Serenity Health [[C

## A Step-by-Step Process to Attending Your Telehealth Visit -Via Computer

- Sign into the patient portal using your username and password at <u>https://pp-wfe-102.advancedmd.com/154693/account/logon</u>. If are using the link sent to your email, please skip to step 4a.
- 2. You will be prompted to verify the person signing in is you with a 6-digit verification number sent to the email linked to your patient portal account.



3. Once signed in, click on the "Appointments" tab, then click next on "Upcoming" to see the telehealth appointment that is starting soon.

			Profile	Appointments	Messages	Bills	Prescriptions	Forms	Records		
	Luke T. 🖌	Upcoming <b>2</b>									
1 FOLLOW UP - TELEHEALTH for <b>Test,Luke</b>									Cancel Appointment		
TELEMEDICINE LARICE, ROLANDO, MD							(314) 590-3721.		(314) 590-3721.		

4. When ready, click "Join Waiting Room". Please try to complete this step 10 minutes before the call.

4a. If you are using the link sent to your email to join the session, click the link, which is accessible by clicking the underlined words "Join the appointment".

5.	You will be taken to a new screen where you will be		irmation: Telehealth Appointment with Larice,Rolando on Friday, March 1, 202	Confirm Patient Identity		
	asked to input your last	()	Some content in this message has been blocked because the sender isn't in your Safe send I trust content from noreply@advancedmd.com.   Show blocked content			
	name and date of birth to	SL	Serenity Health Llc <noreply@advancedmd.com></noreply@advancedmd.com>	٢	Patient's Last Name *	
	confirm. This information		To: Luke Schaefer			
	confirms you are the correct		Hello Luke, This is a confirmation of your Telehealth appointment with Larice,Rolando.		Birth Date *	
	patient.		When: Friday, March 1, 2024 1:30 PM CST (Central Standard Time).			
	•		To join the appointment click this link: Join the appointment		Confirm	
6.	From there, press "Confirm" to be taken to the waiting roor	n.	You can reach the office at (314) 590-3721 if you have any questions.			

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- 7. Once in the waiting room, you will need to wait for the provider to enter the call. If you are at this step before the provider, you will be prompted to "Pay Now" and enter payment information before seeing the provider. Once completed, you will be redirected to the waiting room until the provider is ready to see you.
- 8. If the provider is already online, the words "waiting for provider" will be under the option to join the call. The "Join Call" button will turn green when the provider is ready...as shown in the image below. Please click to join.

and the MC () CI Telehealth		
	Waiting Room	Q
ROLANDO LARICE , MD	12:45 PM	Join Call
	March 1, 2024	
ROLANDO LARICE , MD	1:00 PM	Ibin Call
	March 1, 2024	waiting for provide
	Upcoming Appointments	
	No upcoming appointments	

- 9. Once you click to join, you will be prompted to type your name to enter the meeting. Please type your name in and click "Join" below it.
- 10. You will then be prompted to fill in payment information. <u>If you do not complete this step, you will</u> <u>be unable to meet with your provider.</u> Once all of your information is entered and correct, please click "Make Payment".
- 11. Completing payment is the final step towards seeing your provider virtually. When payment is complete, the provider is notified. You can click "Launch meeting" to join zoom and they will admit you into the session for your appointment. If you are having trouble with joining, please click the "Join from Your Browser" option close to the bottom of the screen.

Secenity.Health UC 🖗	Telehealth					
Payment Information						
<b>Copay</b> 1:00 PM 03/01/2024 ROLANDO	<b>\$5.00</b> D LARICE , MD					
Charge Amount \$5.00						
Charge may not be applied if it is concerned of the conce	overed by your insurance.					
Card Exp: MM / YYYY						
Card CVV:	* Zip Code:					
	B MasterCard					
View Waiting Room 🜖	Make Payment					
the dialog shown by you	ur browser					

Click **Open Zoom Meetings** on the dialog shown by your browser If you don't see a dialog, click **Launch Meeting** below

By clicking "Launch Meeting", you agree to our Terms of Service and Privacy Statement
Launch Meeting
Don't have Zoom Client installed? Download Now

Having issues with Zoom Client' Join from Your Browser