



La Palma Intercommunity Hospital

Emergency Telemedicine User Guide

Patient User Guide

To utilize the Emergency Department Telemedicine feature, you will need to follow the following steps. To successfully use this system, you will need access to a computer, tablet, or cellular device with internet capabilities. This service, with the help of electronic communication, will allow emergency department physicians to deliver healthcare services from a remote location. No additional downloads are needed to utilize this service.

- Telemedicine allows patients access to care without having to visit the emergency room in certain cases. In the event that your medical condition requires further assistance, you will be asked to present yourself to the nearest emergency room or dial 911. You may also need to meet with your primary care physician following your visit.
- Your privacy and confidentiality are handled just as if you were visiting in person. The service used is a secure platform and follows HIPPA compliance. Your safety and privacy is our priority. Our virtual waiting rooms can only be accessed and viewed by La Palma Intercommunity Hospital Emergency Department staff. Meeting ID's can only be sent by staff.
- Dependent on your insurance plan, copayments may apply. Cash payment is also available for individuals. (\$50 – Hospital fee) Professional fees from the emergency department physicians may apply.

If you have any trouble during your visit, please use the Doxy.me help center. They have informational guides, along with a help desk chat feature. <https://help.doxy.me/en/>

Prepare for Your Virtual Visit

- To prepare for your call please have the following available:
 - Email address
 - Strong internet connection
 - A device with a camera/microphone
 - A form of ID
 - Insurance information, if applicable

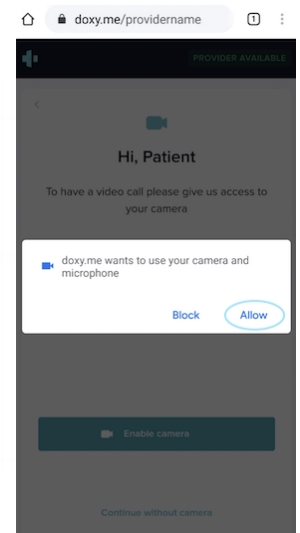
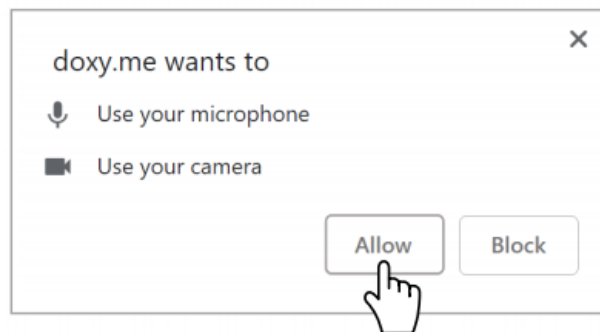
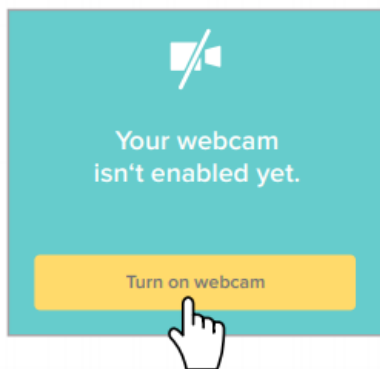
Beginning Your Virtual Visit

1. Your virtual visit begins with a call to our Emergency Telemedicine Hotline at 714.670.6077.
2. A nurse will assess your condition and inform you whether you require a physical presence in an emergency room.
3. Once you finish speaking to the nurse about your condition, you will be placed on a brief hold and transferred to our admitting department.
4. The admitting department will collect your contact information, provide you with a link for your medical record, and a secure link for your virtual visit.
5. The link for your virtual visit can be sent via email or text. (Standard data messages apply when text is your preferred choice.)
6. Once you click on the secure link,
 - o Enter your name, click “Check-In”

Welcome!

Please check in below to let Dr. Welch know you are here

- o You will then be prompted to enable your camera and mic for use during the call. For the call to run, you must turn on and allow the items below.
- o The mobile link will also have a similar message.





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- You are now in the hospital's virtual waiting room. Please wait for the doctor to begin the call.

