



TELEVISIT INSTRUCTIONS: (BEFORE YOUR APPOINTMENT)

- 1. CALL OFFICE WITH YOUR EMAIL IF YOU ALREADY DO NOT HAVE PORTAL ACCESS. MAKE AN APPOINTMENT 561-753-8888 x 1613 or 1615. MAKE SURE WE HAVE UPDATED CELL #**
- 2. REGISTER AND OBTAIN PORTAL ACCESS THROUGH EMAIL INVITE. CALL THE OFFICE IF YOUR ACCOUNT LOCKS**
- 3. DOWNLOAD THE HEALOW APP ON YOUR PHONE:
<https://healow.com/app.html> or **HEALOW** in appstore**
- 4. DOWNLOAD ZOOM.US (MOBILE CLOUD) ON YOUR PHONE- MAKE SURE YOU KNOW HOW TO USE THIS APP BEFORE YOUR APPT**
- 5. YOU WILL RECEIVE YOUR APPOINTMENT INSTRUCTIONS THROUGH YOUR EMAIL/PORTAL OR AS A TXT**
- 6. THE OFFICE WILL CALL YOU AT YOUR APPOINTMENT TIME. REFERRALS, DEMO AND PAYMENTS WILL BE CHECKED. NEW PTS MUST HAVE EMAILED, FAXED OR DROPPED OFF ALL NEW PT FORMS, ID, INS CARD. NEW PT FORMS AVAIL AT WWW.PEDINEUROLOGISTS.COM**
- 7. STAFF WILL VERIFY YOU CAN ACCESS APPT VIA HEALOW OR ZOOM**
- 8. JOIN APPT BY HEALOW OR ZOOM AND COMPLETE VISIT**
- 9. CALL THE OFFICE TO SCHEDULE FOLLOW UP. OTHERWISE ALL REFERRALS/ORDERS WILL BE MAILED/FAXED AND APPROVED RX WILL BE SENT ELECTRONICALLY. CALL YOUR PHARMACY 1ST TO VERIFY IF YOU ARE WAITING FOR MEDS**

How do I Participate in a TeleVisit?

The first step is to call and schedule it with your provider

For many people today, telemedicine is a convenient and effective way to see their healthcare provider. Before beginning your TeleVisit, make sure that you:

- Have an active Patient Portal account, with username and password
- Set aside a secure, private location

To begin your TeleVisit, follow these easy steps:

1. “Arrive early” by logging in to your Patient Portal. If you can’t access the Portal, you can also begin your appointment through the reminder link sent to your email.
2. Click “Join TeleVisit” in your patient dashboard (or email reminder).
3. Fill out any patient questionnaire, and provide requested personal information.
4. Click “Proceed” to check your computer’s speed and ability to support a TeleVisit. If your computer does not have a webcam (most do), you will need to attach one.
5. Click “Start TeleVisit” to enter the virtual waiting room.
6. Your physician will begin the face-to-face TeleVisit, and disconnect when the visit ends.



**If you experience any technical problems or have questions about the TeleVisit process, first look at the TeleVisit help file at the bottom left on your Patient Portal. If you still need additional help, we offer free, live chat support, accessible at the bottom of the TeleVisit help page.



Edwin Liu, M.D.

Bernardo Flasterstein, M.D.

Farjam Farzam, M.D.

Abigail Ley, M.D.

Novette Green, D.N.P.

Alyssa P. Ausnehmer,

A.P.R.N.

Alejandra P. Stevenson,

A.P.R.N.

12959 Palms West Drive
Suite 120
Loxahatchee, FL 33470

5610 PGA Boulevard
Suite 214
Palm Beach Gardens, FL
33418

150 SW Chamber Court
Suite 203
Pt St Lucie, FL 34986

10301 Hagen Ranch Road
Building D Suite 930
Boynton Beach, FL 33437

Phone 561-753-8888
Facsimile 561-795-5004
www.pedineurologists.com

NEW PATIENTS

TELEMEDICINE INSTRUCTION

INSTRUCCIONES PARA NUEVOS PACIENTES

- A) Cedula de Identidad. Y Tarjeta de Seguro
- B) Formularios necesarios que son disponibles en nuestro Web:
WWW.PEDINEUROLOGISTS.COM
- C) Todos esos documentos (copias) pueden ser mandados for correo electronico , Fax o depositados a nuestra officina (en la puerta de afuera) dias antes de la visita.
- D) Necesitamos tener su correo electronico
- E) Para obtener una cita, llamen a : 561-753-8888 Extension 1613 o Extension 1615.
- F) Por favor confirmen que tenenos el correcto numero de telefono.
- G) Mediante el correo electronico ustedes recibiran un Link para que se registren y obtengan una entrada portal.



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INSTRUCCIONES PARA TELEVISITA

(Pasos necesarios antes de la visita)

1. Necesitamos su E Mail (correo electronico).
2. Para obtener una cita llamen a : 561-753-8888 Extension 1613 o Extension 1615.
3. POR FAVOR CONFIRMEN QUE TENEMOS SU NUMERO DE TELEFONO Y SU CORREO ELECTRONICO
4. Mediante el correo electronico recibiran un Link para que se puedan registrar y obtener una entrada portal.
5. Descargen (DOWNLOAD) a su telefono estas 2 Aplicaciones (gratis)

1) HEALOW (En el Apple Store o en:

<HTTPS://Healow.com/apps/jsp/webview/signIn.jsp>)

2) ZOOM.US (En el Apple Store)

Por Favor verifiquen que tienen las 2 Aplicaciones

y que saben como usarlas antes de la visita.

La Televisita sera posible unicamente mediante una de esas 2 applicacions: HEALOW OR ZOOM

EL DIA DE LA TELEVISITA

- 1.** El dia de la cita y a la hora establecida ustedes recibiran instrucciones mediante el correo electronico o mediante un texto.
- 2.** Nuestro personal verificara que ustedes se pueden comunicar mediante una de las 2 aplicaciones (Healow o Zoom.us)
- 3.** La(s) medicinas necesarias seran mandadas, durante la visita por correo electronico y directamente a la farmacia.
- 4.** Despues de la visita, nuestra officina los llamaran para darles la fecha para la proxima visita.
- 5.** Confirmen con la farmacia si ellos recibieron las instrucciones.

LLAMEN A LA OFICINA SI SU CUENTA SE TRANCA.