



Orthopaedic  
Associates of  
Zanesville

## Telemedicine Connection Instructions

**Orthopaedic Associates of Zanesville**  
**wants to thank our community for coming together during this troubling**  
**time. Keeping our community and employees safe is of utmost importance.**

### Hours of Operation

Orthopaedic Associates of Zanesville is still open Monday through Friday for **URGENT CARE** visits only requiring **IMMEDIATE** orthopedic care during the hours 9am - 4pm. Direct patient care in the office is still superior, but most visits can be handled through Telemedicine almost as adequately.

### What is Telemedicine?

Telemedicine allows our physicians to see and treat patients through a video visit in place of the traditional office setting. Telemedicine is a viable option for Orthopaedic Associates of Zanesville to continue to help the public with their orthopaedic needs by allowing us to have the closest possible solution to direct patient care. This will ensure the safety of both the patient and physician from the comfort of their own home.

### Telemedicine at Orthopaedic Associates of Zanesville

Telemedicine enables our physicians to screen patients with issues that may not require an urgent care visit and limits contact in our office at this critical time. Patients arriving to urgent care may be directed to a scheduled telemedicine visit by the discretion of the urgent care physician in clinic that day. This will optimize safety for both employees and patients, while also allowing the patient to be appropriately seen.

By doing Telemedicine visits, Orthopaedic Associates of Zanesville is able to help diagnose your orthopedic issue and start early treatment, helping you recover sooner. Similar to being seen in our office, we are able to prescribe medications, braces and home exercise programs after the visit. If an X-ray is urgently needed, we can send you to our office to have this done with our urgent care physician. Similarly, if a MRI is needed, we can begin the process through

your insurance, but this most likely won't be set up until the state allows us to safely start elective procedures once again. However, if we feel this is urgent, we are still capable of performing the MRI and Telemedicine is the first step to start this entire process.

### Why Telemedicine?

Both state and federal government have passed urgent laws allowing a telemedicine visit to be covered by **all insurances**. Moreover, we will use our electronic medical records to allow the video visit to comply with HIPAA regulations and is fully encrypted ensuring the patient's privacy.

**We hope this simple instruction sheet helps everyone with connecting easily, so the community can continue to be supported by Orthopedic Associates of Zanesville for all their orthopedic issues, both acute and chronic.**

## What do you need to connect with your physician for a home Telemedicine Visit?

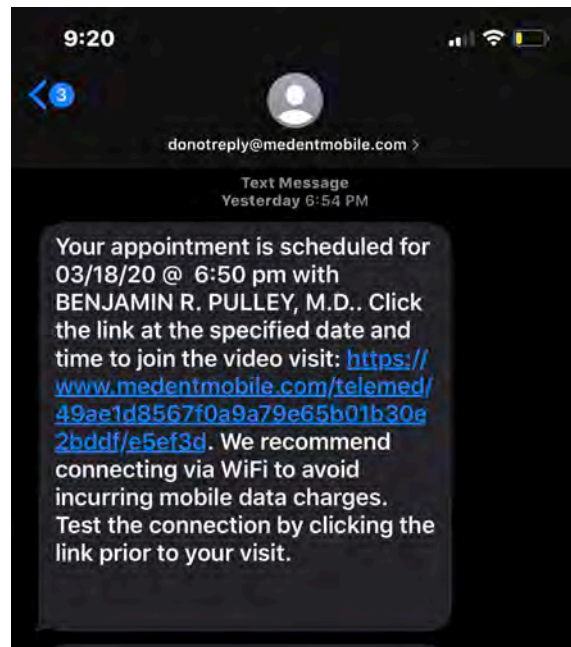
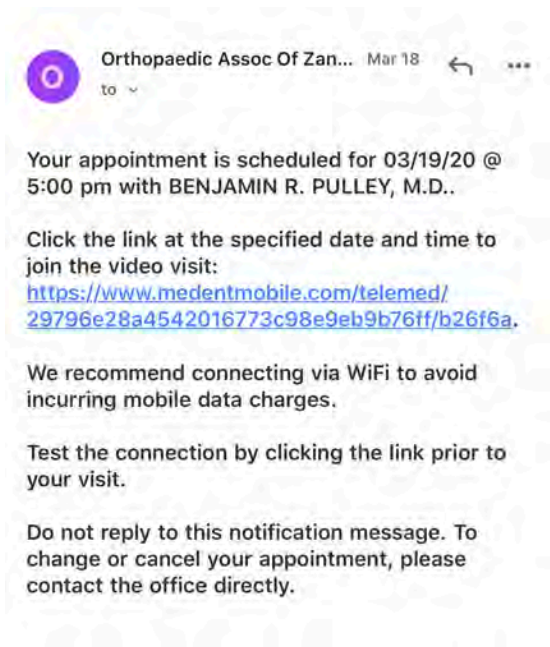
Our electronic medical record simplifies this for the patient. All work is done from our end. All the patient needs is a smartphone with video built in or a computer with a webcam to allow video communication.

## How do I, as the patient, schedule a Telemedicine appointment?

Scheduling an Telemedicine appointment is no different than calling to schedule an appointment at our office. The only difference is this will be done from home for the patient at this time. Call our office at (740) 454-3273 and someone will assist you with scheduling an appointment. All of our physicians are participating in Telemedicine, so you can pick the provider of your choice or if more urgent, you will be placed with the physician doing telemedicine that day.

## How will I be Notified?

The scheduler will ask for your email or cellular phone number and carrier. This is so you will either receive an email or text with a direct link to click to start your appointment at its scheduled time (see pics below). Pictured left, is a sample email and the right is a sample text you will receive. These will be sent directly to the patient after the appointment is finished being scheduled by our office. Do not delete these, for these have the encrypted link required to click by the patient to start the encounter from their end.



## It's the day and time of my appointment, how do I connect from home?

You will connect by clicking the link sent via email or text to you on your smartphone or computer. Once you click the link, it will ask you which browser you wish to use and this depends on your operating system. If you click an unsupported browser, you will get the error below (see pic) and need to re-click the link and select a supported browser for your particular device.

Supported browsers by device:

**Iphone - Safari**

**Mac Computer - Safari or Chrome**

**Android Phone - Chrome, Samsung, Edge, Opera**

**Windows PC - Chrome, Firefox or Opera**



Please note, that Internet Explorer is **NOT** supported on any device.

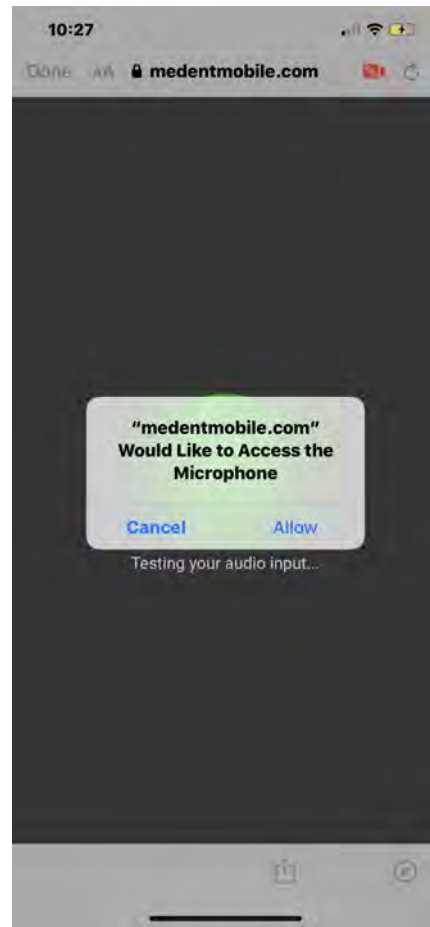
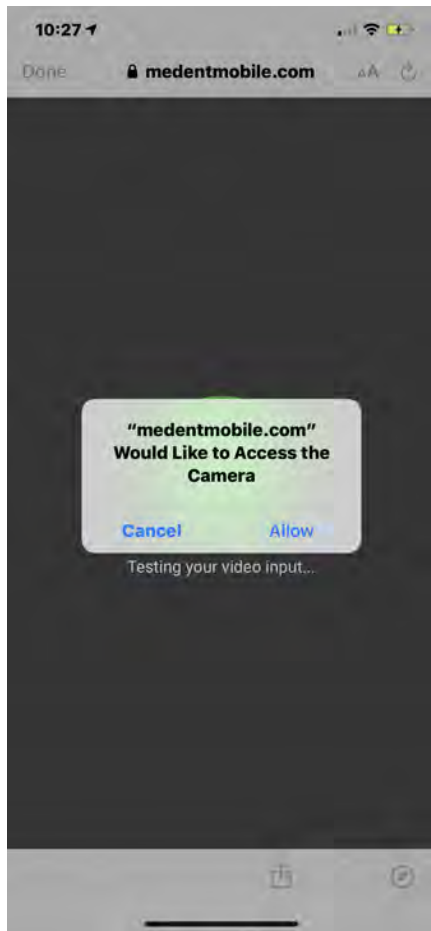
To keep connection very simple...

-all apple products support safari

-all windows/android support chrome

## So I clicked the proper browser, what do I do next?

You will need to allow Medent (Our Electronic Medical Records) to use your video and microphone. This is done by clicking the 'Allow' button for each. See pictures below.



## I allowed both the camera and microphone, what do I do next?

That is it, now just wait for the provider you were scheduled with to connect and it will start a fully encrypted video office visit that acts similar to FaceTime, Skype, Zoom, Google, and other video chats.

Once connected, you will see a green check box and will switch to video as shown in the picture on the right.

The black box in the upper right is the video display of you the patient, we blacked it out for privacy reasons for this instructional report.

When the physician connects, you will see them in the left (Under Dr. Benjamin R. Pulley, M.D. name in the picture below).

When the visit is over, you simply hit the red phone button on the bottom as normal for ending a phone call.

