

## Tennessee Pediatrics Telemedicine Quick Reference Patient Guide

1. Requirements to schedule a Telemedicine Appointment
  - a. Patient Portal Access
  - b. Computer or Mobile Device with a front facing camera, microphone, and speakers
  - c. Wi-Fi or strong Cellular Data connection that allows for video
2. Scheduling a Telemedicine Appointment
  - a. Only certain healthcare needs can be addressed through telemedicine, please call our office for more information
3. Accessing and connecting with your Tennessee Pediatrics Provider for your Telemedicine Appointment
  - a. You can join the video appointment from a computer, smartphone, or tablet
  - b. To access from a computer:
    - i. Through Google Chrome, go to [www.TennesseePediatrics.com](http://www.TennesseePediatrics.com)
    - ii. Select the Patient Portal tab
    - iii. Enter your Patient Portal Username and Password
    - iv. Once logged into the patient portal, your telemedicine appointment will appear on your Portal Dashboard
    - v. Select "Join Televisit"
    - vi. Enter your Vitals or select skip, you are not required to enter this information
    - vii. Accept the Telemedicine Consent Form
    - viii. You will be placed in a virtual waiting room
    - ix. Your visit will begin when your provider joins the visit
  - c. To access from a Mobile Device
    - i. If you do not have the Healow app installed, you will need to install the healow app on your device from the App Store or Google Play Store.
    - ii. Once installed, enter the Tennessee Pediatrics Practice Code "JCADBA" and log in with your Patient Portal Username and Password
    - iii. Once logged into the Healow app, your telemedicine appointment will appear in the "Appointments Section"
    - iv. View the appointment details and select "Start Televisit"
    - v. Your visit will begin automatically when your provider enters the virtual waiting room
  - d. If you are unable to log in to your patient portal or Healow app on your device, you can join the visit directly through link in the Appointment Confirmation Email.
    - i. This method will not work on all devices, if you are unable to join through this link, please use one of the other options or call our office for assistance