

## TELEHEALTH APPOINTMENTS AND PATIENT PORTAL

To schedule a telehealth appointment, please call our office at 201-503-0302 and our staff will guide you on the necessary steps.

### TYPES OF VIRTUAL APPOINTMENTS FOR TELEHEALTH VISITS:

Rash/ Skin lesion/spot check/ Acne follow-up /Existing skin condition follow-up/ Eczema/psoriasis, Hair & nail conditions/ Biopsy result discussion/ Cosmetic Consultations/ Pre-Screening prior to office visits

### WHAT TO EXPECT DURING YOUR TELEHEALTH APPOINTMENT:

The nurse or medical assistant will call you 10-15 minutes prior to your appointment time.

When it is time for your appointment, you will receive a text message with a highlighted link below. Click on the link to be redirected to app. You will be prompted to enter your last name and DOB (date of birth). Once the app opens, you will be connected and your visit will begin.

- Please be seated in a well-lit, private, quiet area.
- Please have paper and pen handy.
- Have a family member or friend nearby if you need assistance with the camera.
- Have a list of medications and products.
- Have important questions written down.
- Have a hand-held mirror available, if possible.

Our Telemedicine service uses the "**Pocket Patient**" app. We ask all patients to download **Pocket Patient** to their Apple or Android devices. Our telehealth appointments will be taking place with the use of this app. It provides secure audio and video chats between you and your provider.



**TO GET STARTED:** Go to your "app" icon on your device. Search for "**Pocket Patient**" and download.

You will be prompted to create a password which you will need to use in order to log in. Once you do, please click "**More**", then "**Options**" then "**Camera settings**". Please change image resolution to **HIGH**, for the best quality images during your visit.

Once you are ready to request an appointment, please go to "**Virtual**" and click "**Request Virtual Visit**". Choose the reason for the visit and provide any details regarding your complaint. There is also a "**Photo Wizard**" screen where you take pictures of the area(s) you would like the doctor or Physician Assistant to examine. You may take multiple photos if necessary. Please take pictures in a well-lit area for best images.



### **ACTIVATING YOUR PATIENT PORTAL:**

To activate your **Patient Portal**, we will send you a link to your EHR (Electronic Health Record) when you call to schedule an appointment. You may use this portal at any time to update any information or upload photos. This is also the place you may go to, to privately message our providers or staff. This is more secure and efficient than our Gmail.