

## Telemedicine Login Patient Instructions

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1. Log into your patient portal:<https://kiddoc.myezyaccess.com/Patient/Main.aspx?pg=health&bt=1>
  - a) Note: **Use safari for iPhones and any iPad/Mac technology** – if you would like multiple parents or people on the visit you can each log in under the same account from different devices and attend the visit together. **For trouble logging in call (916) 924 9337 and ask to speak with Sherri.**
2. On your home page select *Perform Pre-Video Visit Check* (highlighted below) (you will need to do this prior to EVERY visit).

Welcome Naomi Masoner-Gould

### Bulletin Board

- No Information Found

### Visits History

- **Perform Pre-Video Visit Check**
- Your last visit was on 10/07/2019 04:15 PM. [Click Here](#) to view details of your visit.
- Next appointment is on 03/30/2020 03:10 PM. [Click Here](#) to view upcoming appointments.

### Messages

3. Select: ***Perform Pre-Video Visit Check:***

## Pre-Video Visit Check

Verify browser, audio and video compatibility by performing the test and notify results to the clinic.

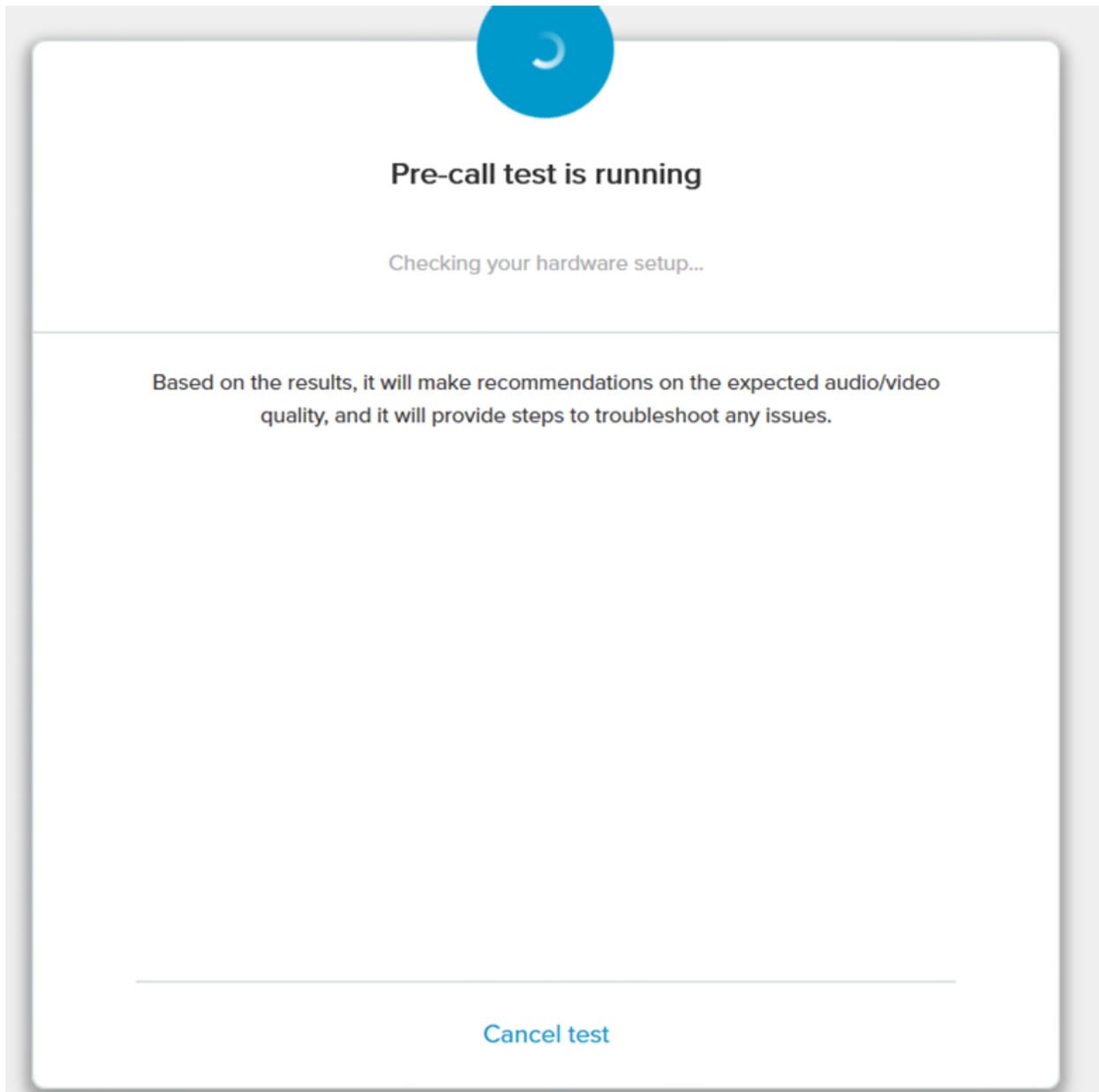
## **Perform Pre-Video Visit Check**

### TEST RESULT

SUCCESS  FAIL



4. Select Enable to any pop-ups about audio and microphone usage and then you will see:





- When the test is done running you will see something like the following, make sure that you can see yourself in your video section (highlighted in yellow) and that there is a colored bar in your audio section (highlighted in yellow). If there is not you will need help troubleshooting, please call our office for help 916 924 9337 and ask for Sherri. When you are done with this test, close the browser and go back to your patient portal (it should still be open in another tab).:

## Pre-call Test

The test is complete. Select a category to quickly navigate to that section.

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Hardware & Software Setup



Connectivity to OpenTok Servers



Expected Call Quality

### Hardware & Software Setup



**Video**

Move something in view of the camera to check that it is working.

Integrated Webcam

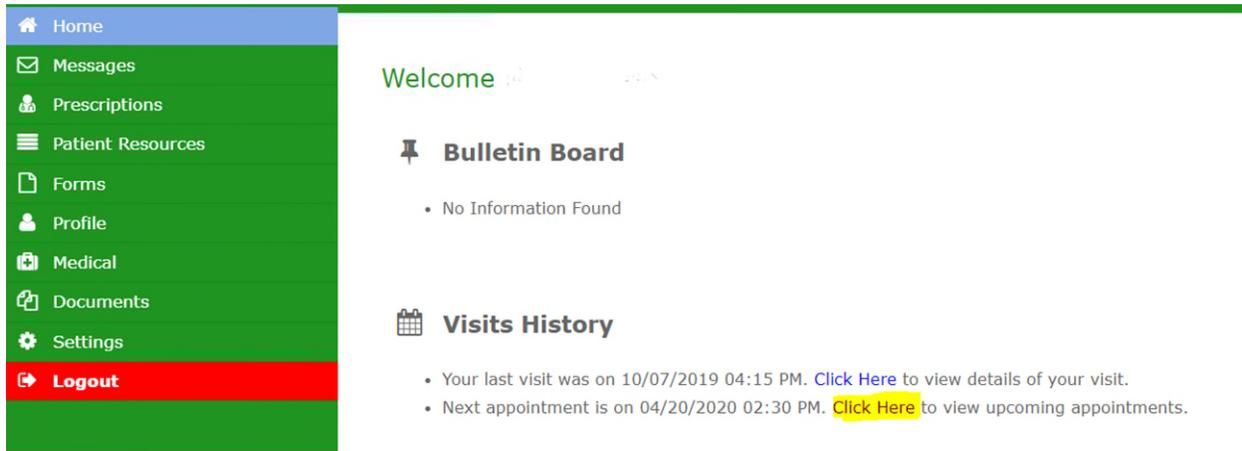


**Audio**

Say something in the microphone to check that it is working.

Microphone (Realtek(R) Audio)

- In the patient portal select **Home** then select **Click Here to view upcoming appointments** (see yellow highlighted area in the image below)



- 30 minutes before the scheduled visit you will see the connect button populate sometimes it populates below your appointment type, and sometimes it populates across from your name. Select **connect**.

\*Note : when using your phone you need to allow video and audio for the website. Usually a pop-up comes up asking for permission. If not you will need to allow the website to use audio and the camera via your settings.



Patient Name	Appointment Date	Provider	Facility
Naomi Masoner-Gould	03/24/2020 12:30 PM	Gould MD, Richard	Howe Avenue

Appt Type : Telemedicine  
Telemedicine Visit



8. Then select **Select Audio & Video Device** and leave the prepopulated video and audio selections

 My Visit

[Go Back ...](#)

**PATIENT**

Naomi Masoner-Gould [8124]

**RESOURCE/PROVIDER**

Agee MD, Jackie

**APPOINTMENT**

04/01/2020 01:30 PM

Choose File No file chosen

Select Audio & Video Device

9. Select **Start Visit** you will then be able to start your visit. You can wait in the visit until the doctor joins. Selecting pause visit allows the camera to be off and the visit to pause but you can still come back and rejoin the visit with this option.

 My Visit

[Go Back ...](#)

**PATIENT**

Naomi Masoner-Gould [8124]

**RESOURCE/PROVIDER**

Bakey MD, Catherine

**APPOINTMENT**

04/01/2020 02:30 PM

Audio

Default - Microphone (Realtek(R) Audio) ▼

Video

Integrated Webcam (0bda:5520) ▼

Start Visit Close