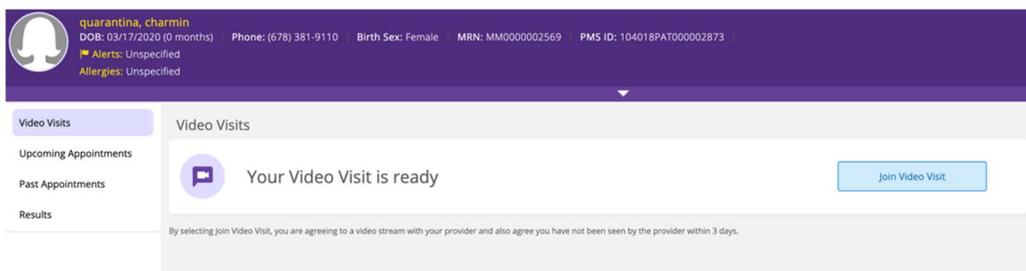
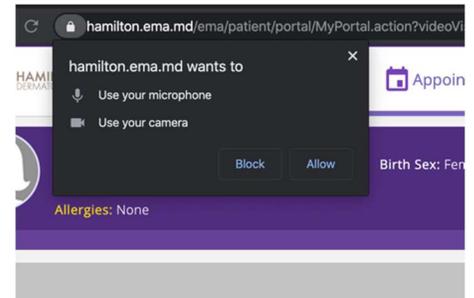
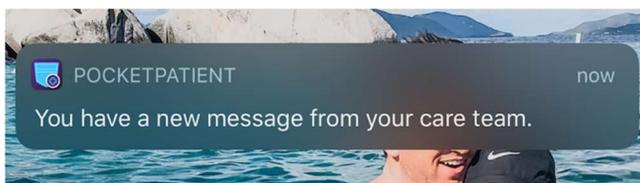


## How to: Telemedicine

1. You first must call the office to schedule your telehealth visit. Our staff will enable telehealth functionality on your account and you will receive an email generated with your patient portal information and instructions to download the PocketPatient app.
2. Patients can either access their telehealth visit through their desktop (Chrome or Firefox required) or they can use the PocketPatient app on their tablet or smartphone.
3. On Desktop: Log into the patient portal, a popup will appear asking to allow access to your computer's camera and microphone. Allow access, so you can communicate with our providers on your telemedicine visits. At your designated time you will be able to join the video chat.



4. On tablet or smartphone: You will receive a notification when you video chat is ready.



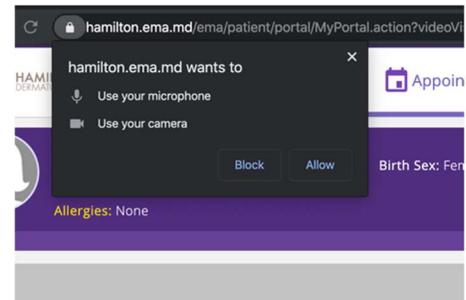
5. You will now be able to talk with your provider! Be sure that you allow access to the camera and microphone.

### Note:

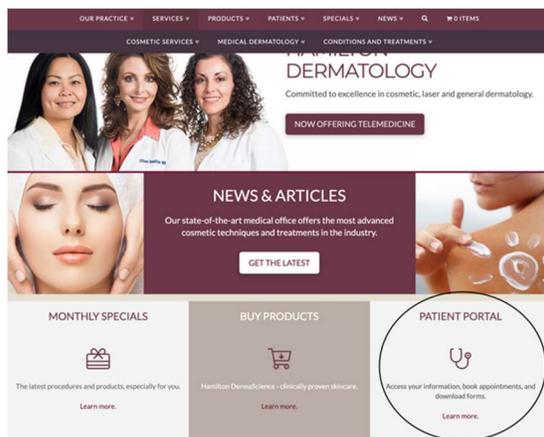
During a telemedicine visit, if a provider cannot clearly see your skin, they make ask you to submit a picture on the virtual check-in. Please see the How to: Virtual Visit for information on this feature.

## How to: Access the Patient Portal

1. If you have not already been utilizing the patient portal, call the office at 770-360-8881 to get your account activated. Make sure that you have either Chrome or Firefox browser downloaded on your desktop. This will ensure that the program will operate smoothly. After activating your account, you will then receive an email with a link to the portal page.
2. If you already have an account but you do not remember your password you can click forgot password. Then, fill in all the required fields. Your username is typically your email address but some patients that have been with the practice for a long time have a user name with first initial, last name, birth year. (For example, John Doe born on July 4, 1956 would be jdoe56). Check your email to find the link to reset your password.
3. Congratulations! You now have access to the patient portal!
4. A popup will appear asking to allow access to your computer's camera and microphone. Allow access, so you can communicate with our providers on your telemedicine visits.

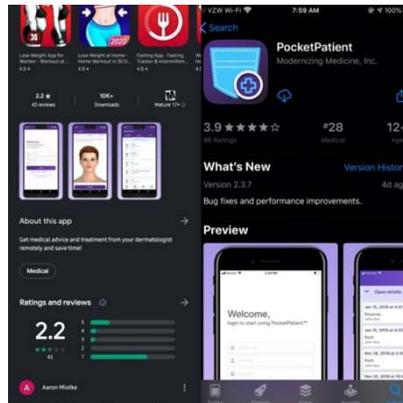


5. You can access the patient portal again by visiting our website, [www.hamiltonderm.com](http://www.hamiltonderm.com)



## How to: Download Pocket Patient App

1. Head to your app store to download the pocket patient app.
2. Allow notifications on your device. (This will allow the app to notify you when the provider is ready for your visit.)
3. As soon as it is downloaded, you can input the URL (hamilton.ema.md), your username and password.



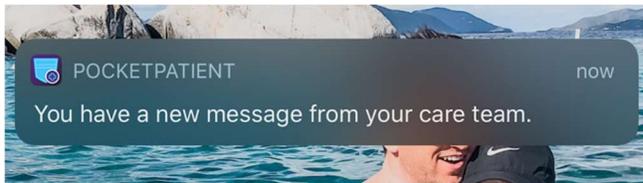
Welcome,  
login to start using PocketPatient™

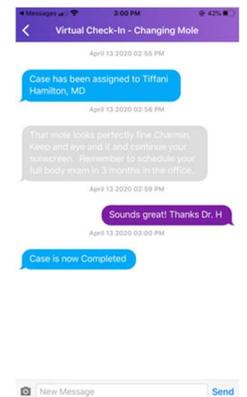
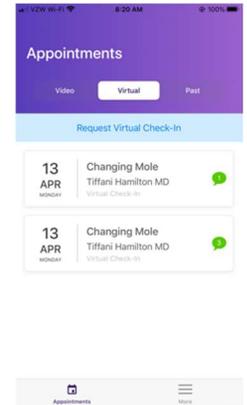
[Forgot Password?](#) | [Need Help?](#)

## How to: Virtual Check-in

1. This is a feature on the Pocket Patient app. This is a great feature that allows you to create a visit, and a provider will respond within 48 hours. If it is a true medical emergency, make sure to call the emergency line. It is not necessary to schedule a telemedicine visit when using the virtual check-in.
2. Enter into the app and click on the Virtual header.
3. Click “request virtual check in” in blue.
4. You can then fill out the fields, submit pictures, and symptoms.
5. Review your chart information and submit your case.
6. As soon as a provider responds, you will receive a notification that you have a reply.



7. You can enter into the visit, and read the response, and ask questions. If needed, the provider can schedule a phone call to further discuss the issue.



### Note:

1. During a telemedicine visit, if a provider cannot clearly see your skin, they make ask you to submit a picture on the virtual check-in.
2. When doing this you can skip the additional questions and just submit your photos and enter back into the call.