

TIPS FOR YOUR VIDEO VISIT APPOINTMENT WITH SWMD

Be sure steps are completed at least a day before the appointment.
If you have questions or problems getting in, call us at 269-321-7546.

Getting Ready for your Visit:

You have elected to schedule a Telehealth Visit for your next encounter with your provider. Here are a few things that you will need to consider before your appointment:

- Telehealth is an audio and video appointment done through an App on your phone. If you do not have these capabilities, contact our office today to reschedule for an in-person visit.
- Telehealth is only for established patients that have been seen in the last 12-13 months.
- The codes that will be used for your visit are 99211-95, 99212-95, 99213-95, 99214-95, 99215-95. You will want to verify your health insurance benefits for this type of service if you are covered by:
 - Any commercial plans
 - Advantage Medicare products
- Telehealth appointments can only be requested by the patient; our providers are not permitted to request this type of visit. If our providers feel that the appointment would be more appropriate in person, you will be notified.
- If your visit is scheduled as an “in office visit” at one of our locations, it cannot be converted to a Telehealth Visit. You will need to contact scheduling at 269-321-7546 option 1 to reschedule the appointment.
- Follow the directions below and please be sure to have a well-lit, private space for this call and make sure someone is available to assist if needed.

Download the App and Login at Least 1 Day in advance:

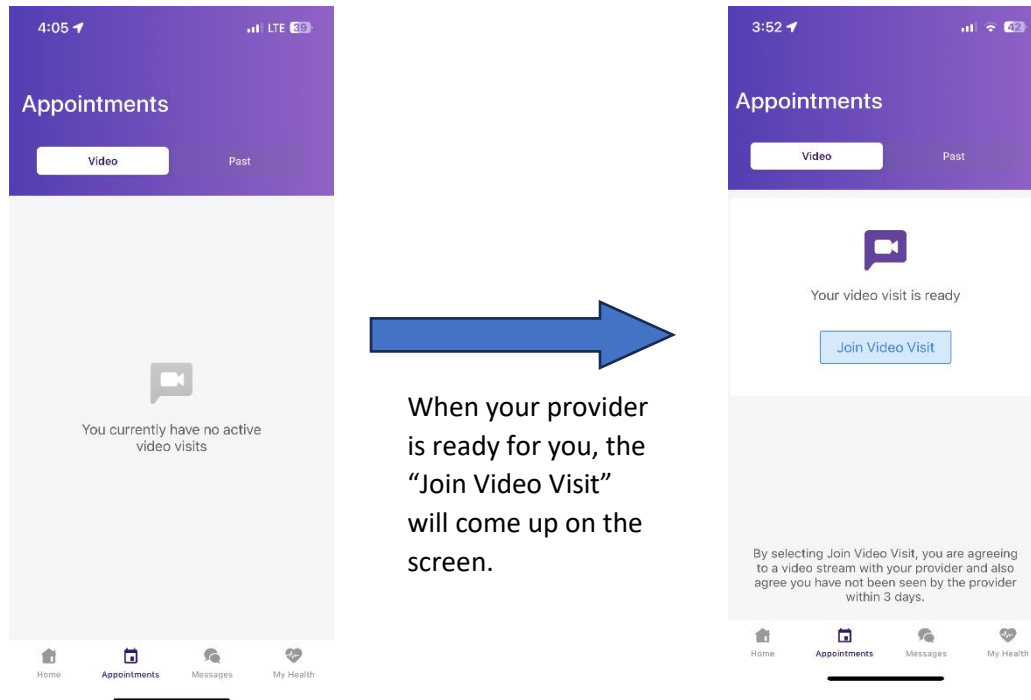
Be sure steps 1-4 are completed at least a day before the appointment in case you have any issues or questions. If you have questions, please call us at 269-321-7546 opt. 1.

1. Activate Patient Portal (if you already have done this, you can skip this step). If you are not already active, you will receive a link to activate your portal after scheduling your video visit appointment. This link is valid for 72 hours. If you do not have the link or it has expired, please call us and we can resend it to you.
2. Make sure to download the APPatient App on your smart phone. (It may not be the first selection, the app is by Modernizing Medicine, Inc)
3. Open app and login using the following information:
 - a. URL: southwestmichiganderm.ema.md
 - b. Portal Username (Note: your Username is usually your email, in all caps)
 - c. Password for the Portal
4. Follow the prompts and answer the questions.



Day of Appointment:

5. Have the app open ten minutes before your appointment time. You will not see an appointment under “Appointments” until the provider is ready for you. Our system does not show upcoming appointments in this app. When the provider is ready for you a “Join Video” option will come up under appointments.
6. Select “Join Video Visit” and allow access to camera and microphone when prompted. You will also receive a text and email when the appointment starts.



When your provider is ready for you, the “Join Video Visit” will come up on the screen.

We look forward to seeing you at your upcoming appointment at Southwest Michigan Dermatology.