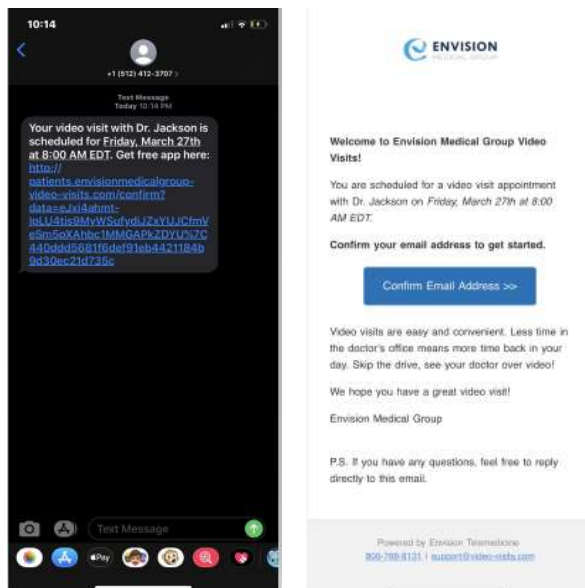


## Using Chiron on a Smartphone and Computer

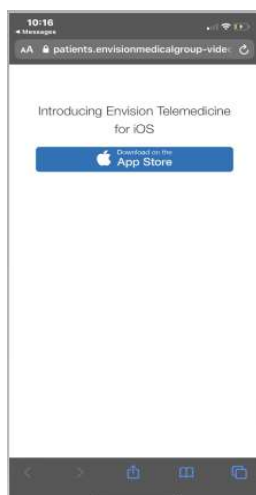
This guide will walk you through step by step what a patient will see when they are setting up our telehealth app on their smart phone. Additionally, patients may do the visit from a computer or tablet that has a camera and a mic. If the computer or table does not have a camera or mic they can not use them to do the visit.

### Smartphone Setup

Step1: After the office sets up the appointment in Chiron a text message is sent to the patient. The text will look like the one listed below. The patient will also receive an email that if opened on a smart phone will give you the same link that is shown in Step 2. If they open the email on a computer it will take them directly to the appointment. Those steps will be defined later.



Step 2: The patient will then be provided a link to either the App Store or Google Play to download our app titled “Envision Telemedicine”.



## Using Chiron on a Smartphone and Computer

Step 3: The patient will then download the Envision Telemedicine app to their smart phone. Patient may have to enter their login information to depending

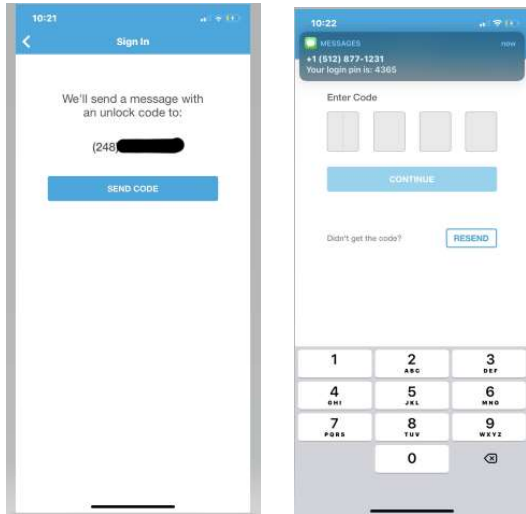


Step 4: Once the app is downloaded, the patient then opens the app and begins to set up their account. They start by entering their cell phone number that is associated with the account.

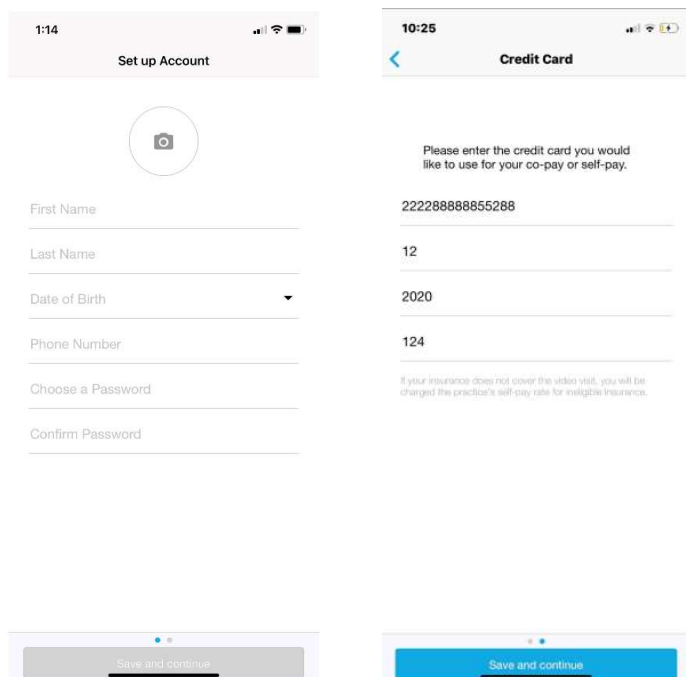


## Using Chiron on a Smartphone and Computer

Step 5: The app will ask the patient to send them a 4-digit pin number to unlock the account in another text message. After entering in the 4-digit code, the patient will then begin entering in their personal information.

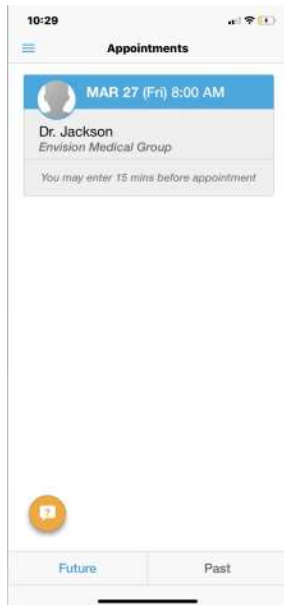


Step 6: Patients will then enter their name, date of birth, phone number and create a password. The password must be at least 8 characters long. Patients must enter a credit card to move forward in the setup process. If patients do not enter a valid credit card number the app will not let them move forward. Remember, Envision is billing patient's insurance FIRST. If their insurance denies the claim or sends back a copay amount, then we will charge the patient. The cost of a telehealth visit without insurance is \$49.

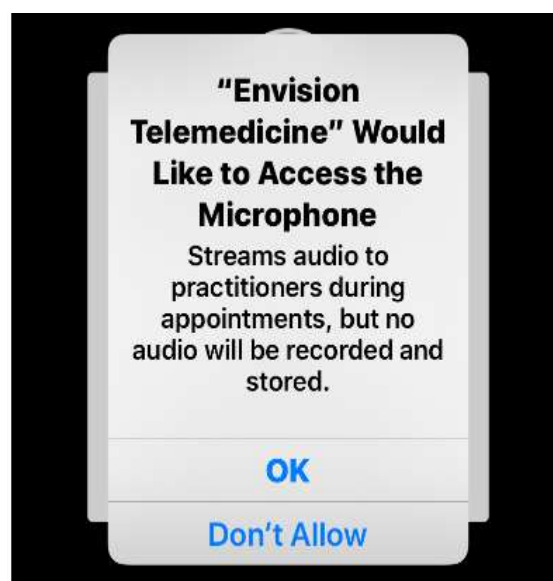
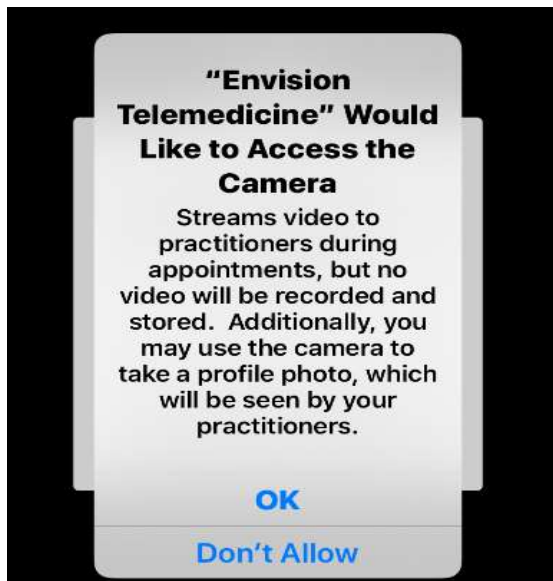


## Using Chiron on a Smartphone and Computer

Step 7: Once the patient has completed the setup process, they will be sent to the Appointments screen. This will show them all their upcoming appointments. To start the appointment the patient will tap on the appointment and that will launch their telehealth appointment.

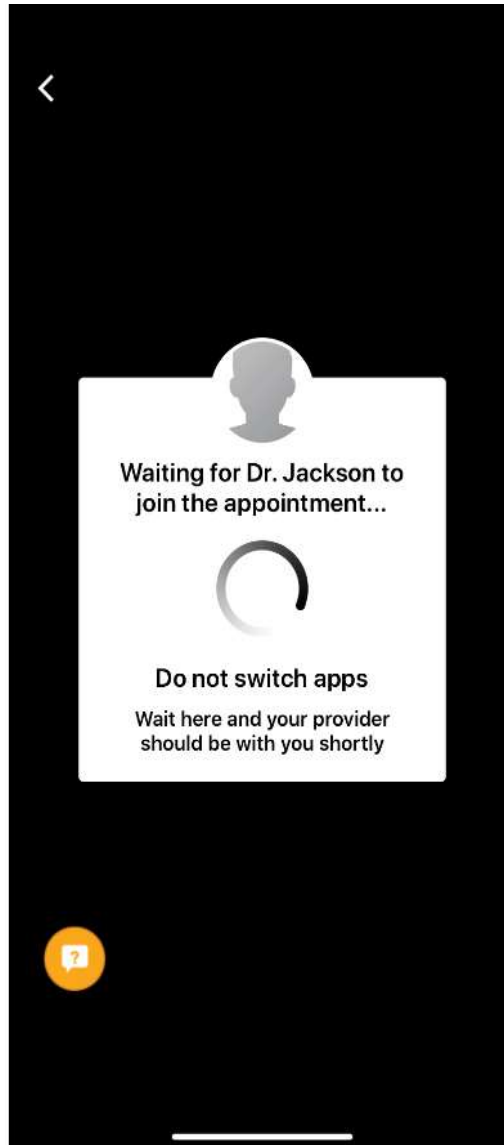
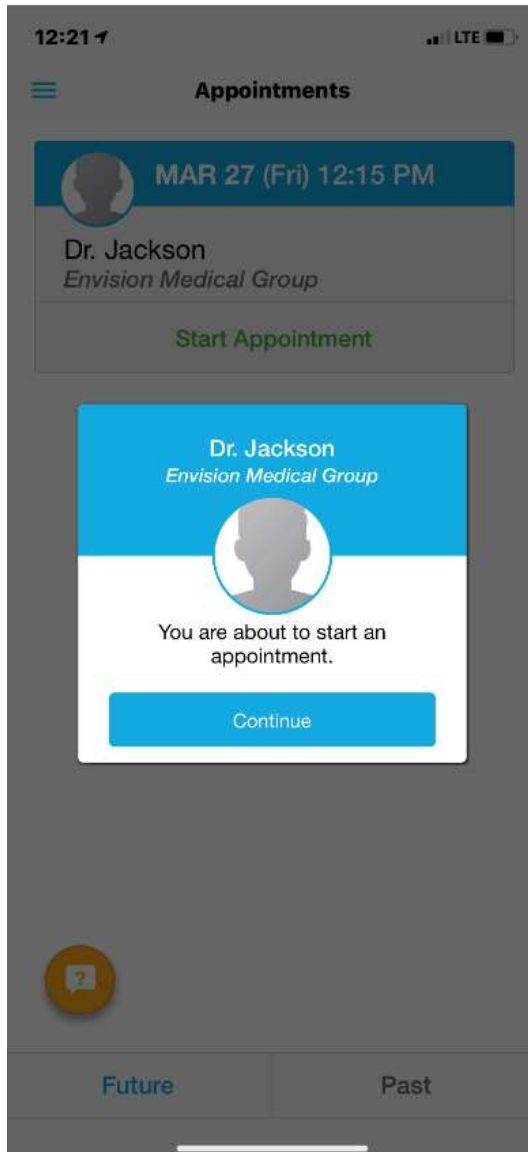


When the visit is launched it will do a check of the patient's camera and mic. You must click OK to allow the app to use both the camera and microphone. If the smartphone fails the camera and microphone check it will not let them move forward with the visit. It will also check what kind of internet connection that they have. If the patient is using their cell phones data and not connected to a Wi-Fi connection the app will suggest that they connect to Wi-Fi for a better connection.



## Using Chiron on a Smartphone and Computer

After allowing the app access to the camera and microphone you will be asked to continue the appointment. Once you click continue, you will be shown the waiting screen. This screen will show until the provider starts the appointment.



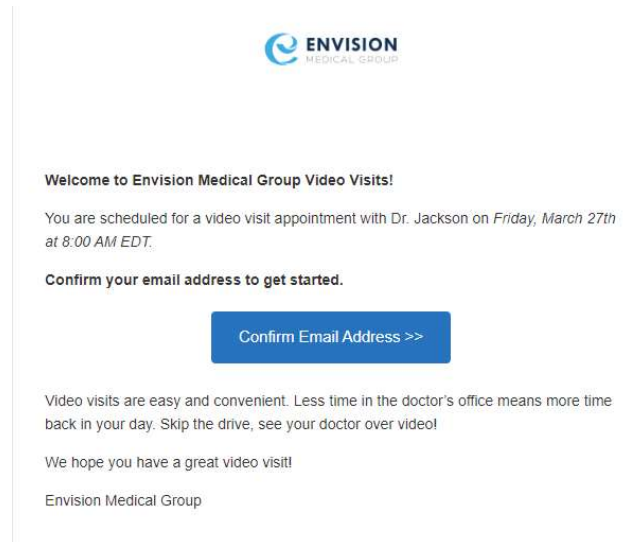
## Using Chiron on a Smartphone and Computer

### Telehealth visits from a computer

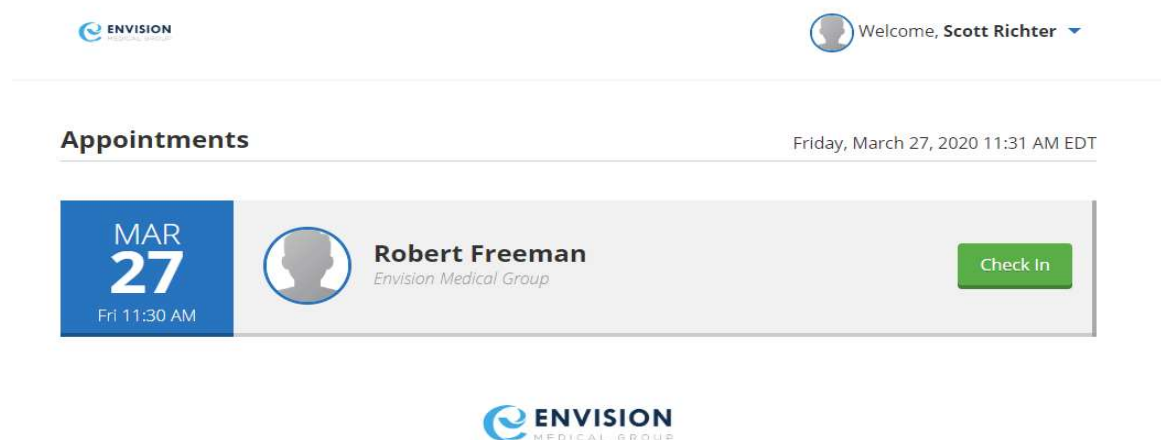
Step 1: The patient will receive an email form Chiron as shown below.



Step 2: The patient clicks the large blue button in the middle of the screen to confirm their email.



This will then take them directly to the Chiron web portal logging them into the check in screen.



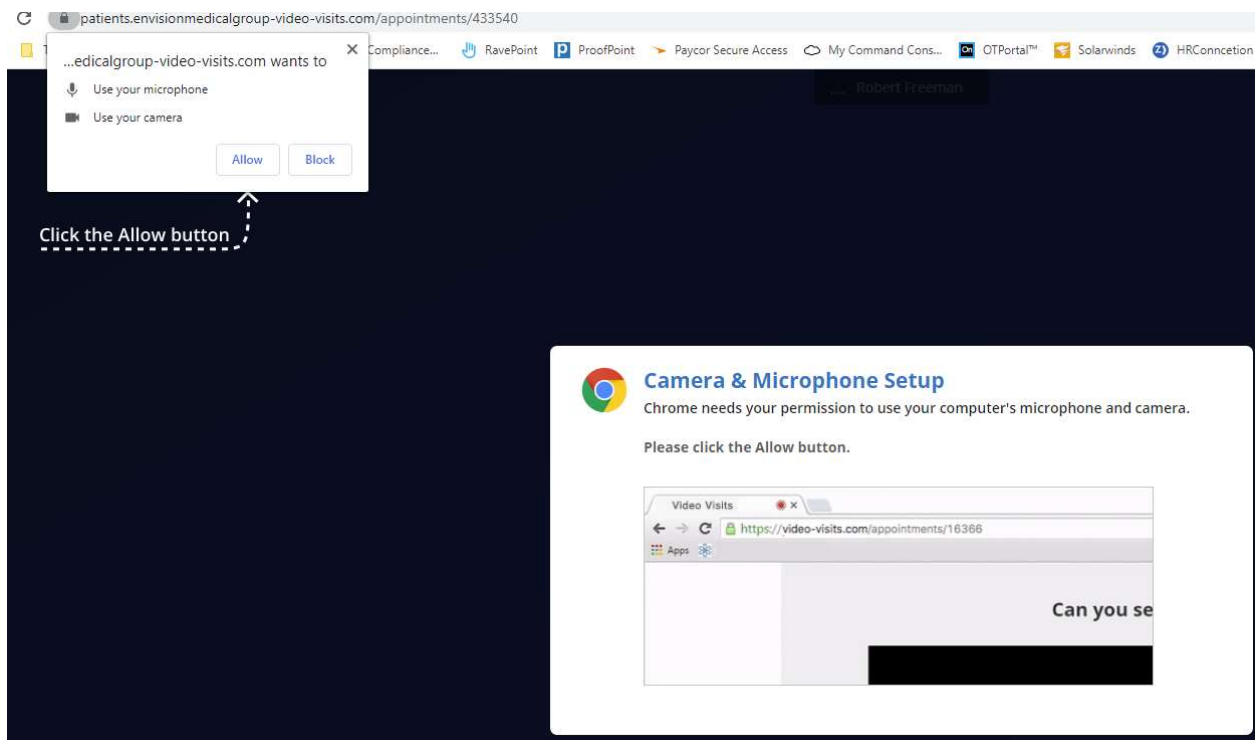
## Using Chiron on a Smartphone and Computer

Step 3: This will advance them to the next several screens which will have them enter their name, credit card information, review the consent form and test their connectivity

Step 4: Patient will start the appointment.

## Using Chiron on a Smartphone and Computer

Step 5: The web portal will set up and test their camera and mic. The patient will want to click allow.



Step 6: The patient is now waiting on the practitioner to join the visit.

