



# A GUIDE TO TELEMEDICINE

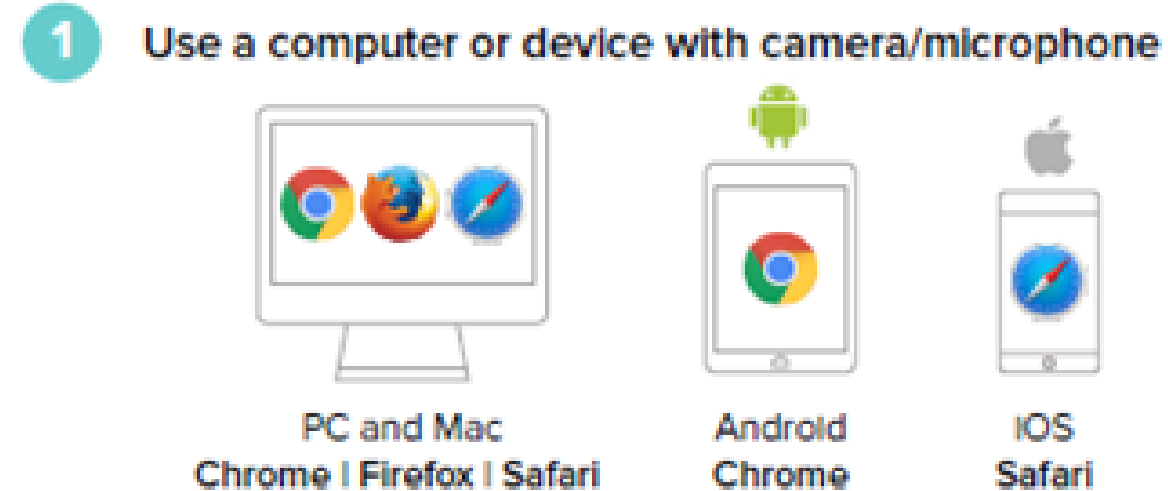
Delaware Orthopaedic Specialists

# What to Expect

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## TELEMEDICINE

You have been scheduled for a TeleMedicine appointment with one of our providers. In an effort to create a seamless experience, please review the following information below:



You will receive an email invitation prior to your scheduled appointment with a link to access the Doctor's Virtual Waiting Room through doxy.me. Please click that link 30 minutes prior to your scheduled appointment. Please check your spam folder if you have not received the email 30 minutes prior to your appointment. When prompted, allow your browser to use your camera and microphone.

If you run into issues connecting, restart your computer or check out the Doxy.me website: <http://help.doxy.me>

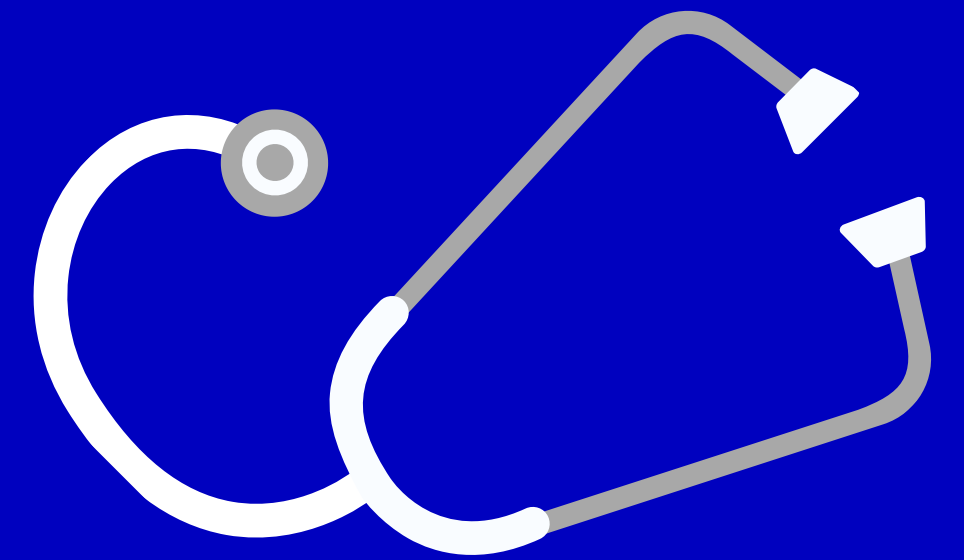
# Patient Consent

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By entering the Doctor's Waiting Room, you are consenting to the following:

**"This documentation is for a telehealth audio/video encounter which was performed in lieu of an in-person office visit due to the COVID-19 emergency. Physical exam was limited to components that were ascertained via remote live video. An in person office visit with a physical exam is the best means to establish an accurate diagnosis, but the risk of this encounter was deemed too high. The patient was made aware of this, was also made aware that portions of this encounter may not be fully HIPAA compliant, understands this compliance has been waived due to the emergency, and has given verbal permission to proceed with this telehealth encounter in place of an office visit."**

## HOW DO I PREPARE FOR MY APPOINTMENT?



If using your phone, we recommend turning your audio and video access to “allow” prior to your appointment. This can typically be completed through the “Settings” icon on your phone.

Be prepared to receive a phone call from your physician’s staff on the day of your appointment, and this call may be coming from a restricted number.

### Please have the following information available:



**Medication List**  
**Medical History/ Family**  
**Medical History**  
**Allergies**



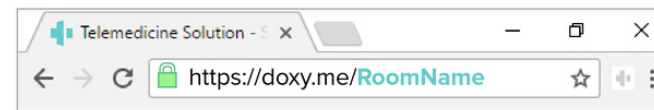
**If you have any recent imaging, test performed like an EMG or bloodwork, please let us know before your appointment. We can work on obtaining those results so your provider can review them during your appointment.**

## How to check in for your video visit

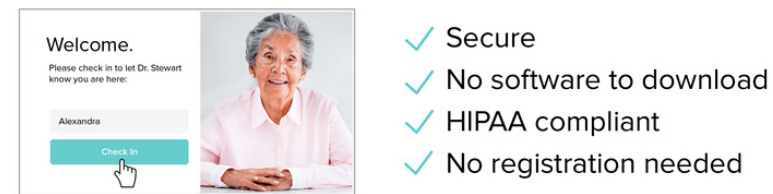
### 1 Use a computer or device with camera/microphone



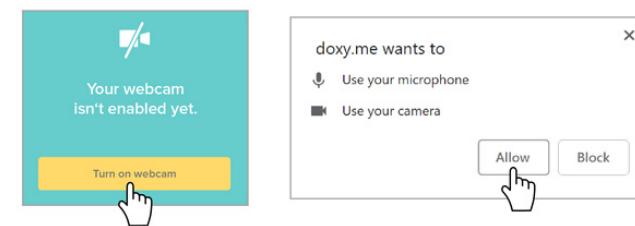
### 2 Enter your clinician's doxy.me web address into the browser



### 3 Type in your name and click check in



### 4 Allow your browser to use your webcam and microphone



### 5 Your care provider will start your visit

#### Call Tips

- Have a good internet connection
- Restart your device before the visit
- Use the [Start Test](#) button in the waiting room
- Need help? Send us a message <https://doxy.me>



# TELEMEDICINE

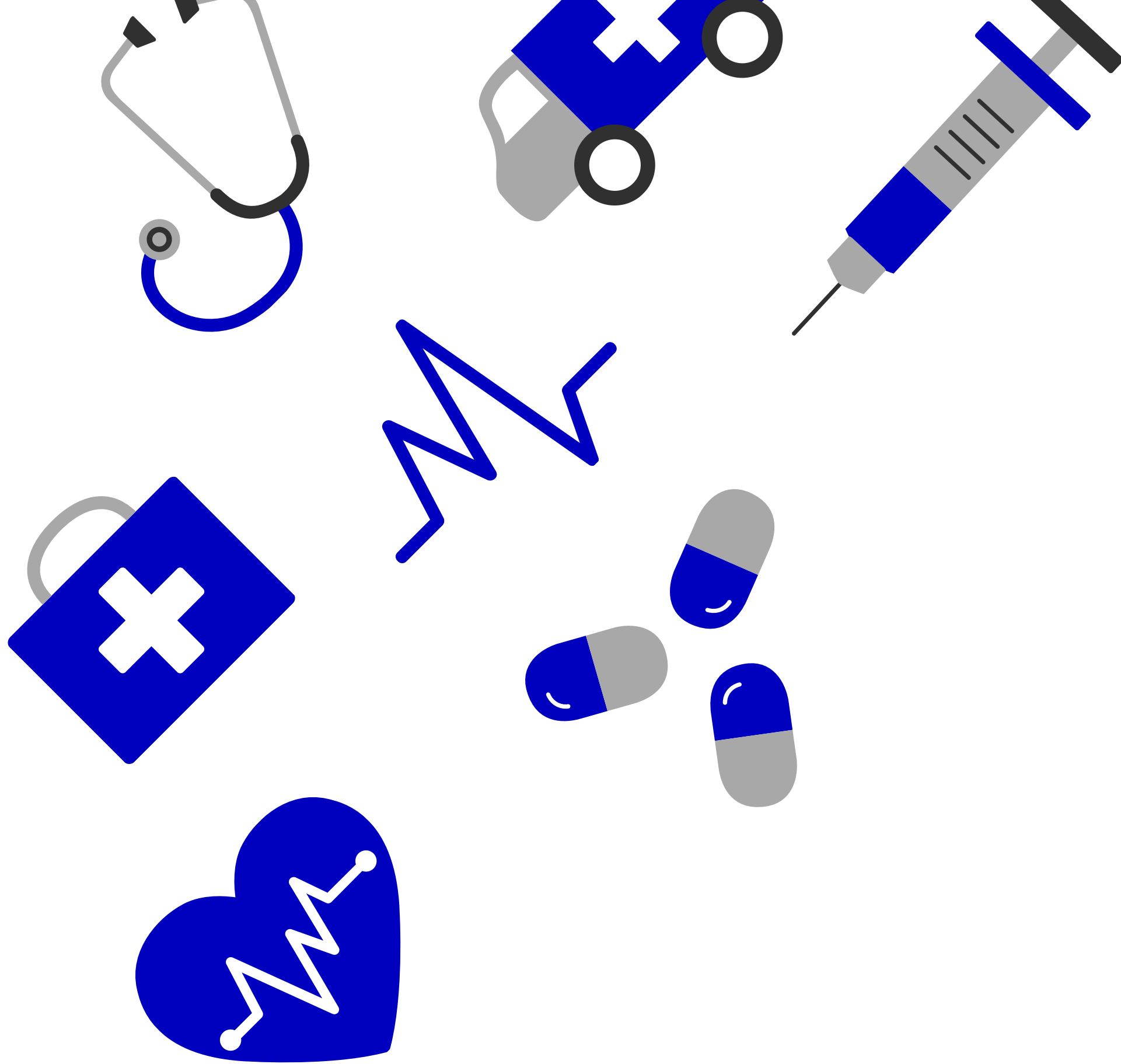
## COVID-19 PANDEMIC

Delaware Orthopaedic Specialists is committed to providing specialty Orthopaedic care to our patients and our community during this difficult time. We will be seeing patients in-office at a limited capacity to comply with State and CDC guidelines. We will continue to utilize Telemedicine when appropriate. This ensures that we are doing our part to stop the spread of COVID-19. By remaining open, we are able to keep patients out of the Emergency Rooms and Urgent Care walk in centers; ensuring that those facilities are caring for the right patients. The safety of our staff and patients is of the utmost importance to us. We hope you and your family stay healthy and look forward to the day we can all be together again. Thank you for being a valued patient.

-TeamDOS



WE ARE SPECIALISTS



# Reach Out to Us

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## Questions?

Monday - Thursday 8:00am - 4:30pm

Friday 8:00am - 4:00pm

## Email address

appointments@delortho.com

## Phone number

302-655-9494

You can also view the Doxy.me step by step guide for checking in to your telemedicine visit by clicking here: <https://youtu.be/hlypaz-QjCY>