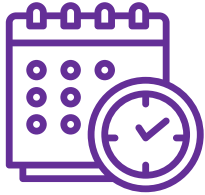


Steps for a successful visit...

Schedule Your Appointment



After your referral is accepted you'll receive a call from Central Referrals & Staffing to schedule your appointment.

Confirm Your Appointment



You will then receive an email, SMS, text message and/or phone message asking you to confirm.

Test Your Connection



Make sure you test your connection in the space where you plan to have your tele-visit.

24 Hour Reminder



You will receive reminder notifications via email, SMS, text message and/or phone leading up to your tele-visit.

30 Min. Reminder



Required devices

Device: Apple Smartphone or Tablet (iPhone/iPad)

Browser: Safari or [Mend Telemedicine App](#)

Device: Android Smartphone or Tablet (Samsung/LG/HTC/Nexus/Pixel)

Browser: Google Chrome and/or [Mend Telemedicine App](#)

Device: Desktop or Laptop Computer (Mac/Windows)

Browser: [Google Chrome](#) (preferred browser) or Firefox, Microsoft Edge, or Safari. Explorer is not supported.

Helpful tips

- Do not have your visit while driving.
- Be mindful of inclement weather.
- Make sure you're located in Florida during your visit.

Troubleshooting links

- [The other person can't hear me](#)
- [I can't hear the other person](#)
- [The other person can't see me](#)
- [I can't see the other person](#)
- [I hear an echo](#)
- [The video is lagging or freezing](#)
- [I got disconnected](#)
- [Video Visit Connection Test & Tips](#)

More info: [General Support & Patient Resources \(Mend\)](#)