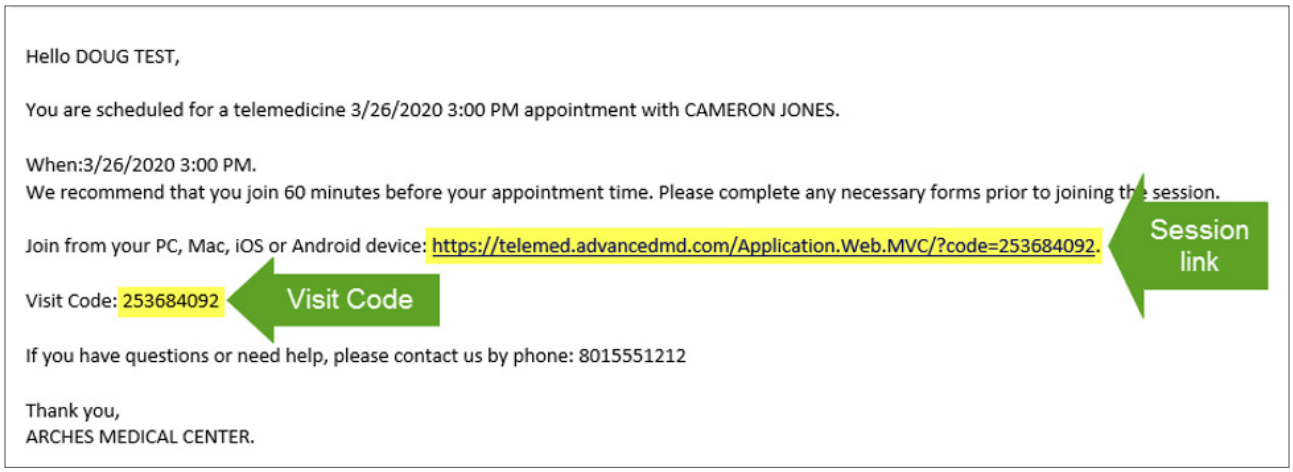
Starting with your Telemedicine Appointment

As a patient of our clinic, we are looking forward to your first Telemedicine visit. You can now use the Telemedicine app to meet with your provider online from the convenience of your own home! The process is simple and can be done by following these these four steps:

1. Schedule a Telemedicine appointment with our office.
2. Access the App Store and search for “AdvancedMD Telemedicine”.
3. Download the free telemedicine app.
4. Enter your appointment code to sign in to a scheduled telemedicine session.

** The AdvancedMD Telemedicine App is only available in the Apple Store. Instructions for other platforms are outlined below**

When you schedule your visit, a telemedicine appointment is created. A confirmation email is sent to you with a link to the meeting, and your appointment code. The email will look like the email below:



** Note that you can enter the session through the Telemedicine App, or by simply clicking the included link from a PC, MAC, iOS or Android device. If using a method besides the app, you will need to download a quick plug-in for the Telemedicine visit to work correctly.

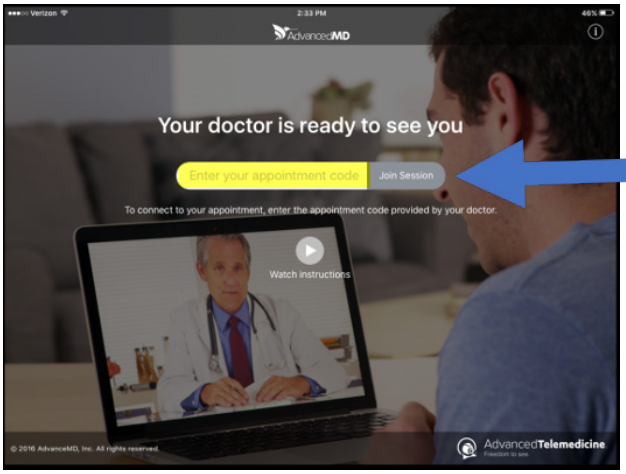
Joining a Telemedicine Appointment

You can join a scheduled telemedicine appointment using an appointment code OR link received in the confirmation email.

1. Open the Telemedicine App on your device OR click the link in the email

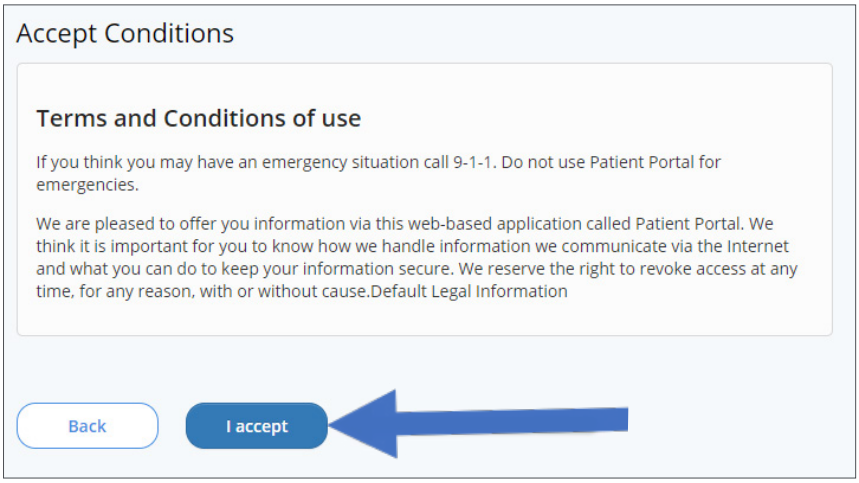
   If using the link and logging in for the first time, be sure to allow some extra time to download the plug-ins needed for Telemedicine. You should only have to download on the first time using the feature.

2. On the main Telemedicine screen, enter the appointment code received in the telemedicine confirmation email. Once a session ID has been added, click “join session”.



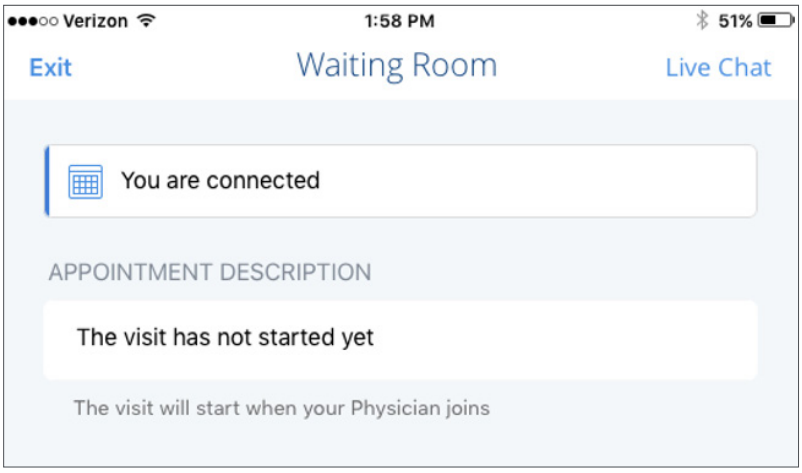
Click “Join Session” after the session ID is filled in

3. After entering your appointment code, the Important Information screen opens, where you will need to agree to the conditions before continuing. Selecting Cancel will return you to the Telemedicine screen.



4. Next, you may be directed to the payment screen. Enter your payment information, and then tap Next.

5. You will then enter the waiting room, enter your reason for being seen, and wait for your doctor to arrive.



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For any additional questions, contact your provider.

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