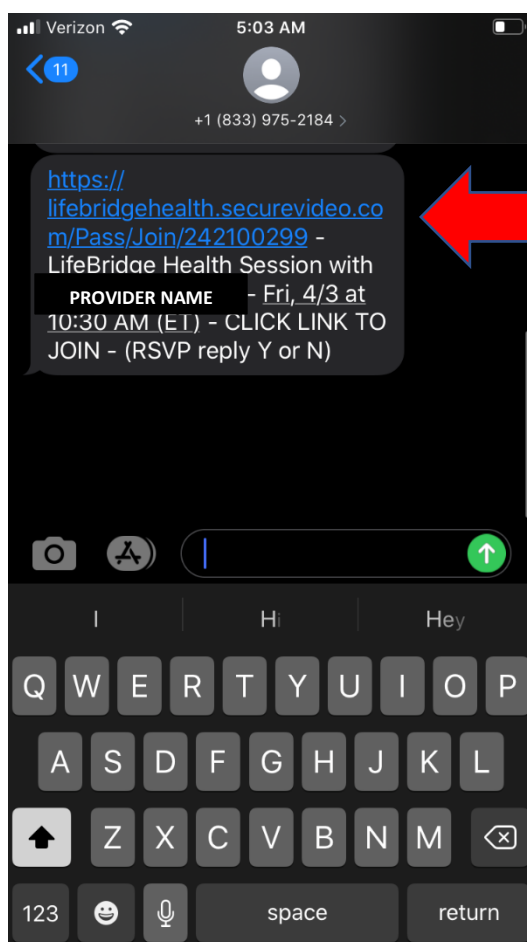


SecureVideo Patient Guide (Text)

If patient would prefer to receive notification via **TEXT**, please follow the instructions below:

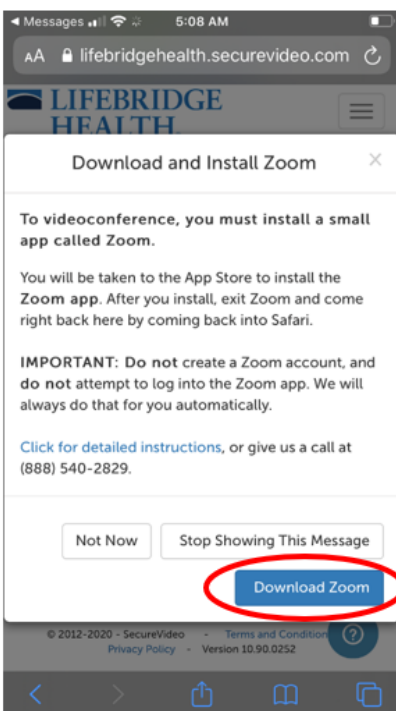
1. Once SecureVideo appointment is set, the patient will receive the following text message. The message will include the name of the provider and the date and time of the scheduled visit:



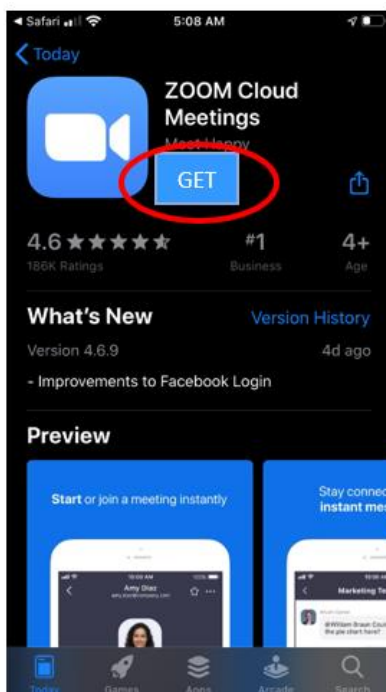
Tap the link provided

- 1a. The following box will appear (see next page). Select **Download Zoom**.

SecureVideo Patient Guide (Text)

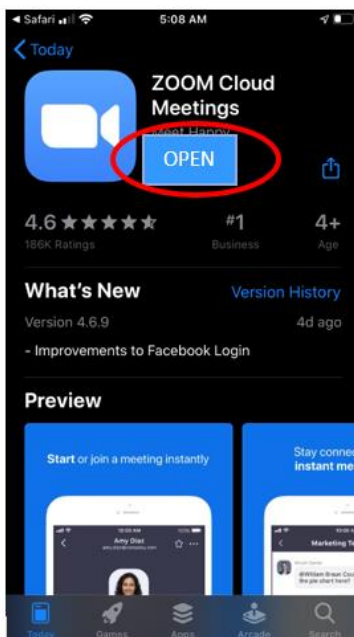


2. You will automatically be routed to your app store to download the app at no charge. Tap the **GET** button to download the app to your device.

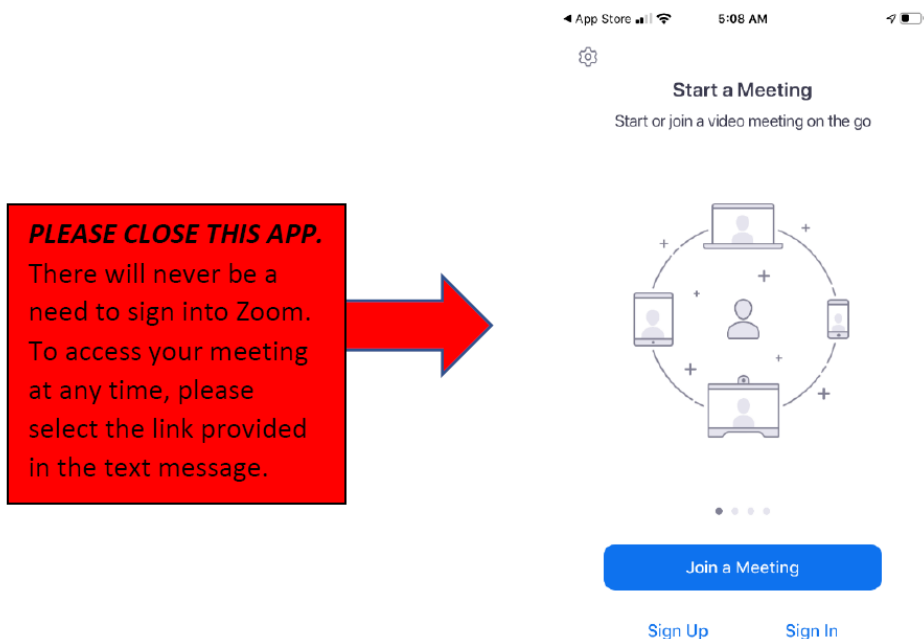


SecureVideo Patient Guide (Text)

2a. Once the app has downloaded, tap Open.



3. The following screen will appear.



SecureVideo Patient Guide (Text)

PLEASE CLOSE THIS APP. You will never have to sign in to the Zoom application. It is only installed for the video and will run in the background. To access your meeting at any given time, please select the link in the text message.

4. Go back to the original text you received and tap the link again (see step 1). The following screen will appear in your web browser.

The left screenshot shows the 'Session' details page with the following fields and buttons:

- Session - PROVIDER
- NAME
- DATE
- TIME
- OFFICE PHONE
- Enable Dial-In
- Add to Calendar
- Please RSVP

The right screenshot shows the 'Enter Waiting Room' button, 'SESSION DOCUMENTS' table, and 'Install Zoom' button.

Document Type	Status
Submit	Required
CONSENT TO TREATMENT FORM	pre-session
**COMPLETE	- TEST
NOW**	PATIENT 2

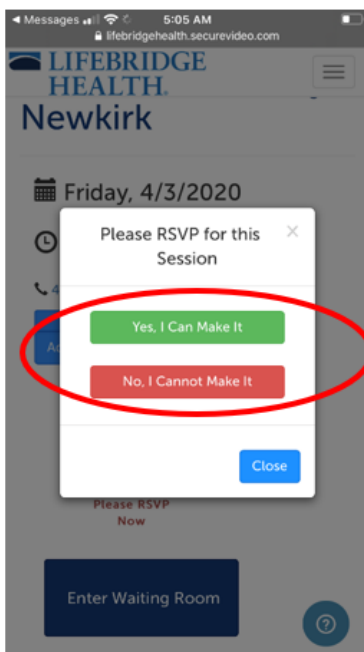
5. Tap the envelope to RSVP to your appointment.

The screenshot shows the 'Newkirk' patient portal with the following details:

- Friday, 4/3/2020
- 10:30am (ET)
- 410-469-5647
- Enable Dial-In
- Add to Calendar
- Please RSVP** (circled in red)
- Enter Waiting Room

SecureVideo Patient Guide (Text)

5a. The following screen will appear. Tap the **GREEN** box if you CAN attend the appointment at the scheduled time. Tap the **RED** box if you CANNOT attend the appointment at the scheduled time.



6. Below the envelope is the **Consent to Treatment Form**. Prior to meeting with the doctor, the Consent to Treatment Form must be completed. To complete the form, select the dark blue **Submit** button.

SecureVideo Patient Guide (Text)

Messages 5:06 AM
lifebridgehealth.securevideo.com

LIFEBRIDGE HEALTH
attend

Enter Waiting Room

SESSION DOCUMENTS

Document Type	Status
CONSENT TO TREATMENT FORM **COMPLETE NOW**	Required pre-session - TEST PATIENT 2

Submit

Install Zoom

© 2012-2020 - SecureVideo Privacy Policy - Terms and Conditions - Version 10.90.0252

- 6a. You will be taken to the following screen for you to complete the **Consent to Treatment Form**.

Messages 5:06 AM
lifebridgehealth.securevideo.com

LIFEBRIDGE HEALTH

**CONSENT TO TREATMENT FORM
COMPLETE NOW**

Please complete the CONSENT TO TREATMENT FORM **COMPLETE NOW** document below. You must complete this document before you can connect to your session.

DATE
TIME

SESSION DOCUMENTS

Messages 5:06 AM
lifebridgehealth.securevideo.com

LIFEBRIDGE HEALTH

SESSION DOCUMENTS

Document Type	Status
Complete Document Below CONSENT TO TREATMENT FORM **COMPLETE NOW**	Required pre-session - TEST PATIENT 2

Consent to Treatment

Date of Telemedicine Visit (MM/DD/YYYY):

Patient Name:

SecureVideo Patient Guide (Text)

The following information will need to be completed on the form:

- Date of Telemedicine Visit (Date of your doctor's visit)
- Patient Name (Patient's name or the person to be seen)
- Date of Birth
- Patient/Spouse/Parent/Guardian Name (Your name or the person filling out the form on the patient's behalf)
- Relationship to the Patient
- Date (Date you are completing the form)
- Electronically Signed By (Your name or the person filling out the form on the patient's behalf)

6b. Once completed, you will select **Submit Document**. (see next page)

Messages 5:07 AM
lifebridgehealth.securevideo.com

LIFEBRIDGE HEALTH

☐ Guardian
☐ Other

By electronically signing below, you acknowledge that you have read and understand this document.

Electronically Signed By *

TEST PATIENT 2

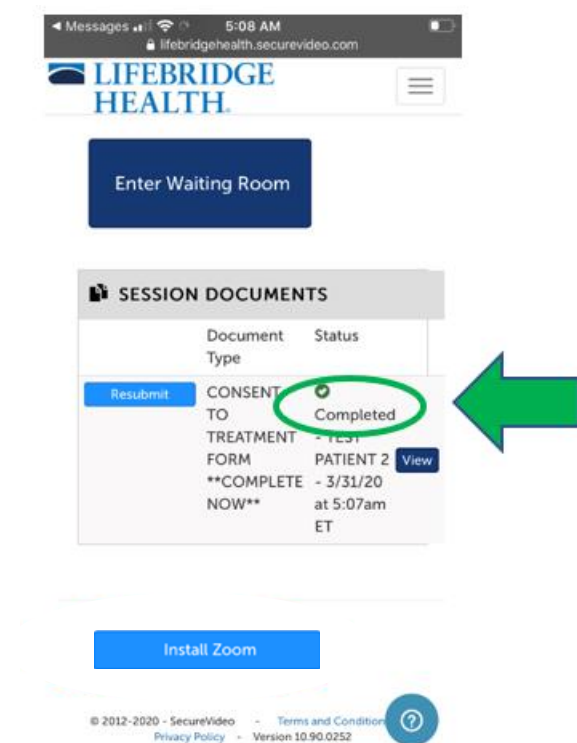
Submit Document

Reload

© 2012-2020 - SecureVideo - Terms and Conditions - Privacy Policy - Version 10.90.0252

7. Once Consent to Treatment Form is submitted, the following screen will appear:

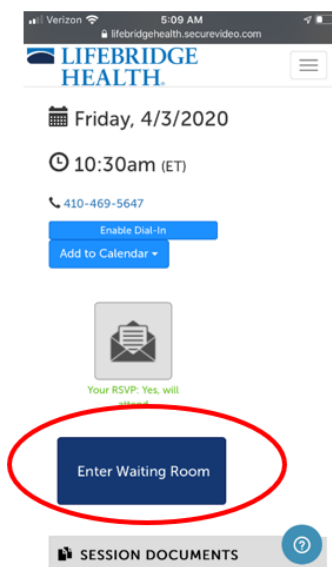
SecureVideo Patient Guide (Text)



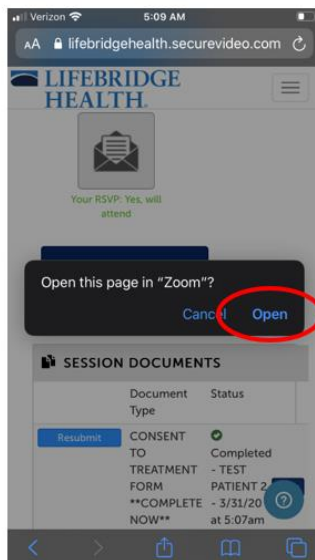
The Consent to Treatment will show as completed (**green circle**). If the form needs to be updated or resubmitted for any reason, it can be resubmitted by selecting the bright blue **Resubmit** box to the far left of the completed form.

8. When it is time for the visit, review your first text message and tap the link (see step 1). Once the web browser opens, the following screen should be displayed. Please select **Enter Waiting Room**.

SecureVideo Patient Guide (Text)

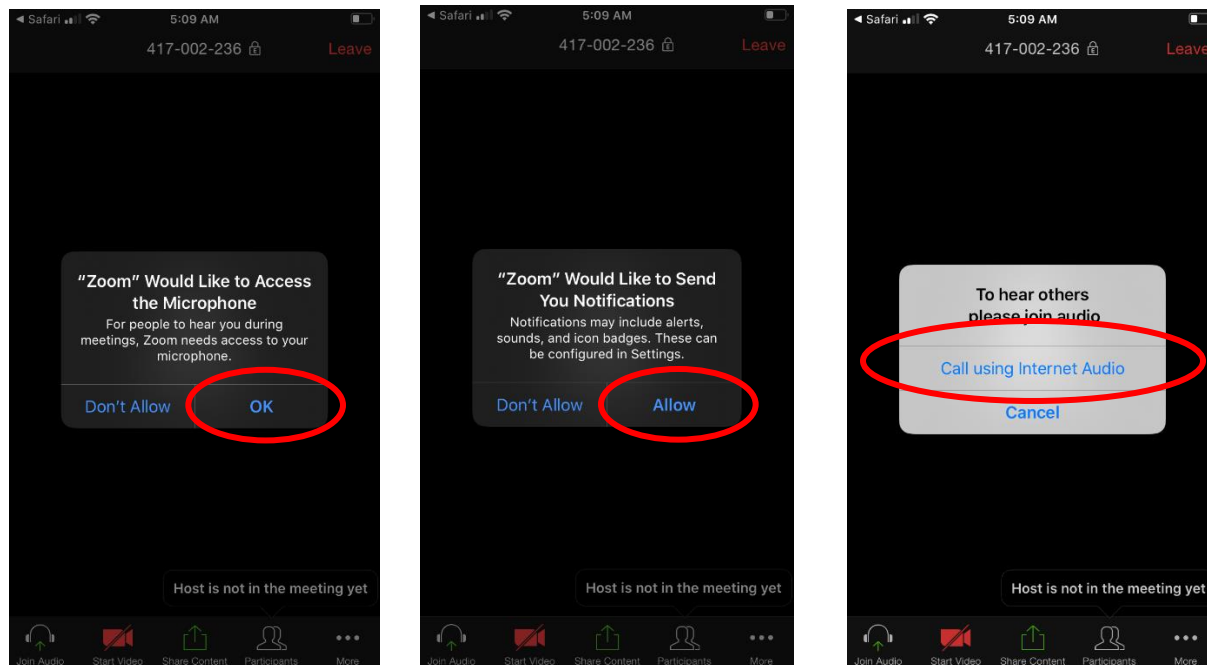


9. The following boxes will appear. Select **Open** (1st red circle).

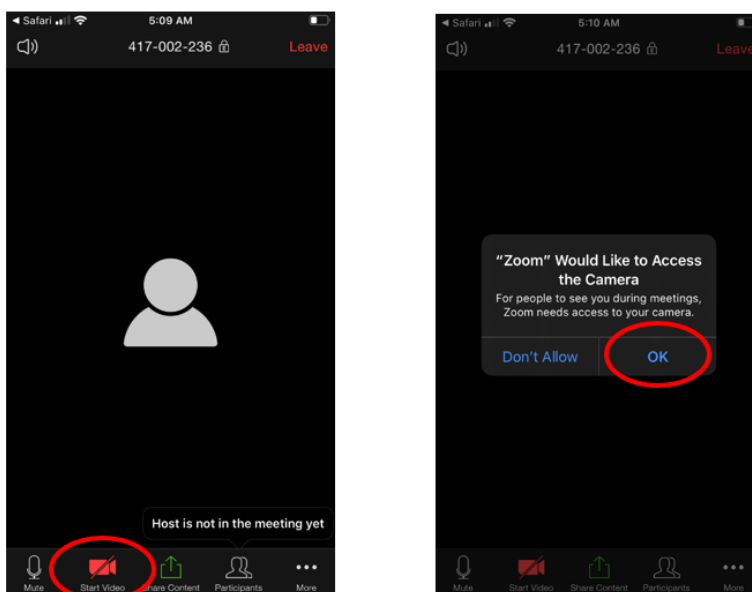


10. The video screen in Zoom will pop up. You will be prompted with the screens shown below.
- “Zoom Would Like to Access the Microphone” – Select **OK** (1st red circle)
 - “Zoom Would Like to Send You Notifications” – Select **OK** (2nd red circle)
 - “To hear others please join audio” – Select **Call using Internet Audio** (3rd red circle)

SecureVideo Patient Guide (Text)

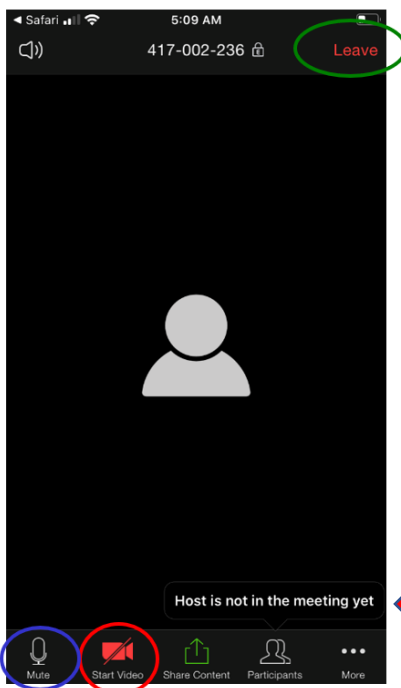


11. The video screen will appear. To ensure the provider can hear you and see you, please enable your video camera by tapping **Start Video** (1st red circle). A notification will pop up asking for access to your camera. Select **OK** (2nd red circle).



SecureVideo Patient Guide (Text)

12. Please see the information below about the different screen controls. Tapping the screen will bring up the controls during the call.



Once the doctor (Host) enters the meeting, their video will pop up and you will be able to hear them on your device

Once the video screen is up, please review the following:

- Ensure the **Microphone** symbol says Mute (this means the microphone is ON)
- Select **Start Video** to turn on your video camera
- **Leave Meeting** (select this button on appointment has been completed)