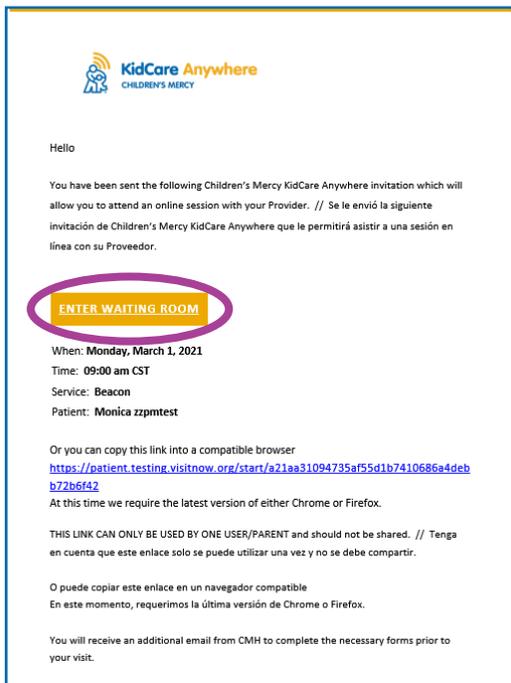


1. 15 minutes before your scheduled telemedicine appointment, click the link sent to you by email or text.

- This link can only be used by one person to join the appointment. If a second person wants to join on another device, the provider can invite this person once the appointment has started.



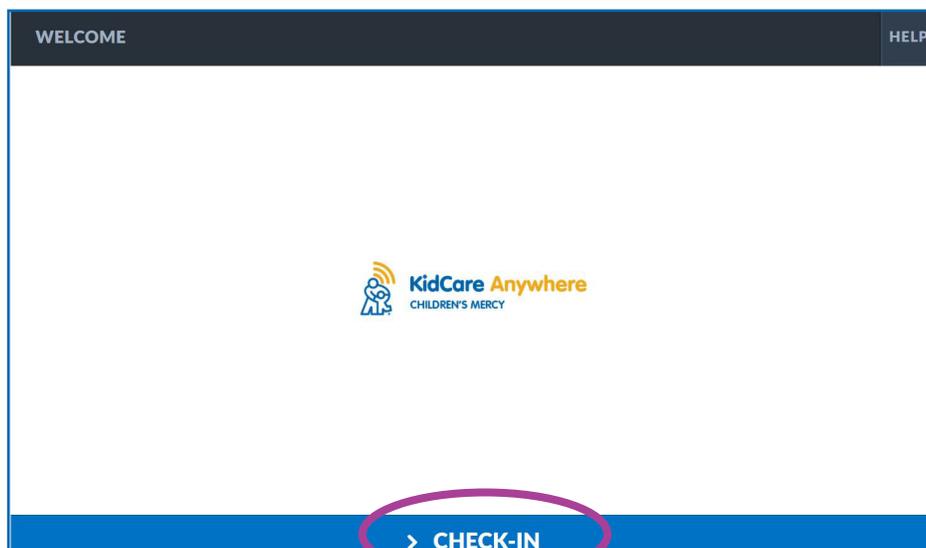
<https://patient.testing.visitnow.org/a/7gothKVK>

You have been sent the following Children's Mercy KidCare Anywhere invitation which will allow you to attend an online session with your Provider in the Beacon department. This visit is for Monica on Monday, March 1, 2021 09:00 am CST.

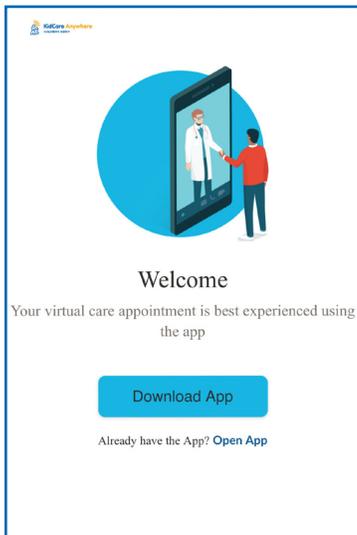
THIS LINK CAN ONLY BE USED BY ONE USER/PARENT and should not be shared.

Se le envió la siguiente invitación de Children's Mercy KidCare Anywhere que le permitirá asistir a una sesión en línea con su Proveedor en el departamento de Beacon. Esta visita es para Monica el Monday, March 1, 2021 09:00 am CST.

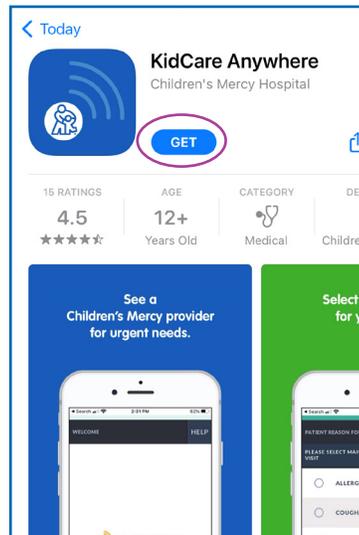
2. If you are using a computer, laptop, or Android phone, you will be taken to the KidCare Anywhere website to check in to your telemedicine appointment. Click Check-In.



If you are using an iPhone or iPad to connect to your visit, you will be asked to download the KidCare Anywhere app. If you already have the KidCare Anywhere app downloaded, the app will open.



Click the  
Download  
App button



Click GET in the app  
store to download  
the Children's  
Mercy KidCare  
Anywhere app



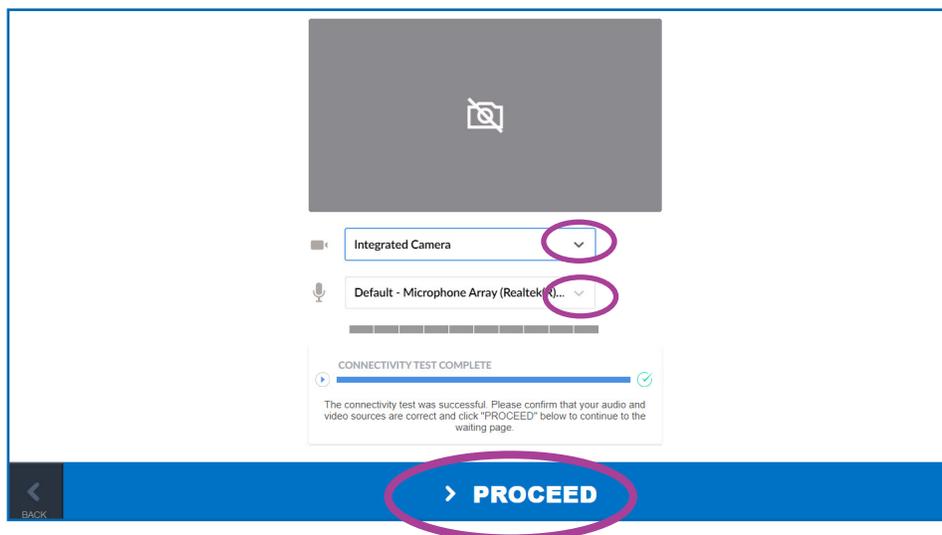
After the app is downloaded,  
go back to your text or email  
and click the appointment link.

The app should open  
automatically and take you to  
the check in page. Click Check-In.

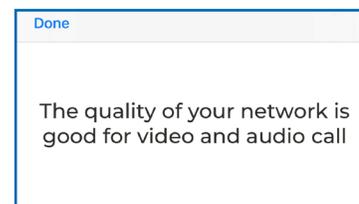
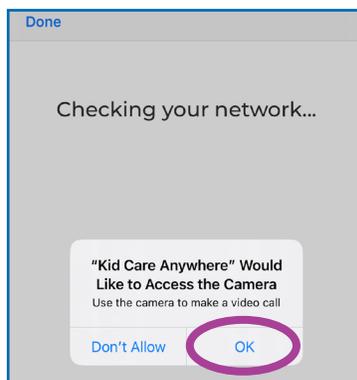
3. Review your child's information and click Confirm.

4. If you are using a computer, laptop or Android phone, you will see the screen below. You can test your connection, microphone, and camera on this screen.

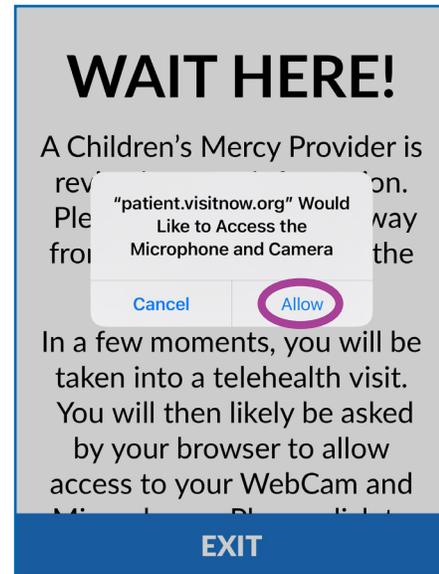
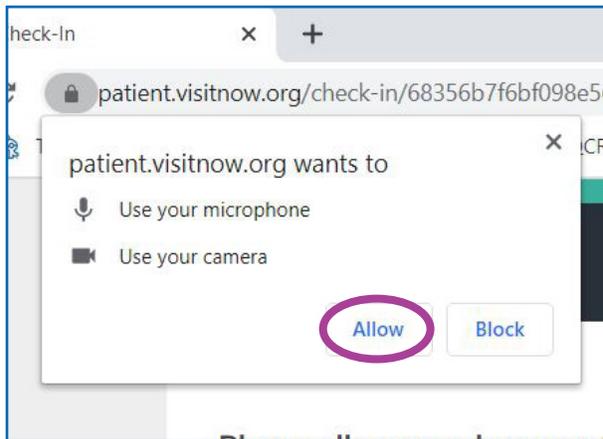
- Click the dropdown arrows to open the menu to select another camera or microphone.
- Click Proceed when you are finished and ready to enter the waiting room.



- If you are using an iPhone or iPad, you will see the screen below. Click Test Connection to test your internet connection, microphone, and camera.
- Click OK to allow KidCare Anywhere to use your device's microphone and camera.
- Click Done when the test is finished to return to the waiting room.



5. You will be placed in a virtual waiting room. The provider will join virtually at the time of your telemedicine visit. Do NOT minimize or leave this screen or the app until after your visit is complete.
6. If a pop-up appears and asks to use your camera and microphone, click Allow.



## IN-CALL INSTRUCTIONS

- This is what your screen looks like when your telemedicine appointment has started and the provider is connected.



- Make sure your camera and microphone are turned on. Click the icon to turn them off and on.

◇ This is what the icons look like when they are turned on.



◇ This is what the icons look like when they are turned off.

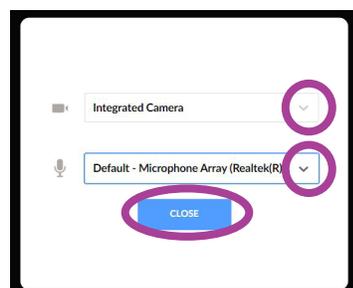


- If your microphone and camera are turned on but are not working when using a computer, try switching to another camera or microphone.

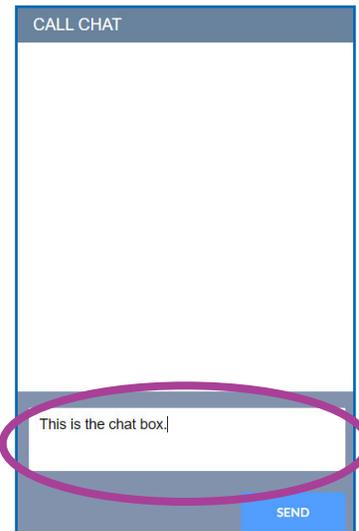
## 1. Click the Settings icon.



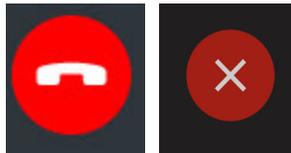
2. In Settings, click the down arrows to open the menu and select another camera or microphone. Click Close when you are done.



- To send a message to the provider using the chat during your appointment, click the Chat icon to open the chat. Type your message and click Send.



- To end the appointment, click the End Call icon.



- Click end.



- If you end the call before you are finished, you can click the link from your email or text and check-in again. This will give you the option to re-connect within 5 minutes of disconnecting.