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TIPS FOR A SUCCESSFUL VIRTUAL APPOINTMENT

Scheduling your TeleMedicine Appointment

- A Bluegrass Family Allergy associate will contact you to remind you of your appointment date and time
- An email or text message will be sent with Dr. Brauer's room link for access to your appointment
- Payment is due in advance of your appointment by credit or debit card when you enter the virtual waiting room on the day of the appointment. *A reminder that currently we are NOT filing telemedicine visits with insurance carriers and are providing these services on a SELF PAY basis only.

On the Day of your Appointment

- Check your internet connection—you must have an internet connection (hardwired internet or WiFi) in order to have a virtual appointment. You MUST use Chrome/Firefox (Android)/or Safari (iPhone). These browsers allow for your mic and camera to work properly.
- Make sure your audio and video are working—you can use phone, tablet, laptop, or desktop. **When prompted, you must enable and accept access to your webcam and microphone.**
- You will enter your name and click "Check-In"
- You will appear in Dr. Brauer's virtual waiting room as "Arrived" and your appointment will begin promptly.
- Find a quiet, private location if possible
- Check your lighting
- Write down problems and questions ahead of time
- Have your medications assembled for you and the nurse's review together
- Dress appropriately for the visit
- Consider using a computer instead of your smartphone
- Have easy access to any pictures or medical reports you want to share with the medical provider
 - Consider sending any copies of pictures or lab results we may not already have to our email address (info@bgallergy.com) in advance of your visit—let the front desk know you'll be sending records for review before your appointment
 - We are happy to email/fax copies of your labs or testing results prior to your virtual visit, in order to make your discussion with the physician more productive
- Be an active participant in the history and exam