

Telehealth Visits with StarLeaf

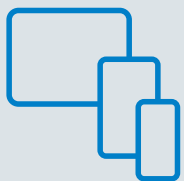
Tablet | Smartphone | Computer (Windows & Mac)



Telehealth visits with StarLeaf use secure video and chat to connect patients and medical staff, without you having to leave your home or office.

If you are a patient and you have arranged for a telehealth appointment, please follow the instructions below to:

- Set up to attend a telehealth visit
- Test the telehealth app or program
- Log into a telehealth visit



Setting Up Your Telehealth Visit

Tablet and Smartphone Setup

1. Go to the [App Store](#) (for iPhone/iPad) or [Google Play](#) (for Android) and download StarLeaf.
2. Once an appointment has been made, you will receive an **e-mail from our staff**. Select **'Join this StarLeaf Meeting,'** and StarLeaf will launch. The receptionists or medical assistants will be in touch with you prior to your visit to ensure connectivity.
3. You are welcome to test the app before you attend a telehealth visit.



Computer Setup (Windows and Mac)

1. On your computer, [download and install StarLeaf](#). You'll be offered the correct version for your operating system.
2. Once an appointment has been made, you will receive an **e-mail from our staff**. Select **'Join this StarLeaf Meeting,'** and StarLeaf will launch. The receptionists or medical assistants will be in touch with you prior to your visit to ensure connectivity.
3. You are welcome to test the app before you attend a telehealth visit.

Testing the Telehealth App or Program

Before you attend a telehealth visit, **it is extremely important to test the app or program** from where you'll be at the time of the visit, such as your home or office. Our receptionists will contact you on the day of, or one day prior, to remind you of the visit, and they will work with you to ensure that you have connectivity.

If successful, you will see yourself appear on the screen and be able to hear your voice.

On the Day of Your Telehealth Visit

- **On the day of your telehealth visit**, you will receive a call from the receptionist approximately 15 minutes before the appointment. They will review your demographics and insurance and collect any copayments due. The receptionist will ask you to revisit the e-mail appointment to launch StarLeaf.
- Click **Join Now and you will be placed in the Virtual Waiting Room** accompanied by soft music while you wait for the provider to connect with you.

We are excited to offer you this opportunity to meet your healthcare needs.