**Instructions for Registering and Starting**

**A Telemedicine Visit**

**Quick Start Guide**

**Important Notice:** **To register with Chiron Health, our Telemedicine Provider, EACH PATIENT needs a separate, unique email address. If you do not have a separate email for each child, please Register on Chiron Health using the Parent Name and Email!!**

**You may access your Telemedicine Video Visit using a computer (with a camera and microphone) or your smart phone/tablet (IOS or Android).**

***When your child is scheduled in advance for a Telemedicine Visit in our office, you will receive multiple emails and/or texts based upon your preferred method of notification that you have authorized in our office.***

***You will receive Appointment Reminders from Pediatric Care Unlimited with options to Confirm, Cancel or Reschedule your appointment. You will also receive Thank You messages from our office.***

***You will receive messages from Phreesia which will allow you to complete your Pre-Visit Check-in. You will receive a message from Phreesia 15 minutes before your appointment which will allow you to review your information and pay any copays or amounts due. Phreesia will provide a link to take you to Chiron Health to log in to your Telemedicine appointment.***

***You will receive messages from Chiron Health, our Telemedicine Provider, which will allow you to Create an Account to prepare for your upcoming Telemedicine Appointment.***

***(Note: You will receive a message from Chiron Health 30 minutes prior to your appointment as a reminder….PLEASE DO NOT LOG IN WITH THIS MESSAGE—PLEASE LOG IN THROUGH PHREESIA WHEN YOU RECEIVE THE 15 MINUTE WARNING!)***

**Detailed Step by Step Guide**

**Important Notice:** **To register with Chiron Health, our Telemedicine Provider, EACH PATIENT needs a separate, unique email address. If you do not have a separate email for each child, please Register on Chiron Health using the Parent Name and Email!!**

**You may access your Telemedicine Video Visit using a computer (with a camera and microphone) or your smart phone/tablet (IOS or Android).**

**Pediatric Care Unlimited Messages:**

* At the Time the Appointment is created:

**Text**: “Pediatric Care Unlimited would like to thank you for scheduling an appointment for (Patient’s First Name) on (Date) at (Time). We look forward to seeing you.”

**Email**: “Important Message from Pediatric Care Unlimited. Pediatric Care Unlimited would like to thank you for scheduling an appointment for (Patient’s First Name) on (Date) at (Time). We look forward to seeing you.”

* Two (2) Days before the Appointment:

 **Text**: “Just a reminder from Pediatric Care Unlimited, (Patient’s First Name)

 has an appt scheduled with Dr. Solari on (Date) at (Time). Please bring ins card,

copay/deductible. Thank you. Reply C to confirm, R to reschedule, or X to cancel.”

 **Email**: “Important Message from Pediatric Care Unlimited. Pediatric Care

 Unlimited would like to remind you that (Patient’s First Name) has an appt on

(Date) at (Time). Please bring your current insurance card and your copay and deductible. Thank you for choosing us as your healthcare providers. Click below to confirm, reschedule, or cancel. Thanks!”

Please Reply to Confirm, Cancel or Reschedule so we can prepare for your Appointment. This will also prevent you from receiving multiple phone calls from our office to confirm your Appointment.

**Phreesia Messages:**

* Forty-eight (48) Hours before the Appointment:

**Email:**“(Patient’s First Name), thank you for making an appointment at Pediatric

Care Unlimited! You can confirm and check in for your appointment on (Day),

(Date) (Time) by clicking on the link above.” [Click Here To Start]

Use this Email to complete your Pre-Visit Check-In at our office This will allow

you to review and update all of your information in advance and pay any copays or amounts due…..saving you much time on the day of your appointment.

* Twenty-four (24) Hours before the Appointment (if you have not yet completed your Pre-Visit Check-In):

**Text**: “(Patient’s First Name), time to check in! (Time) (Day) (Date) Pediatric Care Unlimited 3042529227. Check in: (link).”

**Email**: “(Patient’s First Name), thank you for making an appointment at Pediatric Care Unlimited! You can confirm and check in for your appointment on (Day) (Date) (Time) by clicking the link above.”

Use this Message to complete your Pre-Visit Check-In if you have not already done so.

* Fifteen (15) Minutes before the Appointment:

**Text**: “(Patient’s First Name), time to start your telehealth visit at Pediatric Care Unlimited! Click the link to start: (link)

**Email**: “Mickey, it’s time for your appointment! To check in and begin your appointment, click the button above [Click Here To Start]. You will be asked a few questions to verify your identity and to capture information necessary for your appointment. Following these questions, you will begin your telehealth appointment with Ted Solari, MD”

PLEASE use this Message from Phreesia to Sign In for your Telemedicine Visit. You will confirm your information on Phreesia. Then there will be a link to connect you to the Chiron Health App or Website to log in to the virtual visit.

 When you open the Chiron Health App or Website, you will need to Log In using

 your phone number or Email address. You will click on the [Check In] Button to

confirm your information on Chiron Health. You will then be able to click on the

[Start Telehealth Session] Button. This will take you to the Virtual Waiting Room.

Dr. Solari will be notified that you are ready and will join the visit as quickly as

possible.

**Chiron Health Messages:**

* Shortly after the Appointment is created:

**Text**: “Your video visit with Ted Solari is scheduled for (Day), (Date) at (Time). Get free app here: (link).

**Email**: “Welcome to Pediatric Care Unlimited Video Visits! (Parent’s First Name) is scheduled for a video visit appointment with Ted Solari on (Day), (Date) at

(Time). [Confirm your email address to get started].”

 This will take you to the Chiron Health App (phone/tablet) or website

(computer: [www.patients.chironhealth.com](http://www.patients.chironhealth.com)). If this is your **first** time

Registering with Chiron Health, you will need to create your Account.

 The first time you will need to click on “Login with new account.” You can look

up your account by your mobile phone number or click on “Look up via Email.” (*If you have separate emails for each child, you must look up your account by email instead of phone number. If you are using Parent Name and Email, then you can* *look up the account by email or phone.*) You will request a 4-digit code to be sent to you that you will need to enter.

 You will then be taken to the page to “Set Up Account”.

 PLEASE use the Parent’s Name to create the Account (unless you have a

 Separate Email address for each child).

 -Enter First Name, Last Name, and Date of Birth (Parent’s Information)

 -Enter Mobile Phone Number and/or Email Address

 -Choose your Password and then Confirm the Password.

-Enter your Insurance Information or click on the Self-Pay button if you do not have insurance

-Enter your Credit Card Information to have on file. This is required by Chiron Health but you will not be charged any fees during your Registration.

The next screen will say “Appointment linked. Ted Solari. Pediatric Care Unlimited. You may enter 15 minutes before appointment.”

 You are now Registered with Chiron Health and will be able to Log In when your

 child’s appointment time arrives.

* One (1) Day before your appointment:

**Text**: “Reminder: Your video visit is scheduled for tomorrow, (Day), (Date) at (Time). Confirm patient information here: (link).

**Email**: “Hi (Parent’s First Name), Reminder: You are scheduled for a video

 visit appointment with Ted Solari on (Day), (Date) at (Time). [View Details]”

 This will allow you to Create your Account at Chiron Health if you have not done

 so previously. If you have already created an Account, you can Confirm that your

 information is correct and that you are ready for your Appointment for the next

day.

* Thirty (30) Minutes before your Appointment:

**Text**: “Your video visit with Ted Solari begins in 30 mins. Please log in here:

 (link).”

**Email**: “Hi (Parent’s First Name), Reminder: You are scheduled for a video

 visit appointment with Ted Solari on (Day), (Date) at (Time). [View Details].”

 This will allow you to create your Account at Chiron Health if you have not

 already done so.

 Although you can Log In to your Telemedicine Visit from this Message, PLEASE do

 NOT do so. PLEASE use the Message from Phreesia that you will receive 15

 minutes before your Appointment!!

***Visits scheduled Same Day—You will only receive the initial messages and the messages to Register with Chiron and sign in through Phreesia.***

***Repeat Visits—You will not need to Register again. Just log into the Visit through the Phreesia message that arrives 15 minutes before the Appointment.***