

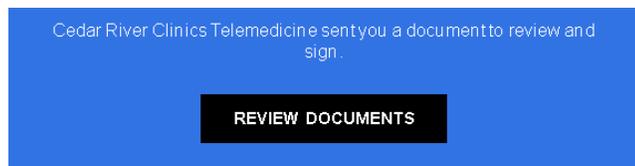


Telemedicine Appointments

*A video capable device (phone, computer, tablet, etc.)
is required for a telemedicine visit*

Scheduling/Preparing for Your Appointment

1. Call Cedar River Clinics to schedule an appointment at 800-572-4223.
2. Request a telemedicine visit (either a telemedicine medical abortion or a telemedicine well person visit)
 - a. A phone counselor will complete an initial pre-screening with you. If calling for a telemedicine medical abortion, there will be a more in-depth eligibility screening.
 - b. The phone counselor will ask you for an email address to send documents via DocuSign. These pre-appointment forms will need to be completed **one business day** prior to your appointment.



You will receive a notification once the documents are completed:

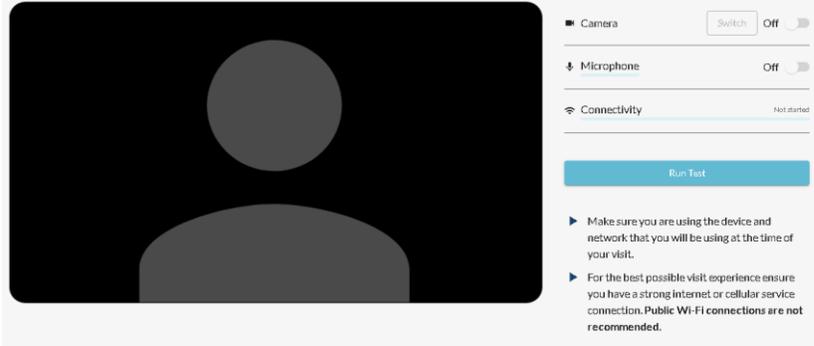
You're All Done!

You'll receive a copy once everyone has signed

- c. You will also speak with a Financial Specialist to discuss how the appointment will be paid for, i.e. Medicaid/Apple Health, private insurance, or sliding fee scale. They will also explain what your estimated out of pocket costs will be and how/when those will be collected.
3. You will receive a text message/email with a link that will take you OttoHealth.com to access your virtual visit.
 4. When you receive the email from Otto Health, there will be a "Test My Device" feature, which will bring you to a screen to run a quick test to ensure your microphone and video will work for your appointment. Please ensure to do this before your scheduled visit:

TEST MY DEVICE

We will be testing your camera, microphone, and connection to ensure you have the best Virtual Visit experience.



- ▶ Make sure you are using the device and network that you will be using at the time of your visit.
- ▶ For the best possible visit experience ensure you have a strong internet or cellular service connection. Public Wi-Fi connections are not recommended.

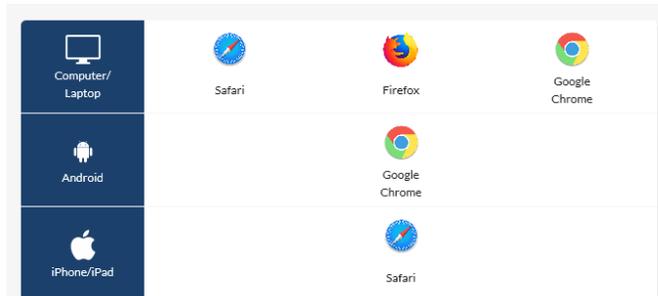
Day of Your Appointment

5. On the day of your appointment, click on the “Join Visit” button in your email or click on the Otto Health link via text message:

When it's time for your Virtual Visit, click "**Join Visit**," or copy and paste the link into a supported browser.

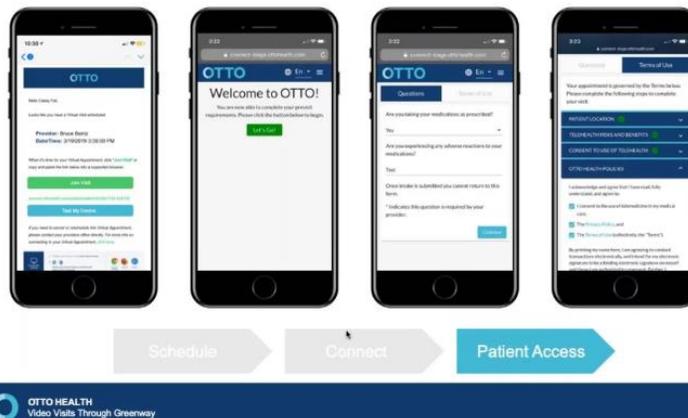
Join Visit

Make sure you are using a compatible browser:



Computer/ Laptop	Safari	Firefox	Google Chrome
Android		Google Chrome	
iPhone/iPad		Safari	

6. Once you are able to log on, Otto health will take you through several steps to access your virtual visit:



Schedule → Connect → Patient Access

OTTO HEALTH
Video Visits Through Greenway

Once you and the provider have joined the visit, you will be able to see the provider and yourself on the screen:



7. The provider will end the visit once the appointment is complete. You will then be able to log out of Otto Health.

Please call 800-572-4223 if you have any additional questions or issues accessing your telemedicine visit.



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