



PATIENT PREPARATION FOR VIRTUAL VISIT

Greetings!

I hope this email finds you well during trying times. We are all learning to adapt to new situations day to day. As part of our commitment to continue to provide service and safety for your healthcare needs during this pandemic, we have started offering virtual visits with Dr. Zaharoff. This is a new experience for our practice, and we would like to provide you with some basic information about your visit.

You have elected to participate in an audiovisual telemedicine visit.

- Please make sure you are using a digital device with a camera: PC/Mac/laptop/tablet/phone.
- Please find a quiet area for your appointment and avoid direct lighting behind you (i.e. windows, lamps).
- Please have a stable surface for your digital device to sit on during your visit.
- **You will be sent a separate email invitation from Dr. Z the day before your appointment with instructions to follow to sign in for your appointment.**
- Please open this invitation 5-10 minutes prior to your appointment time and click on the doxy.me link and complete the requested information. Once completed, you will click “check in.”
- Dr. Z is notified you have checked in and are waiting in the “virtual waiting room.” She will then start the call.

Reminders

- Please contact the office **(210) 616-0646** if you are having difficulty connecting at the time of your appointment.
- Please contact the office if you are unable to be on time for your appointment in case we need to reschedule.
- We understand plans can change or an emergency can occur, so if you need to cancel or reschedule your appointment, please do so at least 48 hours in advance to avoid a late cancellation fee.

I appreciate you choosing our practice and look forward to our visit.

Dr. Z

Annette Zaharoff, MD