

PATIENT TELEHEALTH TIP SHEET (1 OF 2):

Logging into a Telehealth Appointment from your Smartphone

To offer our patients increased access to care while remaining in the safety of their homes, Epic Care Physicians and Providers are offering remote Telehealth visits. Patients can now meet with a doctor for an appointment using a smartphone or computer to discuss medical concerns and symptoms. In most cases, Telehealth visits are billed to and covered by commercial health insurance and copays may apply.

If needed, please consider asking a team member, friend or family member to initiate your telehealth visit.

Here's instructions below:

1) Open your internet browser and locate the web browser:

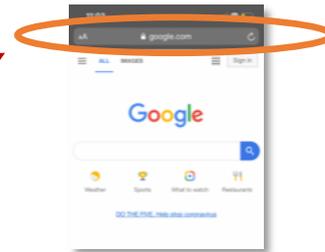
a. **If you are using an Android or Windows device** (e.g., Samsung Galaxy), select Google Chrome browser.



b. **If using an iPhone or Apple Device**, please select the Safari browser (icons pictured above).

2) Enter `epic-care.com` in the search bar to visit our website.

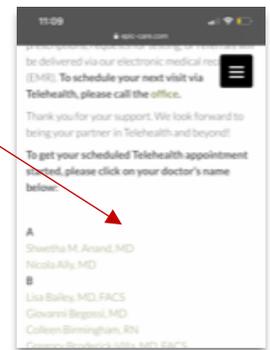
`epic-care.com`



3) Once the page loads, scroll to the bottom of the page, and select 'Telehealth' (image pictured to the right)



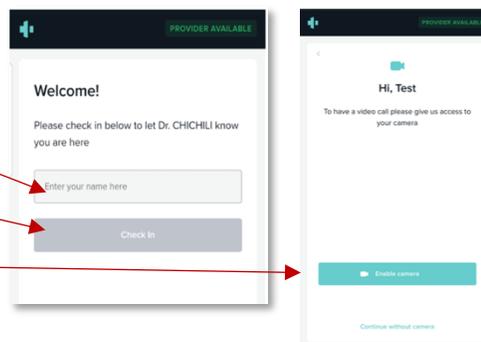
4) You are now on the telehealth page. Please scroll to find the name of your physician and select name. Search by last name (e.g., Kankipati or Lo). If unsure of your doctor's name, please ask an Epic Care staff member.



5) After selecting the provider name – a 'Welcome' page will open. **Note: If you do not see a welcome screen, please look for a pop-up alert and accept or allow pop-ups in order to get to the next page.**

6) To enter the waiting room:

1. Enter your first and last name
2. Select 'check-in', and
3. Enable camera



Thank you!

PATIENT TELEHEALTH TIP SHEET (2 OF 2):

Logging into a Telehealth Appointment from your Computer

To offer our patients increased access to care while remaining in the safety of their homes, Epic Care Physicians and Providers are offering remote Telehealth visits. Patients can now meet with a doctor for an appointment using a smartphone or computer to discuss medical concerns and symptoms. In most cases, Telehealth visits are billed to and covered by commercial health insurance and copays may apply.

If needed, please consider asking a team member, friend or family member to initiate your telehealth visit.

Here's instructions below:

- 1) Open your internet browser and locate the web browser:
 - a. **If you are using an Android or Windows** device (e.g., Samsung Galaxy), select Google Chrome browser.
 - b. **If using an iPhone or Apple Device**, please select the Safari browser (icons pictured to the right).

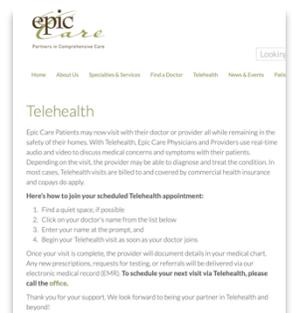


- 2) Enter `epic-care.com` in the search bar to visit our website.

- 3) Scroll to the bottom of the `epic-care.com` web page, and select the 'Telehealth' (image pictured to the right)

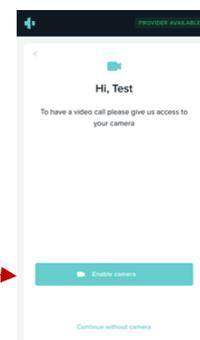
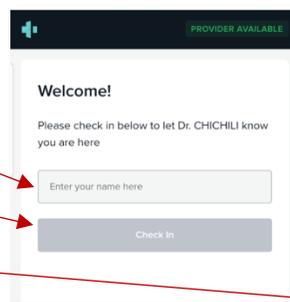


- 4) You are now on the telehealth page. Please scroll to find the name of your physician and select name. Search by last name (e.g., Kankipati or Lo). If unsure of your doctor's name, please ask an Epic Care staff member.



- 5) After selecting the provider name – a 'Welcome' page will open. **Note: If you do not see a welcome screen, please look for a pop-up alert and accept or allow pop-ups in order to get to the next page.**

- 6) To enter the waiting room:
 1. Enter your first and last name
 2. Select 'check-in', and
 3. Enable camera



Thank you!