

HOW TO ACCESS YOUR TELEMEDICINE CONSULTATION



You have a new upcoming appointment!

Hi

You have a new appointment scheduled with iHeal:

Appointment Time:

Hello! You have an appointment at iHeal on _____ (EST). We look forward to seeing you! For all established patients, we require a 48-business-hour notice in order to cancel an office visit, a phone appointment, an IV infusion, or any other treatment. For all new patient visits, we require a notice of five business days to obtain a full refund.

****Cancellations are not accepted the night before or during the weekend.**

This is a video visit. A few minutes before your appointment, please go to:

<https://patientsihealnaples.md-hq.com/video/?j=727-909-661>

and make sure that you are able to connect. If you are having trouble connecting to the audio when you join the meeting, you can call in to **+1 855 498 7444** and enter your meeting code

STEP 1: REFER TO THE APPOINTMENT REMINDER EMAIL

Start in the right browser on your computer. Google Chrome or Firefox works best for this telemedicine appointment.

Open the appointment email reminder from iHeal Naples and click the embedded telemedicine link.

STEP 2: JOIN MEETING

Two minutes before your appointment starts, click **join meeting**. Your computer will prompt you to allow the system to access your microphone and camera.

Allow "patientsihealnaples.md-hq.com" to use your camera and microphone?

Never for This Website Don't Allow **Allow**

Consultation

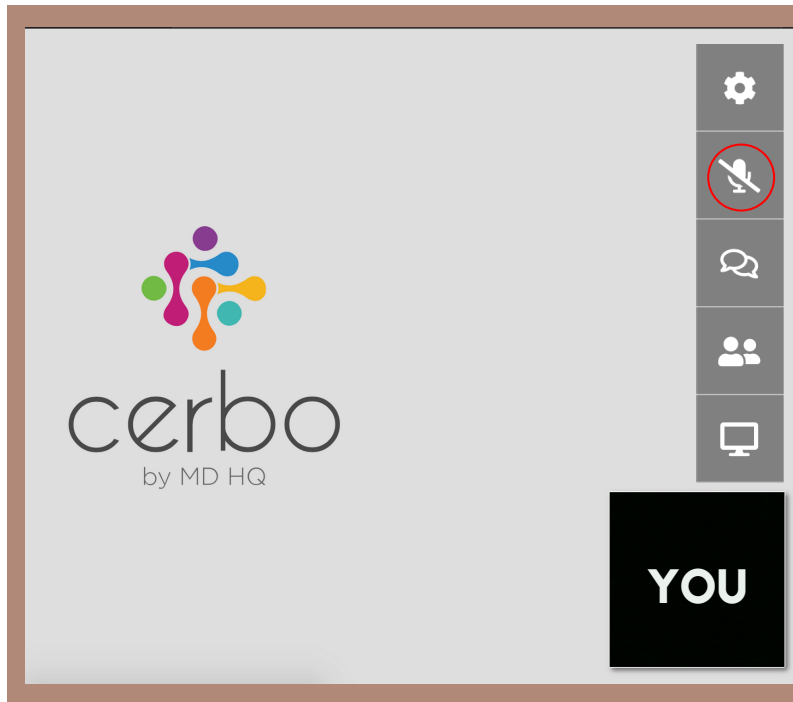
Join Meeting **Preview Camera**

[Audio Issues?](#)

If you're having any trouble connecting to audio by computer, you can try calling:

+1 855 498 7444 and enter your meeting code

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STEP 3: RELAX

If you see this screen, you're in the right place. Now, you just wait for Dr. Everett to appear.

GENERAL RULES...

- **You can see, but you can't hear.** Test to see that your computer volume is loud enough for you to hear by playing music or a video. Next, check your browser's address bar for a speaker icon. Ensure that your browser allows the audio. If you are still unable to connect to audio on your computer, please call (855) 498-7444 and enter your meeting code (the nine digit code at the end of the telemedicine consultation URL in your address bar).
- **It takes two.** If you can see yourself but not Dr. Everett, make sure you accessed the link from the appointment reminder email. If you rescheduled your appointment at any point before the meeting, make sure that you are using the most recent appointment reminder email.