How to send files during a telemedicine visit



## How to send files during a telemedicine visit

- The clinician will initiate the file request during the telemedicine visit
- The patient will receive a pop-up with instructions for file up. The patient should not exit out of the pop-up as this will cancel the file transfer request.

	Live Chat	
	Sending files to DR. JAMES MILLER MD X	
	Select your file	fly.
	OR	
	DRAG AND DROP FILES HERE TO SHARE	) your details
	Start Sending Files to Clinician The file size limit is 25 mb per file and you may uplead only 3 files at a time.	
	Close	

• The patient will upload the files or drag them and drop them into the grey square.



• When the patient is ready to send the files, select Start Sending Files to Clinician.

Select your file
OR
DRAG AND DROP FILES HERE TO SHARE
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- The patient will be able to view the files in the Files tab by scrolling to the end of the toolbar when using the web platform.
- On mobile, the patient will only be able to view the files after this visit. This was done intentionally to ensure that there are no issues with the video connection while sharing files.