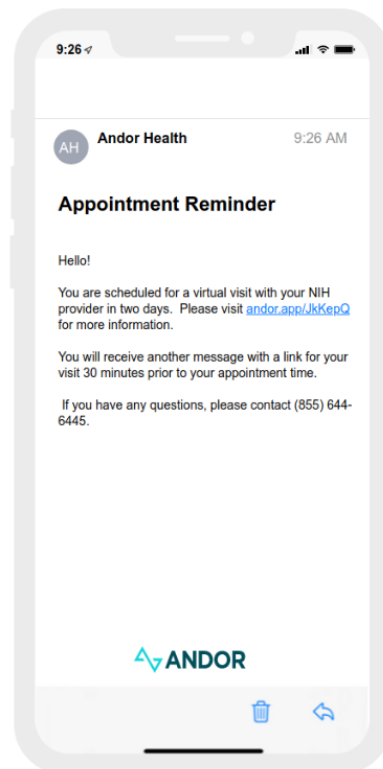
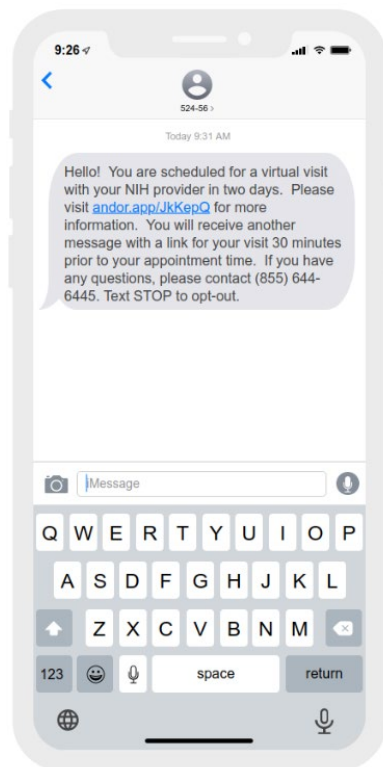


NIH Clinical Center Telehealth Platform

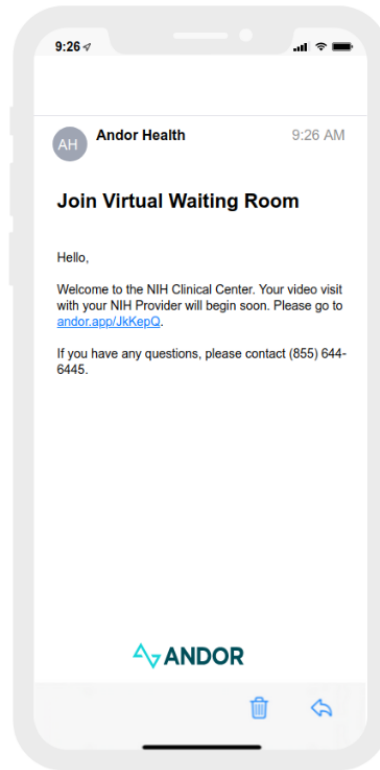
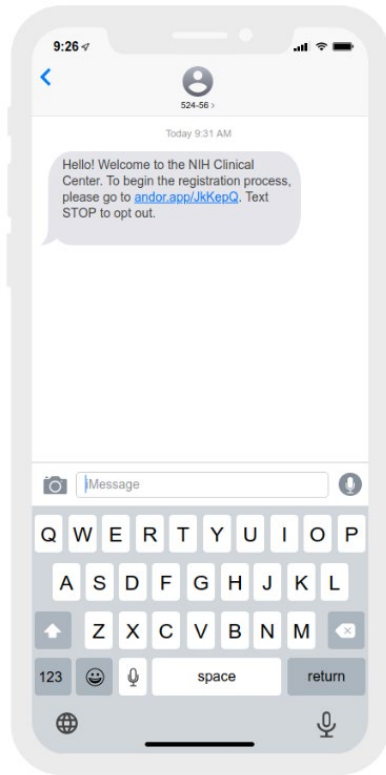
Patient: Prepare for Your Virtual Visit

Two days prior to the visit, you will receive a notification reminder via text and/or email with a link. Upon clicking on the link, you are redirected to their mobile or desktop browser and can view an instructional page to help prepare for your video visit.



Patient: Waiting Room

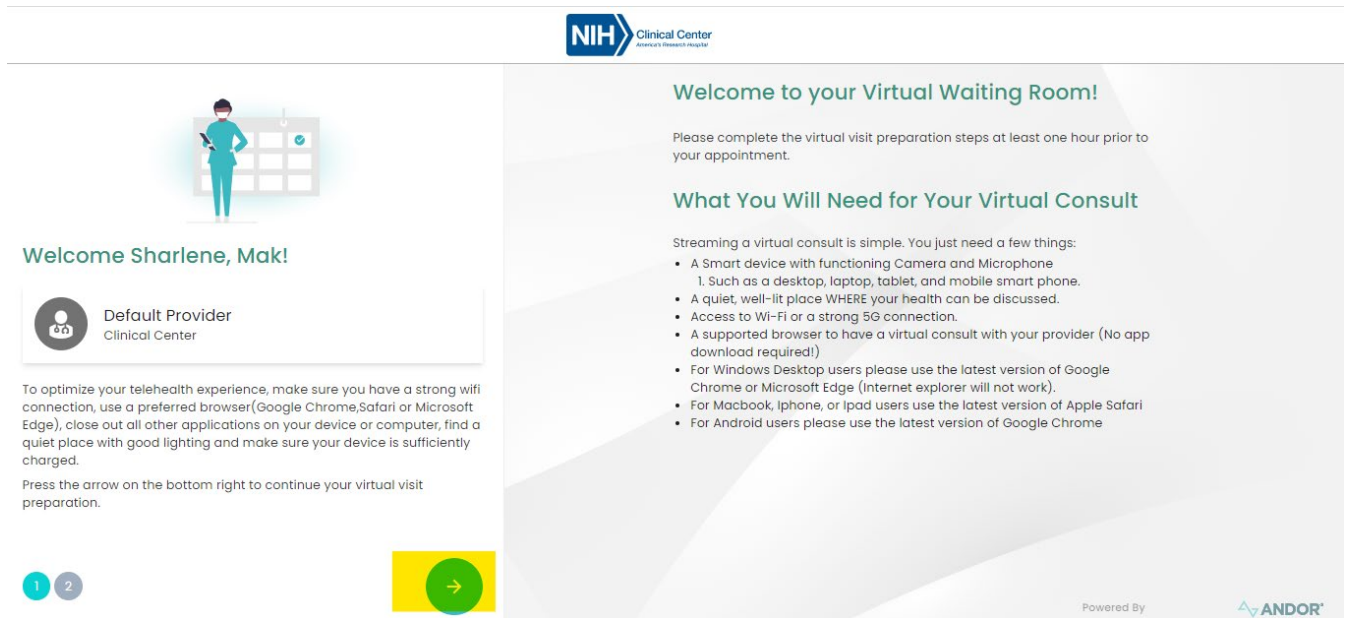
Thirty minutes prior to your scheduled virtual visit, you will receive a notification containing a link unique to your virtual waiting room.



Patient: Joining Virtual Waiting Room

Once you click on the link in the notification, you will be brought to the Andor Waiting Room. Upon clicking “Start”, you will see a message pop up from the Andor Virtual Assistant.

You will be prompted to press the arrow on the bottom right to continue with a live technology check your device:



Welcome Sharlene, Mak!

Default Provider
Clinical Center

To optimize your telehealth experience, make sure you have a strong wifi connection, use a preferred browser (Google Chrome, Safari or Microsoft Edge), close out all other applications on your device or computer, find a quiet place with good lighting and make sure your device is sufficiently charged.

Press the arrow on the bottom right to continue your virtual visit preparation.

Welcome to your Virtual Waiting Room!

Please complete the virtual visit preparation steps at least one hour prior to your appointment.

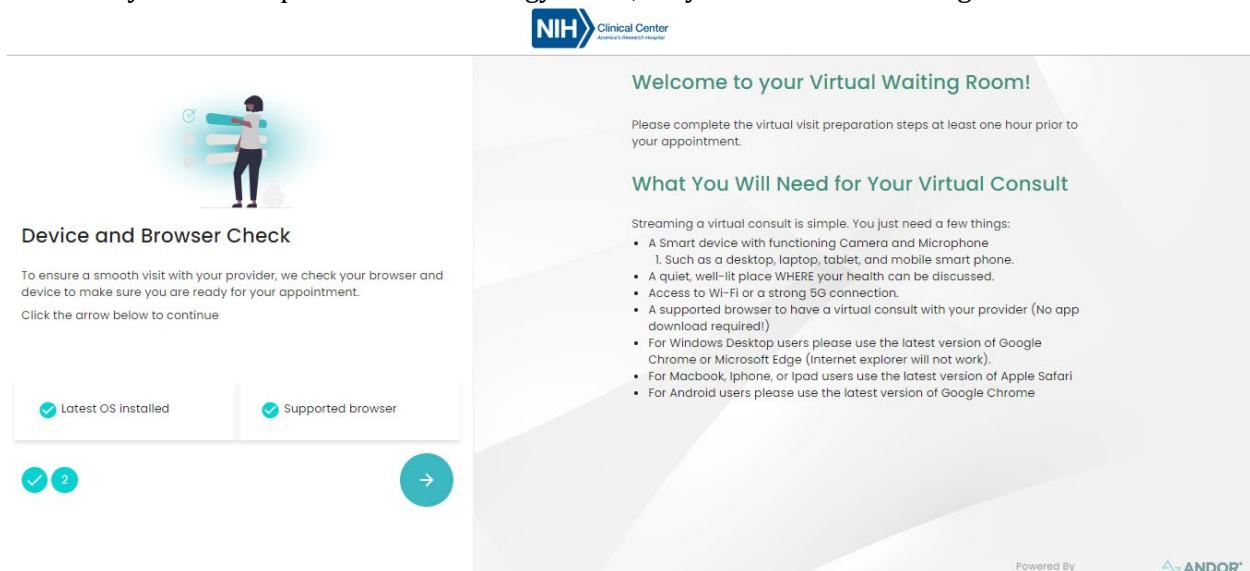
What You Will Need for Your Virtual Consult

Streaming a virtual consult is simple. You just need a few things:

- A Smart device with functioning Camera and Microphone
 1. Such as a desktop, laptop, tablet, and mobile smart phone.
- A quiet, well-lit place WHERE your health can be discussed.
- Access to Wi-Fi or a strong 5G connection.
- A supported browser to have a virtual consult with your provider (No app download required!)
- For Windows Desktop users please use the latest version of Google Chrome or Microsoft Edge (Internet explorer will not work).
- For Macbook, Iphone, or Ipad users use the latest version of Apple Safari
- For Android users please use the latest version of Google Chrome

Powered By ANDOR

If your device passes the technology check, they will see the following screen:



Device and Browser Check

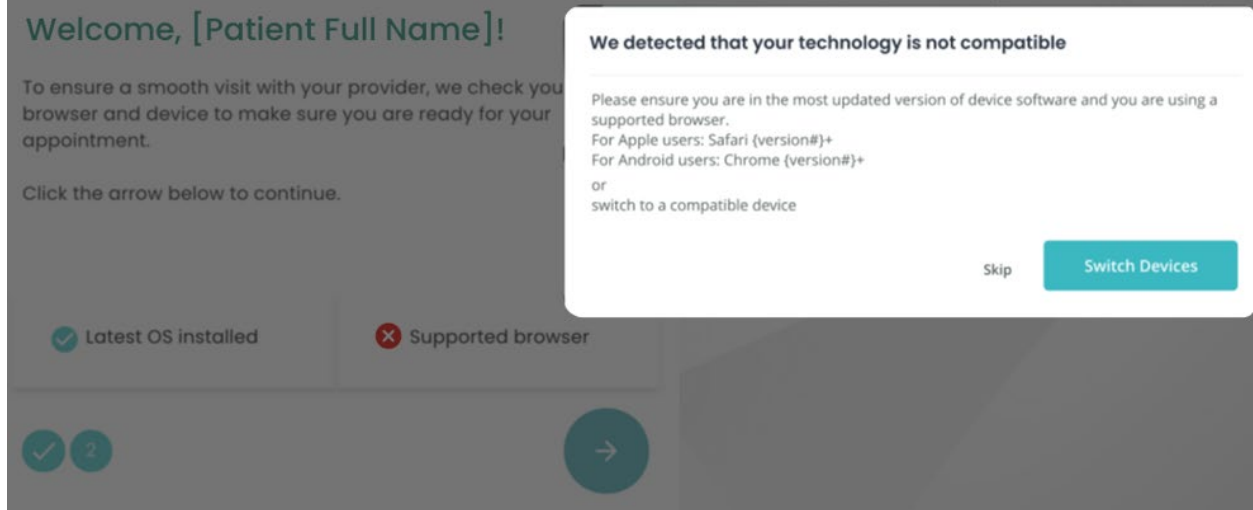
To ensure a smooth visit with your provider, we check your browser and device to make sure you are ready for your appointment.

Click the arrow below to continue

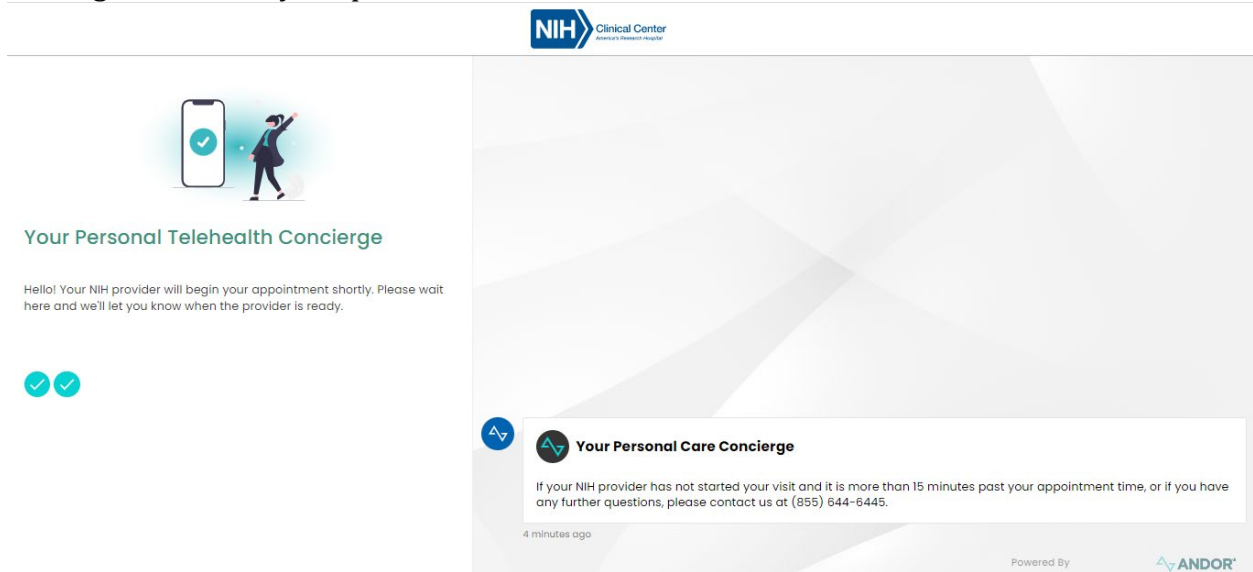
Latest OS installed
 Supported browser

Powered By ANDOR

If your device does NOT pass the technology check, you will be prompted to switch devices:



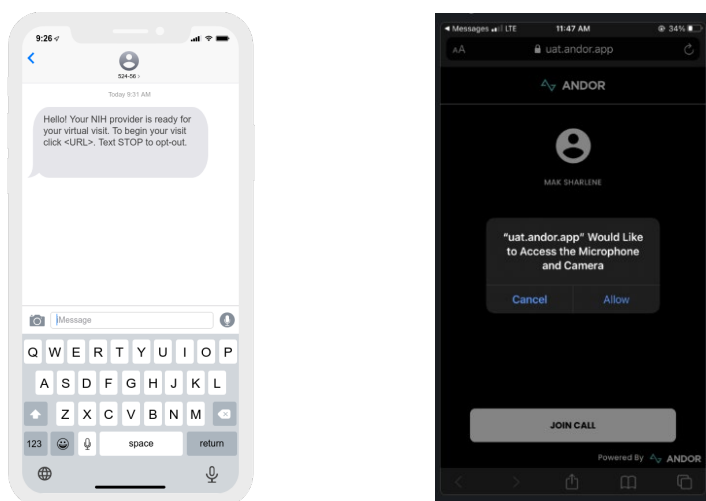
Once you have completed the live technology check, you will be alerted with the following message to wait for your provider:



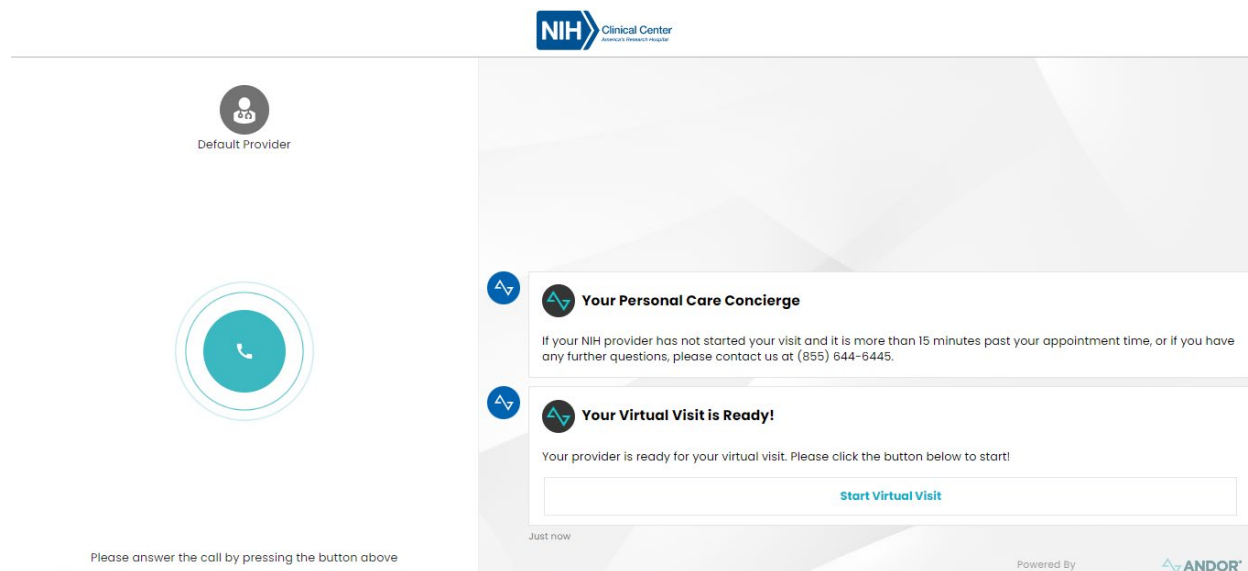
Please contact our Telehealth Concierge Services for support at 855-644-6445.

Patient: Joining Virtual Visit

When your provider begins the virtual visit, you will receive a notification in the waiting room as well as via email and/or text to join the virtual visit. The link within the notification will redirect you to a webpage where you will be asked to Enable “Microphone and Camera” to attend the video visit.



Your Virtual Waiting Room will “Ring” and prompt you to join the virtual visit.



You and the care provider are now joined into the virtual visit call and can proceed with your visit.

Please contact our Telehealth Concierge Services for support at 855-644-6445.