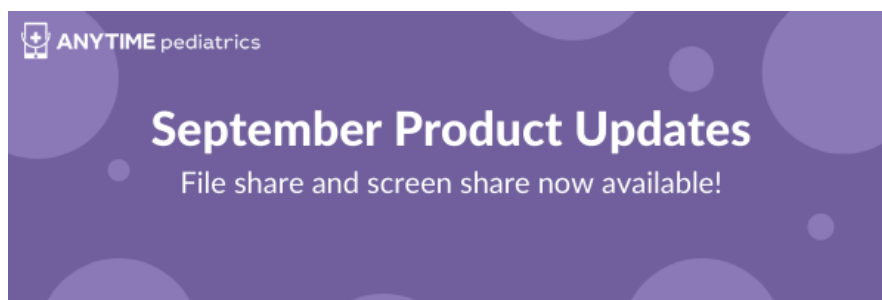


September 2021

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Starting Friday, September 17 file share and screen share are now available to Anytime Pediatrics customers. Clinicians and admins will be able to send and request files from patients before and during their telemedicine visit. Clinicians will also be able to share their screen from web. We would love to hear your feedback on these features so we can continue to evolve them to meet your needs. [Let us know how we did.](#)

File Share for Clinicians + Admins

Sending Files to a Patient

1. While the patient is in the waiting room or in the visit, select the paperclip icon from the chat window.
2. Select **Send File to {patient name}**
3. Upload your files or drag them and drop them into the grey square. Drag and drop is not available on mobile.
4. When you are ready to send your files, select **Start Sending Files to Patient**
5. On web, the files you sent will be located in the files tab by scrolling to the end of the toolbar.
6. On mobile, the files will be available in the details tab.

Receiving Files from a Patient

1. While the patient is in the waiting room or in the visit, select the paperclip icon from the chat window.
2. Select **Receive Files from {patient name}**
3. A pop up will appear while the patient is uploading their files. Exiting out of this pop up will cancel the file request from the patient.
4. On web, the files the patient sent will be located in the files tab by scrolling to the end of the toolbar.
5. On mobile, the files will be available in the details tab.

How to Download Images + Files

1. After the visit, the visit summary will appear. You can download the images at this point, or by accessing the visit summary in the normal locations.
2. Select the file you would like to download.
3. You can select **View Photos + Files**. This will open all files and images sent by the clinician or the patient.
 1. If the file can be opened by your browser, it will open up a preview. Right click on the file and

select save as.

2. If the file cannot be opened by your browser, it will download automatically.

1. You can also select **Download Images** to download all patient images.

File Share for Patients

Sending Files to a Clinician or Admin

1. The clinician will initiate the file request based on the steps above.
2. The patient will receive a pop up with instructions for file upload. The patient should not exit out of the pop up as this will cancel the file transfer request.
3. The patient will upload the files or drag them and drop them into the grey square. Drag and drop is only available for patients on the web.
4. When the patient is ready to send the files, select **Start Sending Files to Clinician**.
5. On web, the patient will be able to view the files in the files tab by scrolling to the end of the toolbar.
6. 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.

Receiving Files from a Clinician

1. On web: Once the clinician has completed the file transfer, the patient will be able to view the files underneath the chat window.
2. On mobile: 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.

File Share Specifications

- Files must be less than 25 MB
- jpeg, jpg, doc, docx, png, ppt, pptx, xlsx file types can be share and received from a patient
- 3 files can be shared at a time
- MP4 and MOV files are not accepted

Screen Share

This feature is available only to clinicians and admins on the web.

1. Once in a video visit with a patient, select the screen share button from the bottom of your video. The icon is a small computer with an arrow.
2. There will be a pop-up window for you to select which screen, window or tab you would like to share.
3. Click on the screen you would like to share and click share.
4. There will be a small pop-up at the bottom of your screen indicating you are screen sharing.
5. When you are ready to stop screen sharing, select the blue stop sharing button.
 1. If you have hidden this toolbar, you will need to go back to Anytime Pediatrics and click the share screen icon.

Screen Share Specifications

- Screen share is not available for patients to share their screens.

- If a patient is on an android mobile device, the screen will appear zoomed in. Please communicate with your patient to ensure they are seeing the relevant information.
- Screen share is not currently available on the Anytime Clinician app.

White Screen Communication

We have been working to update some bugs on the platform to hopefully cut down on the white screen issues that we have heard from our clinicians. One of the reasons, the white screen may occur is that the patient has started the visit but left the application and is doing something else on their device. Patients will receive a push notification through the app that the clinician has started the visit and to return to the app. The white screen will appear until the patient rejoins the app. We encourage you to allow the patient time to return to the app and re-establish the video connection. We also recommend calling the patient if you continue to see the white screen. The below message will now pop up if the white screen appears.

"We have notified the patient that the visit has started. Once the patient reconnects to the app, the video will be begin. Please wait 1 - 2 minutes before cancelling the visit."

Updates to Anytime Pediatrics Emails

Anytime Pediatrics has made a few updates to the emails sent from the platform. All emails will now come from your practice name or Anytime Pediatrics rather than "Admin" to help ensure your patients know who is communicating with them. Emails will also include the below disclaimer.

Our practice uses email and text to notify patients of information regarding your telemedicine visits and telemedicine account with Anytime Pediatrics.

Please do not reply to this email. It was sent from an unmonitored inbox on behalf of {Practice Name}. The emails and its contents are only intended for use by the named addressee. If you are not the intended recipient of this email or received this message in error, please notify the staff at {Practice Name} at {Practice Phone Number}, then immediately delete this email.

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