



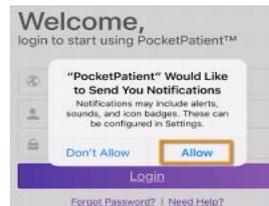
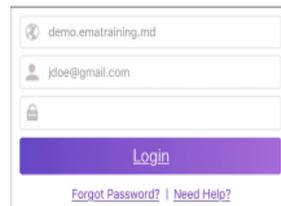
TELEMEDICINE: GUIDE TO GETTING STARTED

Telemedicine is a virtual audio and video conference between you and your physician. Most smartphones and computers with cameras are capable of a telemedicine visit for our practice. Instructions are outlined below:

ACCESS VIA SMARTPHONE OR WIRELESS DEVICE:

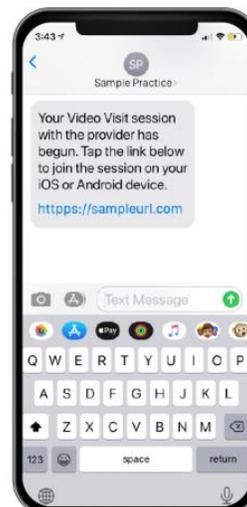
PRIOR TO YOUR SCHEDULED APPOINTMENT

1. Please provide your email to our staff.
2. You will receive an email from us that is entitled: “Welcome to Your New Telemedicine Service.”
3. Open the email and click on the link from your phone. This will automatically open the “Pocket Patient App” in the App Store. Please download this app directly to your phone.
4. Open the “Pocket Patient App” and enter the appropriate URL for your physician:
 - For Dr. Priya Thakker and Dr. Divya Bhatnagar → cosmeticderm.ema.md
 - For Dr. Manoj Thakker → oculofacial.ema.md
5. Enter your EMA username and password to log into the app – these are the same credentials used to access the EMA patient portal.
 - If you need to reset your password, click the “Forgot Password” link at the bottom and then enter the practice URL, your username, last name and date of birth. Then click the “Send Password Reset Email” link, which will send an email link for you to reset your password. Open the email, click the link and enter your last name and date of birth. Then create a password at least 7 characters long with one capital letter, one lowercase letter and one number.
 - You will receive a pop-up asking to allow for Push Notifications. It is highly recommended to select “Allow” to receive notifications for updates on your visit. If you do not allow notifications, you will have to log into the app frequently to check for updates.

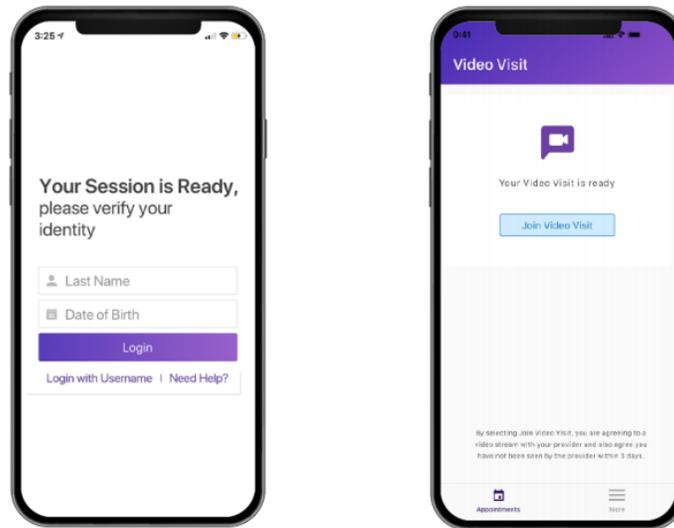


AT THE TIME OF YOUR SCHEDULED APPOINTMENT

1. Once the provider selects the Audio and Video Visit icon and accepts the terms of use, the patient will receive an email and text message, indicating the provider is ready. You may also receive a push notification on your device, if you previously allowed for notifications from the “Pocket Patient App.”



- Once the link is selected in the text message, the PocketPatient™ application is launched and the patient is asked to authenticate using their Last Name and DOB.



- You will then see a button in the middle of the screen to “Join Video Visit.” Please click this button in order to start the telehealth visit. Make sure your volume settings are switched on to a comfortable level.

Note: In order for patients to use the simplified login experience, they must have a valid mobile number in their chart and the PocketPatient app must be downloaded on their device prior to the provider starting the call.

ACCESS VIA COMPUTER:

AT THE TIME OF YOUR SCHEDULED APPOINTMENT

- Make sure your computer has a working camera, speaker, and microphone.
- You must use one of the two following web browsers: Mozilla Firefox or Google Chrome.
- Enter the appropriate URL for your physician:
 - For Dr. Priya Thakker and Dr. Divya Bhatnagar → cosmeticderm.ema.md
 - For Dr. Manoj Thakker → oculofacial.ema.md
- Under the blue login bar, click on “Patient Login.”
- Enter your EMA username and password, then click “Login.”



- The page should now say “Your video visit is ready.”



- Click the “Join Video Visit” tab on the right side of the screen. Your telehealth visit will then begin. Please note the video chat link is valid for 10 minutes from the time that the video chat is launched. The provider will need to launch the video again if the patient does not join within this timeframe.

If our physician is running 30 minutes late or more, we will call and adjust your appointment time.

Please note that when clicking on the telemedicine visit, you are implying consent for a HIPAA compliant telemedicine visit.

From the physicians and staff at Monarch Dermatology | Eyelid & Facial Plastic Surgery, we greatly appreciate your flexibility and patience during this difficult time and look forward to taking care of you.

If you have any further questions, please call our office at 732-739-3223 and we will be happy to assist you.