



Telehealth Quick Start Guide for Providers

How to Conduct Telehealth Virtual Visits

Once you've scheduled a Telehealth Virtual Visit with your patient, follow these steps to prepare for the appointment.

1 Send the intro email to your patient at the time of scheduling.

Navigate to the patient's profile in MedBridge and click "Send Telehealth Intro Email" at the top of the page. This email prepares your patient for the visit and includes a link to join the Telehealth call at the scheduled time.

2 Join the virtual waiting room.

Begin your visit by clicking the "Telehealth Visit" button in the MedBridge patient profile. This will send a notification to your patient via text or email. You'll be taken to a virtual waiting room where you'll receive a status update when your patient is ready for their appointment. Your patient will be able to join the call on their desktop, laptop, or mobile device by clicking on the "Join Call" link in their text notification or intro email.

3 Begin the call once your patient is ready.

As soon as your patient is ready, click the "Join Call" button to instantly connect with your patient. During the call, you can:

- Resize the video window
- Create, assign, and update HEP
- Live stream exercises
- Conduct live demos for correct posture or recommended modifications

4 Complete the appointment.

When you and your patient have finished, click the "End Call" button to end the session. At the end of the call, the post-call summary will provide the total call duration. Your patient will be prompted to respond to a survey and provide feedback regarding their experience.