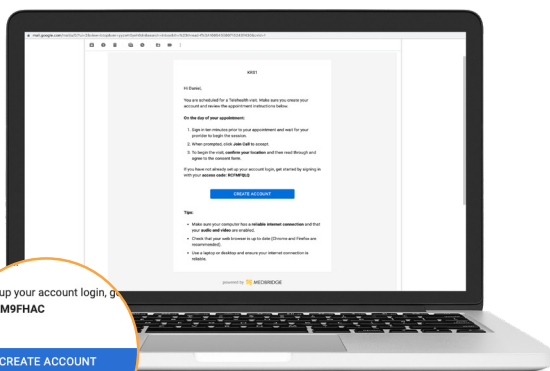


Telehealth How-To Guide

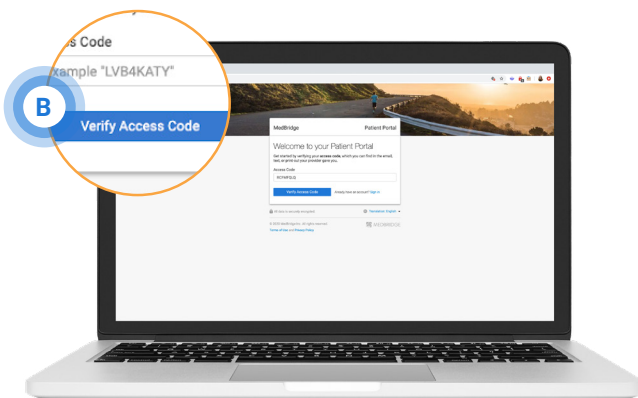
For Patients

1 Creating Your Account: Before you connect with your provider, you'll need to set up your MedBridge account. If you've already received an exercise program from your provider, you may not need to create a new account. Check out the [Meeting with Your Provider](#) section below for steps on connecting with your provider on the day of your visit.

A Check your email for a message from your provider with instructions on creating your account. Click the "Create Account" button to create a new account.



B Enter the access code found in the email from your provider and click "Verify Access Code."

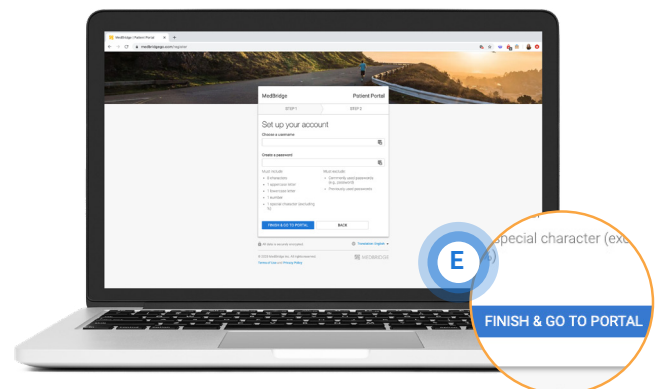


C Enter in your first and last name, birthdate, and email address. Click "Next."

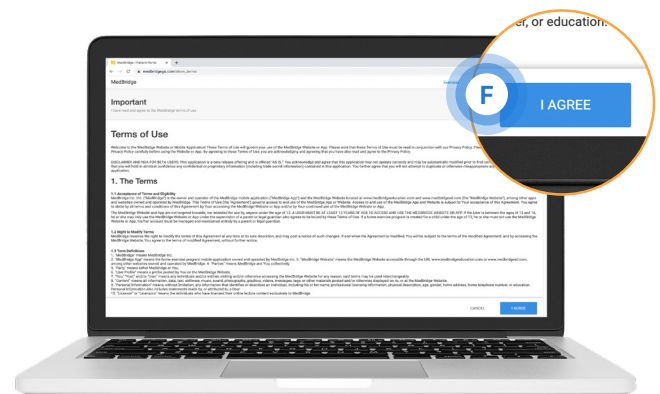
Tip: Make sure to use the same name and email address that your provider has in their system. If you're not sure what information is on file, contact your provider.

D Choose a username and create a password. Passwords must contain lowercase letters, capital letters, numbers, and symbols.

E Click "Finish & Go to Portal."



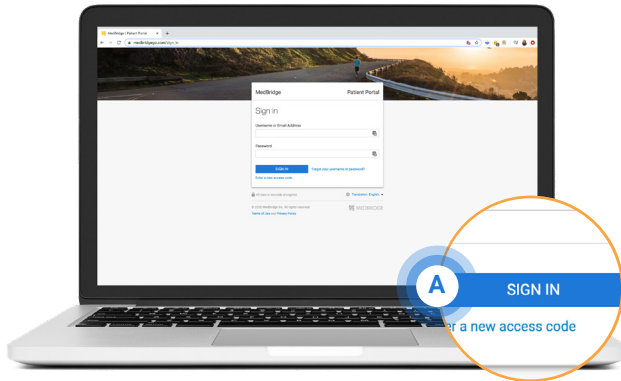
F Read the Terms of Use and click "I Agree" in the lower right hand corner.



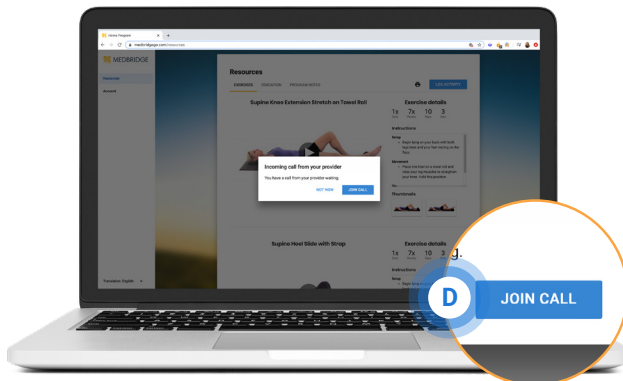
2


Meeting with Your Provider: Laptop or Desktop Computer.

- A** Ten minutes before your scheduled appointment, navigate to www.medbridgego.com using the newest version of Google Chrome or Mozilla Firefox.

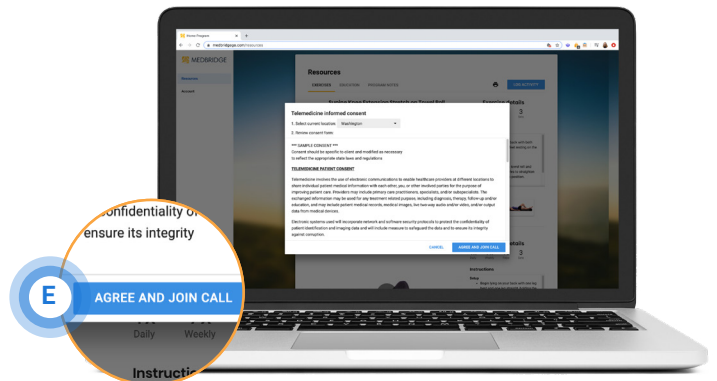


- B** Enter your username and password and click "Sign In."
- C** Once logged in, you'll be taken to the Patient Portal where you can review your current exercise program while you wait for your provider to arrive.
- D** When your provider is ready to connect, a "Join Call" button will appear. Click the "Join Call" button.

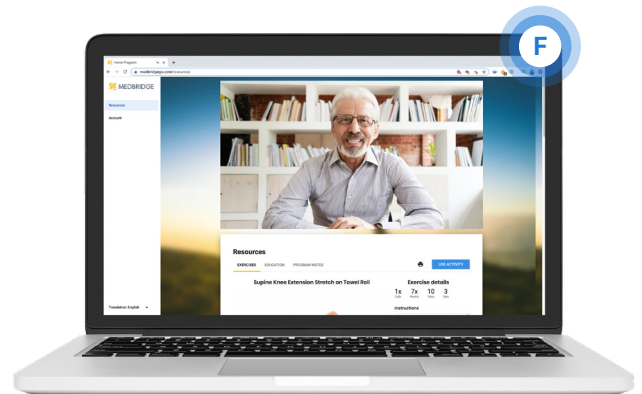


 **Tip:** Your provider can also send you an email or text message when they're ready to connect. Simply click the included link to be taken directly to the Patient Portal.


- E** Select the state you are currently in and review the telemedicine informed consent agreement. When you're ready to proceed, click "Agree and Join Call."



- F** Your Telehealth Virtual Visit will now begin! You can communicate directly with your provider. Your provider can also play your exercise videos for you so you can review them together from the comfort of home.



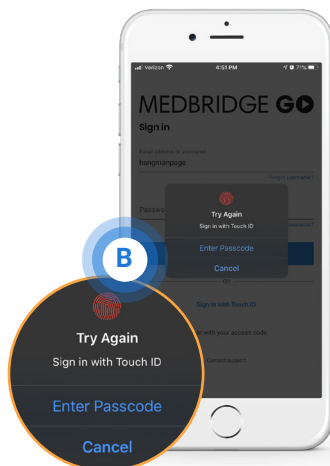
- G** At the end of your session, please complete the short survey that appears to rate your experience. This information helps us improve Telehealth Virtual Visits for all patients.

 **Tip:** If your provider makes any changes to your home exercise program during your visit, you'll be able to view these when you return to the Patient Portal.

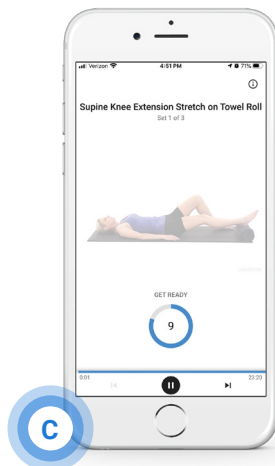
3

Meeting with Your Provider: Mobile Device

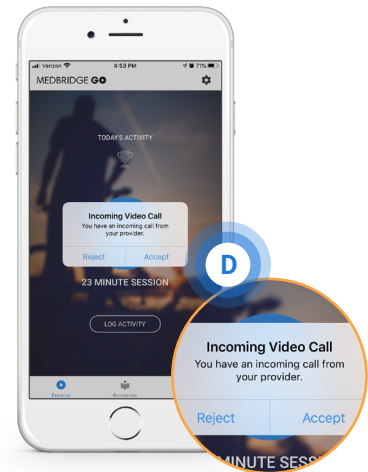
- A** Ten minutes before your scheduled appointment, open the MedBridge GO app on your mobile device. If you're using an Apple device, you'll need to be on iOS11 or newer. If you're using an Android device, you'll need to be on Android 6 or newer.
- B** Log in to your account using FaceID, TouchID, or a Passcode, if your device supports it. If not, simply enter your MedBridge username and password and click "Log In."



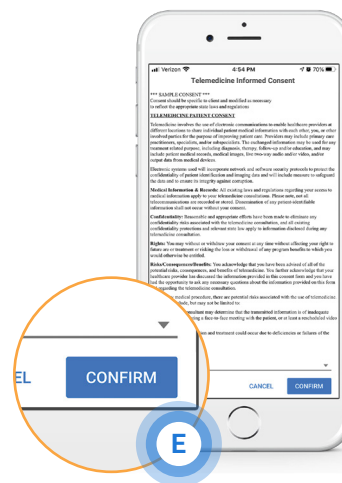
- C** Once logged in, you can review your current exercise program while you wait for provider to arrive.




- D** When your provider is ready to connect, an "Incoming Video Call" message will appear. Click "Accept" to join the call.



- E** Select the state you are currently in and review the telemedicine informed consent agreement. When you're ready to proceed, click "Confirm."



- F** Your Telehealth Virtual Visit will now begin! You can communicate directly with your provider. Your provider can also play your exercise videos for you so you can review them together from the comfort of your home.

 **Tip:** Your provider can also send you an email or text message when they're ready to connect. Simply click the included link to be taken directly to the Patient Portal.

Best Practices

For the best experience, make sure you're prepared before you connect with your provider. That way, you can get the most out of your appointment.

- If you've been assigned an exercise program in advance, try out all the exercises before your appointment. This way, you can ask your provider about any exercises that are difficult or unclear.
- Come prepared with any questions you have about your symptoms or treatment. Consider writing your questions down so they are easy to remember at the time of your appointment.
- Make sure to test your equipment before the call. Be sure your device's camera, microphone, and speakers are working properly. Set up in a quiet area with enough light so your provider can see and hear you.
- Be sure to have enough space to demonstrate your exercises and self-care strategies. Your provider can assess and progress your care plan via the virtual visit, so it's important that they are able to see how you move.

