

Sample Emails and Texts Clients receive from Mend prior to appointments

How to access Mend Telehealth Appointments using a Laptop:

Below is a sample email from Mend – You will receive 4 emails, all of which are very similar to the image below. Prior to any session you should Test your Connection with the provided link in Step 3. This will identify any problems before joining the session. If you are using a Laptop you should look at Step 5C to find the link and “Start your Visit”. After clicking this you have to enter the clients DOB. Then you are in the session. They may be prompted to Allow access to Microphone and Webcam – clients must click ALLOW for a successful session. If you are using a smartphone you should jot down the 6 digit code as that is needed to enter the session via Mend App.

Family Service

OF THE PIEDMONT

Your telemedicine appointment has been scheduled

Dear AAAATest:

Your secure video appointment has been scheduled:

Family Service of the Piedmont
JUSTIN KRICK
Thursday, April 16 at 12:20 PM EDT

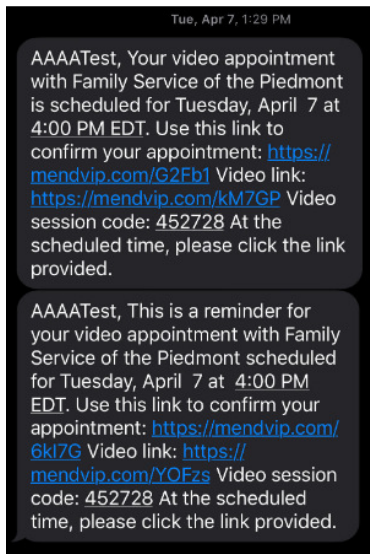
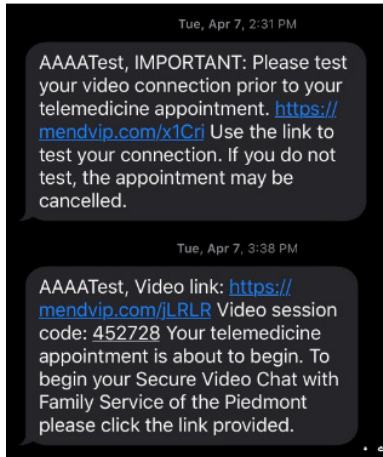
1. **For Video Visits using Apple or Android phones or tablets, download the Mend app and connect to WiFi if possible.**
 - a. [Apple App Store](#)
 - b. [Google Play](#)
 - c. The app will require a 6 digit session code. This code will be sent to you as a reminder before your visit by email and/or text.
 - d. If connecting from a computer, Google Chrome is preferred, but Internet Explorer, Edge, and Firefox are also compatible.
2. **Please confirm your appointment:** [Confirm Appointment](#)
3. **Test your video connection prior to your visit**
Please test your connection at this link: [Connection Test](#)
4. **Prepare any information that may expedite care from your provider.**
For example, if you are sick, take your temperature. Prepare a list of your current medications, and notify your provider if your medications have changed recently.
5. **Start your visit**
 - a. Find a quiet, confidential space.
 - b. Please connect 10-15 minutes before your scheduled appointment time.
 - c. If you are on a computer, please use this link to start your visit: [Start Your Visit](#).
 - d. If you are using a cell phone or tablet, enter session code **547168** in the Mend app.
 - e. Enter your birth date when prompted.
 - f. If you haven't already done so, you will be prompted to accept disclosures and agreements before accessing your appointment.

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Using a Smartphone with Mend APP:

If choosing to use a smartphone/tablet to access Mend Telehealth you must use the Mend App. You can find this on the Google Play or Apple Store. The icon is red with a white stethoscope in the shape of a heart.

Below are the texts you will receive from Mend prior to the appointment. If the session is scheduled far enough in advance these are spread out over the days leading up to the appointment. If your appointment is scheduled within a day of the visit you may receive them all at once, or within a few minutes of each other as you see below.

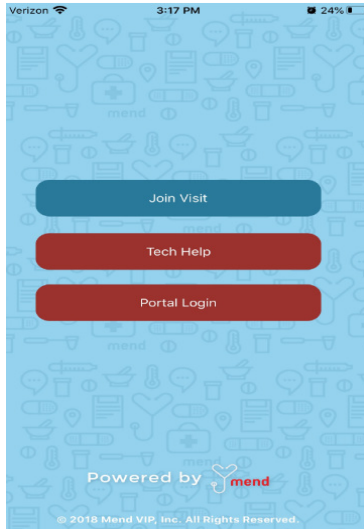


Next page outlines how to access the appointment via Mend App. Please keep reading.

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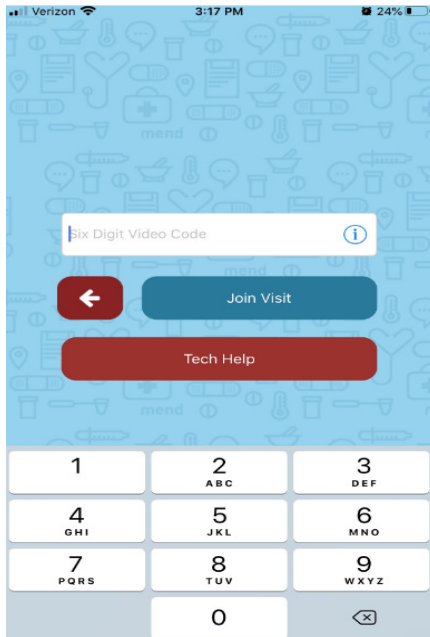
Mend App – This is what the client see’s when they are using a Smartphone/Mend App

Step 1. Open mend app – Tap Join Visit



Step 2. Client enters the 6 digit code they received from Mend via Text or Email and taps Join Visit again.

*****BE CAREFUL WHEN ENTERING THE 6 DIGIT CODE SENT BY MEND – If entered incorrectly you will see a message that says the appointment has been checked in and checked out*****



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Step 3. Clients Tap the “Continue” button when the disclaimer pops up. After clicking agree they enter the Session.

Verizon 6:51 PM 45%

Your provider will be with you shortly. The Mend system notifies your provider when you are online and waiting.

Please have available any information that may expedite care from your provider.

Please make sure your internet connection is strong.

The practice may send text message or other alerts to provide updates on the status of your appointment.

Contact the practice directly for any questions or concerns regarding appointments, prescriptions, or payments.

These sessions may be monitored or recorded for quality assurance, EMR documentation, billing and reimbursement, or other important business purposes related to your care. In the unlikely event that a session is recorded an alert would be visible on screen so you are aware and may opt out.

Continue