

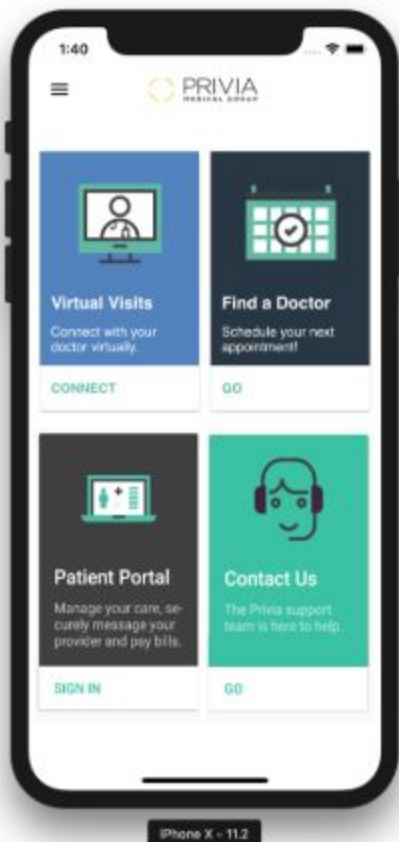


VIRTUAL VISITS OVERVIEW

When is it appropriate to schedule a virtual visit?

Virtual visits are appropriate for a variety of care needs, including urgent care, routine follow-up visits, chronic disease management, medication management, reviewing test or lab results, and lifestyle coaching. Common illnesses including sinus problems, respiratory infections, allergies, cold and flu symptoms and many other non-emergency illnesses can be treated virtually.

What do I need for a virtual visit?



There are a couple technological requirements we suggest to ensure you have a seamless experience. Make sure you are using a device with a webcam, microphone and strong internet connection. E.g., a laptop, mobile phone or tablet.

For the optimal experience, use the [Google Chrome](#) web browser on your laptop or desktop computer. If using a mobile device or tablet, download the myPrivia mobile app in the [Apple](#) or [Google Play](#) app store in advance of your visit. **After downloading what you need, return to the message we sent to your email or portal account to get started!**





How much does it cost?

Most commercial insurance plans cover virtual visits just as they would an in-office visit, but speak with your insurer to confirm. In advance of the visit, you will receive an email to check-in through a secure online platform. As with any office visit, we will collect the normal copay amount during the check-in process. After your virtual visit, we will submit a claim to your insurance carrier for full payment. If the service is not covered by your insurance, we will work with you to set up an affordable payment plan.

What can I expect during my visit?

1. You will receive an email or portal message before your appointment to complete the required check-in. You **must check-in** in advance of your visit.
2. Click "Start My Check-In" from your check-in email or portal message reminder. You will be guided through a technology check, consent form collection, insurance confirmation, and payment of your copay.
3. After completing the check-in process you are ready for your visit! If your visit is starting soon, you can go into the virtual waiting room. Otherwise, you will receive another email or portal message before your visit.
4. Click "Start My Virtual Visit" ten minutes before you are scheduled to meet with your provider.
5. Once your provider is available, you will hear an alert noise and the "Join Visit" button will become active for you to click on and connect.
6. Within moments, your provider will be visible to you on the screen and you may begin your virtual visit.
7. Once finished, both you and your provider will end the virtual visit. Any next steps of care that you and your provider discussed will be inputted securely into your medical record and will be carried out, per your provider's instructions.



VIRTUAL VISITS TROUBLESHOOTING

I'm not sure what to do next or have been disconnected

Always return to your virtual visit email or portal message! We will send a message to the email you have on file OR, if you scheduled a visit for a minor child, we will send the message to the associated portal account. Always return to the email or portal message you received to restart the visit. Here are a couple circumstances where you should return to your virtual visit message to start fresh:

- I just downloaded the myPrivia mobile application
- I installed Google Chrome to start the visit
- I got disconnected from my provider
- I had issues and lost my place in the process

In all cases returning to your virtual visit email or portal message will get you back on track! If you did not receive a message, please contact our office.

I'm having video or audio issues

There are a couple keys to a successful virtual visit. Consider the steps below if you are having any video or audio issues:

- **Download What You Need** - You will need Google Chrome if using a desktop or laptop or the myPrivia app if you are using a mobile device. Make sure you have this installed and return to your virtual visit message to get started.
- **Allow Access to Your Device** - On both mobile devices and laptop / desktops there are settings that enable the virtual visit technology to access your webcam / microphone. Make sure those settings are enabled.



- **Check Your Internet Speed** - Low video quality is usually caused by a poor internet connection. You will need an absolute minimum internet connection of **20 mbps** to do a virtual doctor's visit. That's the minimum speed we recommend for streaming video.

To test your internet connection speed, visit speedtest.net and press Go. If the test says your speed is under **20 mbps** and you're using wifi, try using a wired internet connection or restarting your router.

- **Turn Up Your Audio** - We know it sounds silly, but is your speaker volume turned up? We've all done that before. You can always play some music or open up a video clip on YouTube to test your sound.
- **Use Headphones for Sound** - If there is an echo it is because your device speakers are too close to the microphone. Plug in some headphones and the echo should disappear!
- **Restart the Visit** - Close out of any open windows and applications. Go back to your virtual visit message and click "Start My Virtual Visit" to restart your visit.

I'm still having issues after trying these steps

Give us a call! If you continue to have problems, contact our office or reach out to Privia Support at help@priviahealth.com / call **(888) 774 – 8428**.