fields are: 'Select Patient' (Jane D. Smith [ID: 109339-0552001]), 'Select Facility' (North Sound Family Medicine), 'Select Provider*' (Swanson MD, Mary J), and 'Select Date*' (05/01/2020). A 'Search' button is at the bottom.

STEP 4 Select a date and time.

- 05/05/2020, Mon, 08:00 AM [Telemedicine Visit - 20min]
- 05/05/2020, Mon, 08:20 AM [Telemedicine Visit - 20min]
- 05/05/2020, Mon, 09:40 AM [Telemedicine Visit - 20min]

STEP 5 Reason for Visit

Fill in Reason for Visit, confirm information and submit.

STEP 6 Confirmation

You will receive a portal message confirming your appointment. Your clinic will send login information via email or text prior to your appointment..

