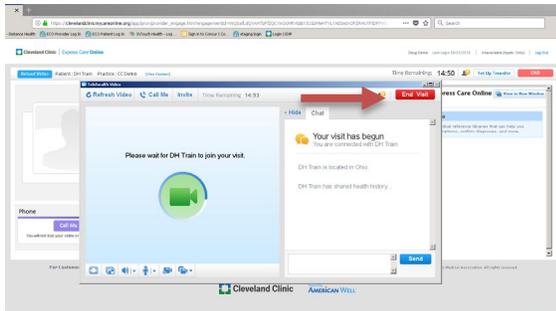
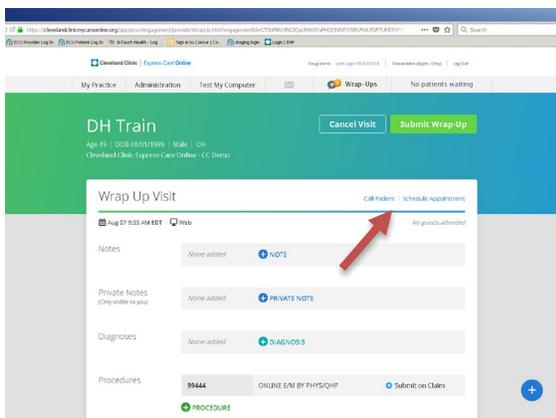


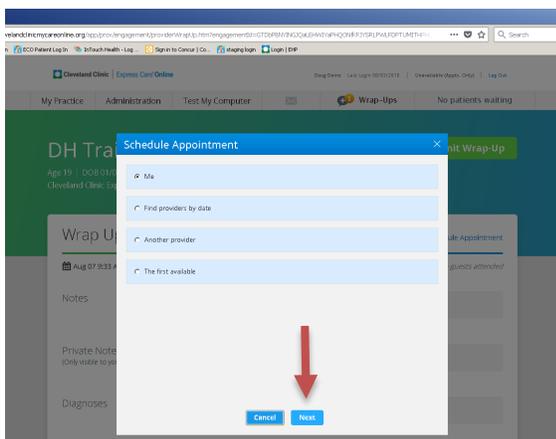
This informational guide is help with the walkthrough of reconnecting with a patient when there is failure to connect, or sudden disconnection.



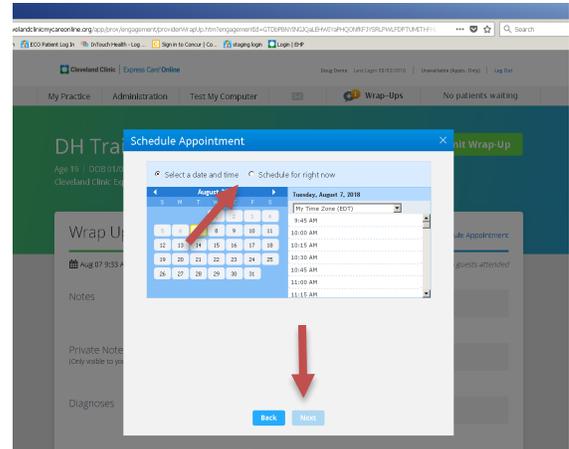
When you see the green circle going around the camera and the video session has not begun the first step is the click the "RED - END VISIT" button in the top right corner of the video window.



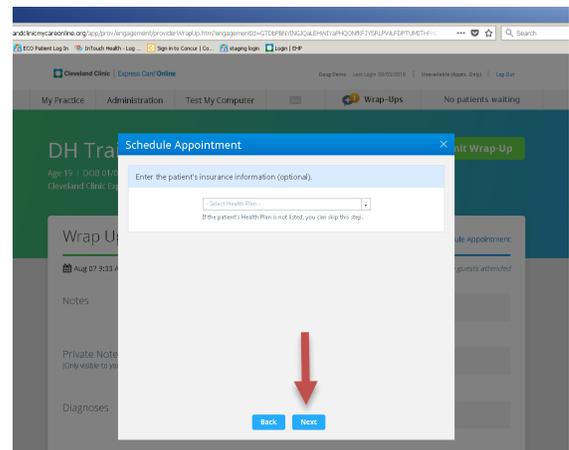
This will take you to the "Wrap Up Visit" screen. From here a new appointment can be scheduled with the patient by clicking on the "Schedule Appointment" link.



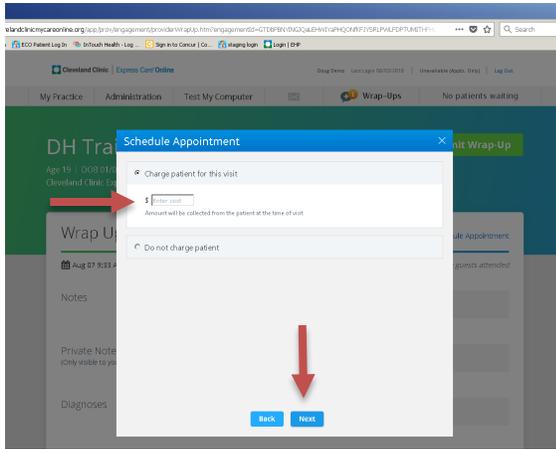
The next screen is going to ask you to identify who you would like the patient to be scheduled with. This will auto-default to "Me". Keep it as this and click on the "Next" button at the bottom of the box.



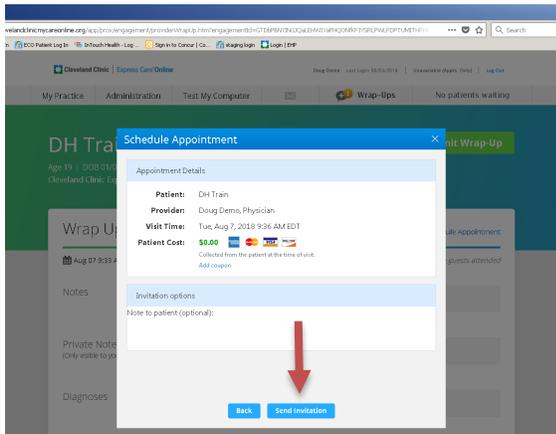
The next screen is to identify what time you would like the patient to be scheduled for. There are two options at the top of the screen "Select A Time And Date" and "Schedule For Right Now" Please click on the circle for "Schedule For Right Now" and click the "Next" button at the bottom of the screen.



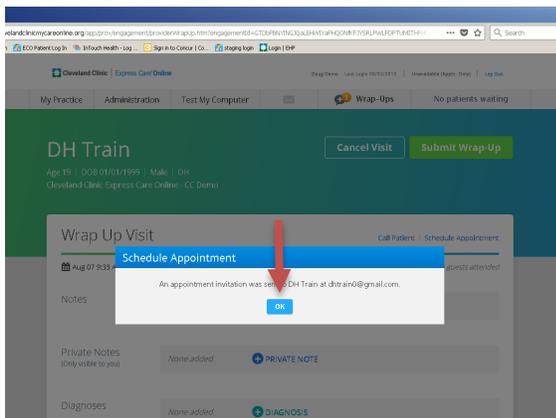
The next screen will be to identify the insurance of the patients Insurance provider and information. If the patient has already entered this information into their profile it will auto populate. If the patient never entered information it will be blank. You can move onto the next screen by clicking on the "Next" button at the bottom of the screen.



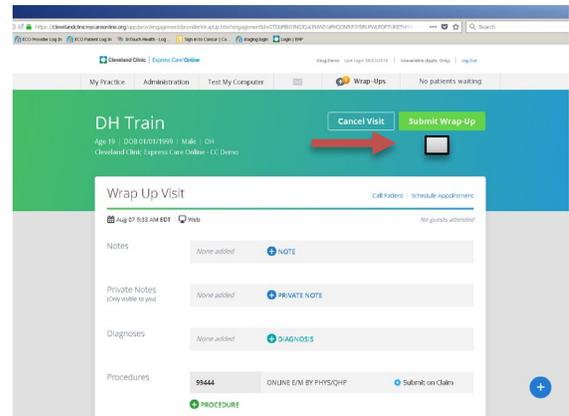
The next screen will be a prompt to add in the price of the appointment. The price should be reflective of the original scheduled appointment. Once the price is added please click the “Next” button at the bottom of the screen.



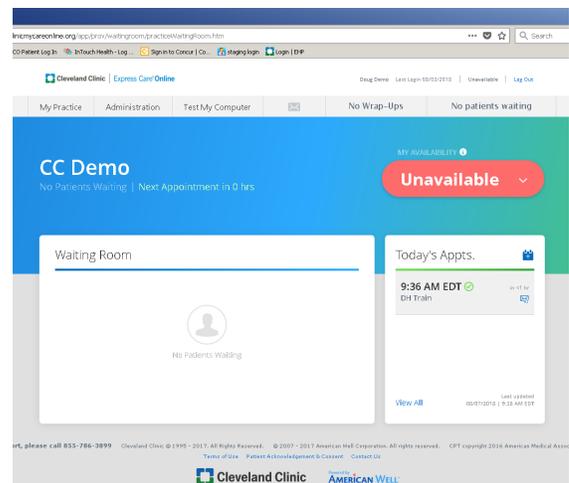
The next screen is a final notification screen before the new appointment is sent to the patient. Information needs to be verified before clicking the “Send Invitation” button at the bottom of the screen.



The next screen is a notification that an email link with the new time was sent to the patient. Please click on the “OK” button to proceed forward.



Before returning to the waiting room the “Wrap up visit” page needs to be cleared. If the appointment had a price attached to it please remember to click on the box next to “Waive Total Fee” (located under “Submit Wrap Up”). If no charge was attached please click the “Submit Wrap Up” GREEN box. This will return you to the virtual visit waiting room.



Please wait for the patient to re-enter the waiting room and establish the connection as you normally would.