

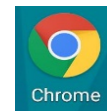
PATIENT TELEHEALTH TIP SHEET: LOGGING INTO A TELEHEALTH APPOINTMENT

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 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.

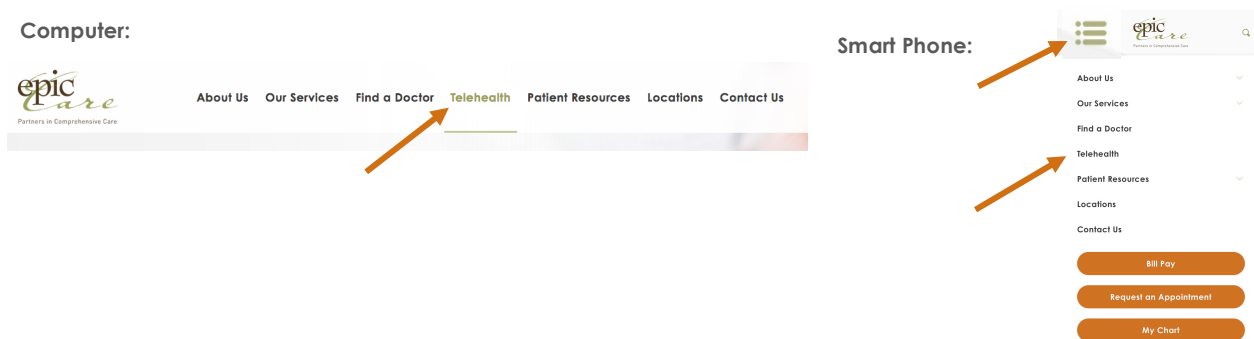
If needed, please consider asking a team member, friend or family member to initiate your Telehealth visit.

Here's the login instructions:

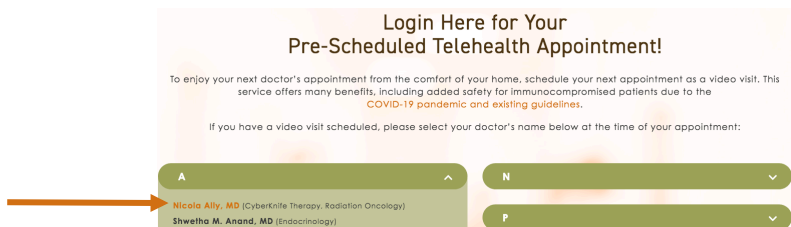
- 1) Open your internet browser and locate the web browser:
 - a. **If you are using an Android or Windows** device (e.g., Samsung Galaxy), select Google Chrome browser.
 - b. **If using an iPhone or Apple Device**, please select the Safari browser (icons pictured above).



- 2) Enter **epic-care.com** in the search bar to visit our website.
- 3) Once the page loads, select 'Telehealth' from the main menu bar. On a computer it's located at the top of the page. On a smart phone select the menu button in the top left corner and then select 'Telehealth'.



- 4) You are now on the Telehealth page. Please scroll down to the 'Login in Here for Your Pre-Scheduled Telehealth Appointment' section. Click on the letter drop downs to find and select the name of your physician or provider. **Search by last name.** If unsure of your doctor's name, please ask an Epic Care staff member.



- 5) After selecting the 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

