

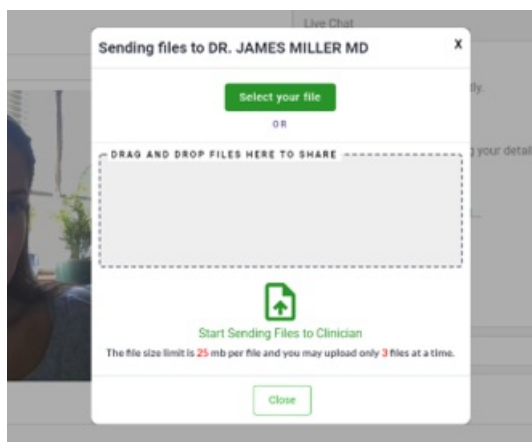
How to send files during a telemedicine visit

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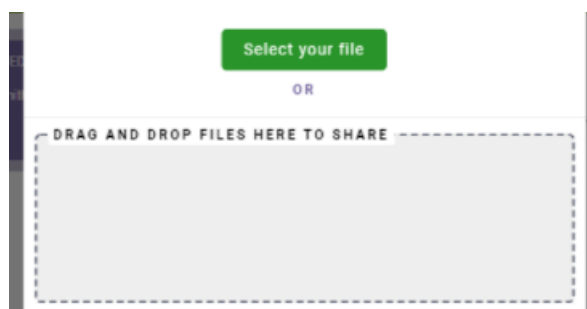


How to send files during a telemedicine visit

- 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.



- 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.



- 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.