



## Virtual Visits

All Med Medical Group's telemedicine platform enables access to their trusted primary care provider and select specialists using a convenient and secure video technology. Book a Virtual Visit today with an All Med Medical Group doctor that you already know and trust. You can call and make an appointment by calling 718-325-0700.

- Put your health needs first by booking a Virtual Video Visit. All you need is a smartphone or a desktop computer. All Med Medical Group now offers Virtual Visits for urgent care, primary care and specialty care services to all our patients.
- Convenient access to quality care with our trusted team, when you can't get to the office.

### Benefits of Using All Med Medical Group's Virtual Visits:

- **Convenient:** Access high quality care conveniently in the comfort of your home, work or any other private location.
- **Connected:** Support your health wherever you are when you stay connected with All Med Medical Primary Care Providers and Specialists using our safe and secure Virtual Visits.
- **Safe:** Your personal health information is completely secure when you speak with the All Med Medical Group providers you already know and trust through HIPAA compliant video technology.

### Get Started:

- Schedule your Virtual Visit by calling our main office number at 718-325-0700, just as you would for an in-person visit, and request a "Virtual Visit" at a date & time that is convenient for you.
- Once your visit is confirmed, you will receive a text with your appointment date, time and a link to click when your time has been scheduled. This link can be used on your mobile device, tablet or desktop.
- To save time, see the instructions for getting set up with Virtual Visits.
- At this time, if you are not able to use a device for a video session, call us and we can make other arrangements for you.

### Tips for a Successful Virtual Visit:

- Be sure you have strong WiFi connectivity.
- Close all other applications on your mobile device, tablet or desktop.
- Join your visit in a quiet, well-lit room with no background noise
- Write down questions for your doctor in advance so you don't forget anything
- Try to speak slowly, as there is sometimes a delay in the video
- Remain on camera so that your provider can see you during the visit

## **Frequently Asked Questions – Virtual Visits / What to Expect**

### **What is a Virtual Visit?**

#### **Answer**

An All Med Virtual Visit is a telemedicine solution designed to make healthcare convenient, should you need care for a non-emergency medical condition or illness. By definition, telemedicine is the remote diagnosis and treatment of a patient by means of communication technology such as video conferencing or a phone call.

### **What happens during a Virtual visit?**

#### **Answer**

Virtual Visits will allow you to meet with the All Med Medical Group providers you already know and trust through convenient, secure, live video conferencing technology through your computer or mobile device. It is the same world-class care you are accustomed to receiving from All Med Medical Group, just from the comfort of your home, the convenience of work, or from any other private location.

### **Who is eligible and how can I start using All Med’s Virtual Visits?**

#### **Answer**

All existing All Med patients are eligible for Virtual Visits. We are in the process of expanding our Virtual Visit program, so we recommend that you contact our provider office to find out if they are participating.

### **I’m interested in conducting virtual visits with my doctor. How do I begin?**

#### **Answer**

To schedule a Virtual Visit, simply call our provider’s office and request a “Virtual Visit” over the phone. Once your Virtual Visit is scheduled, you will receive a text with the time, date and link to start your visit.

## **How do I start my visit?**

### **Answer**

If you plan to conduct the Virtual Visit from your mobile device, we recommend you close all other applications and find quiet area with a strong WiFi signal. A few minutes before your scheduled visit is set to begin, hit the link button, and that's it! Your care provider will meet with you shortly

## **What do I need in order to participate?**

### **Answer**

WiFi is strongly recommended. If using a mobile device:

- Android device, or iPad/iPhone iOS 10 or later
- If using desktop or laptop device: A webcam and speakers are required for your Virtual Visit.

Compatible browsers if using a desktop computer, laptop, or Android device:

- Firefox v.47 or later
- Chrome v.50 or later

## **Do you have contact information for technical support, if I am having trouble accessing the Virtual Visit?**

### **Answer**

For any questions call your main provider office number and someone can assist.

## **Is the connection between myself and my clinician secure and private?**

### **Answer**

Yes, just like a regular doctor's appointment, your virtual visit is entirely private and confidential. It is very important that you conduct your visits in a private, secure location.