Patient Guide to
VIRTUAL VIDEO VISITS

As safety precautions increase during the COVID-19 pandemic, Adena Health System offers virtual visits allowing patients to continue their care while providing a safe alternative to leaving their homes. If you would like to schedule a virtual visit or change an existing appointment to a virtual visit, contact your provider's office.

What you will need for a virtual video visit:
  • A working computer, laptop, tablet, or Smartphone
  • Internet connection
  • Email
  • Well-lit room so the doctor or nurse can easily see you
  • Quiet room so the doctor or nurse can hear you and you can hear them
  • Optional - headphones that connect to your device for clearer audio sound and to increase and protect your privacy

Prior to your appointment:
  • Patient will need to fill out a Consent to Treat Form found at www.adena.org/virtualvisits. This form is used for billing purposes. Consent Forms only need to be completed once a year for any virtual visit.

  • Download the Webex Meetings app from Google Play or the Apple App Store (see steps below).

Telehealth Form Signature Page

First Name *
Please make sure First Name Appears

Last Name *

Date of Birth *
03/18/2020

Phone Number *

Email Address *

Please Re-Enter Email Address *

Address *

City *

State *
OH

Primary Care Provider (if applicable)
N/A

Adena.org/VirtualVisits

ADENA
Health System

Apple

1. From your home screen, tap the App Store (note: to install apps, you must sign in with your Apple ID or create one).
2. To search the App Store, select search at the bottom; in the search bar type Cisco Webex Meetings
3. Tap on the app and then select GET and then INSTALL (note: if you have a compatible iPhone with face ID enabled, double-tap the side button then look at the screen to authenticate).
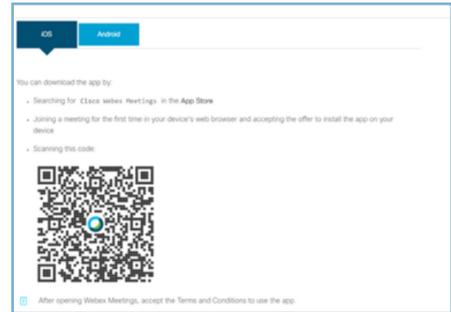
Android

1. Open the Play Store App, Google Play
2. Search Cisco Webex Meetings and then click INSTALL
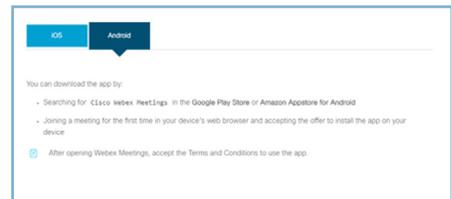
What to expect at your appointment:
- An Adena caregiver will call you prior to your appointment to collect important insurance and medical information.
- Please allow up to 15 minutes from your appointment time for any unplanned provider delays. If your provider will be later than 15 minutes, an Adena staff member will contact you with an update.

Starting your virtual visit by computer or laptop:

1. Click on Join Link from your appointment email sent to you by your provider's office.
2. Enter your name and your email address
3. Click Join Meeting
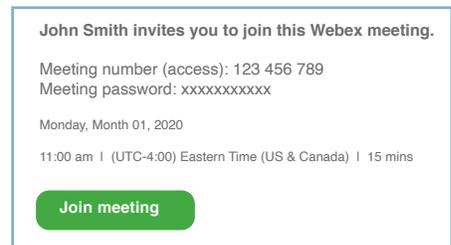
Starting your virtual visit by tablet or Smartphone:

1. Download the Webex Meetings app from the Google Play or Apple App Store (if not previously done)
2. Five minutes before your appointment, open the Webex Meeting invitation email you received from your provider's office and click Join
3. Enter your name and your email
4. Click the green phone icon to connect your audio. Select call in or call over Internet.
5. Click the video icon
6. Tap Start my Video

John Smith invites you to join this Webex meeting.

Meeting number (access): 123 456 789
Meeting password: xxxxxxxxxxx

Monday, Month 01, 2020

11:00 am | (UTC-4:00) Eastern Time (US & Canada) | 15 mins

Join meeting

Video

Start My Video

If you have any audio or video trouble, you will be able to send a message in the chat window of Webex on your device for assistance.

Adena.org/VirtualVisits

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