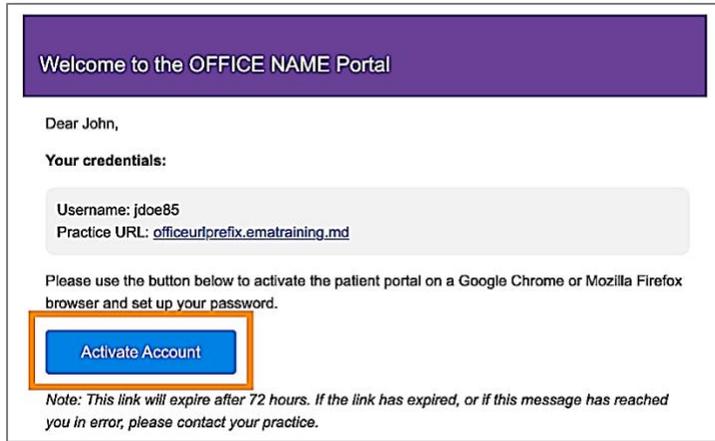


Requesting A Virtual Appointment

Activate Your Patient Portal –

1. To request a virtual appointment, you need to have an active portal. (If you have logged into your portal previously skip down to steps to download the app)
2. Our staff will active your patient portal and you will receive an email which will include your **Patient Portal Username, Practice URL** and the steps for logging into the portal
3. Select **Activate Account**.

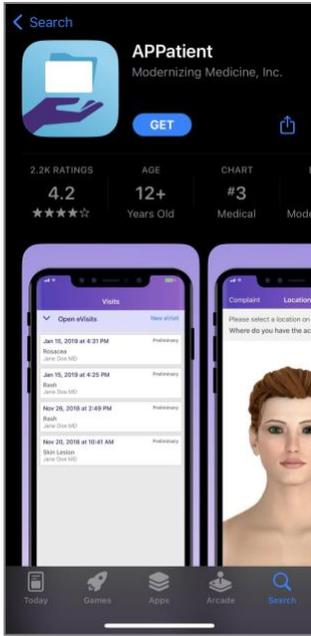


4. You will be directed to the portal website, where you will be prompted to verify your identity by entering your *Date of Birth* and *Last Name*. Once entered, select **Verify Information**.

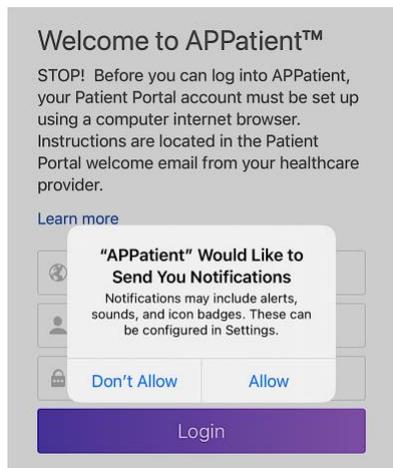
5. Now that you have your Portal set up you are ready to download the APPatient App. You will need the Practice URL (Coastalfamilyderm.ema.md) Username and Password.

APPatient Application Instructions for Virtual Visits

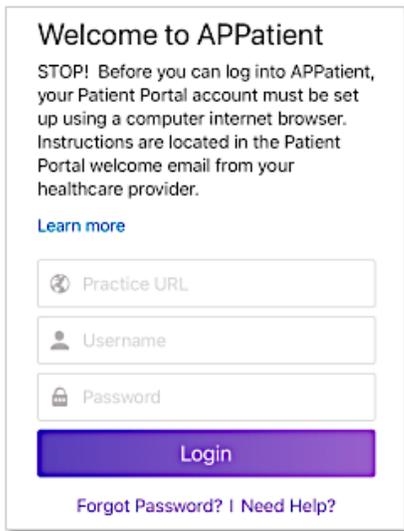
1. Go to your APP Store and download the APPatient Application.



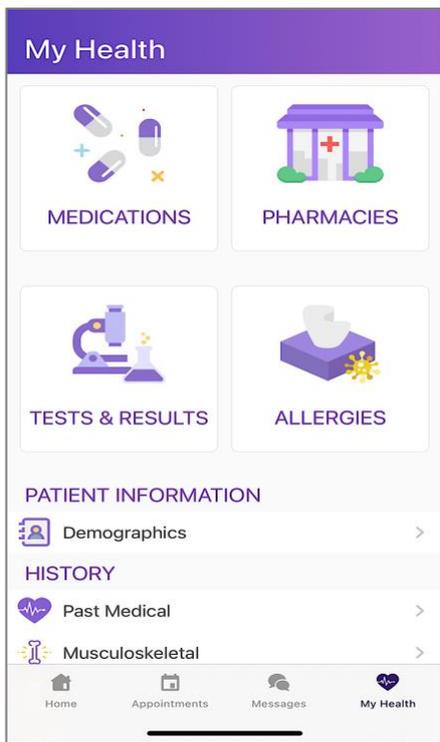
2. You will receive a pop-up asking to Allow Push Notifications. It is **HIGHLY** recommended that you **ALLOW** notifications, since we will be communicating with you through this application.



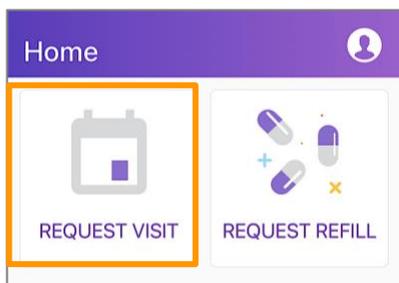
3. Enter the **Practice URL** (*Coastalfamilyderm.ema.md*), **Username**, and **Password**. Then, select **Login**. (These are the same used to login to your EMA portal.)



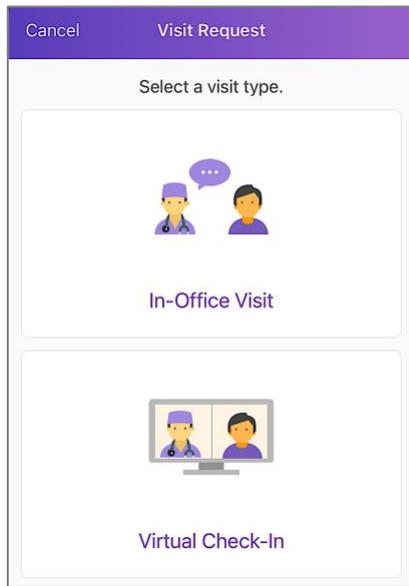
- Once in the app you'll want to ensure we have your correct demographics and past medical history if you're a new patient. You'll also want to ensure we have your current medications, pharmacy information and any drug allergies.



- From the Home Screen click Request Visit.



6. Select Virtual Check-in



7. Select a provider
8. You will then be asked to select a reason for the visit. You will then touch the body map to document where your concern is. It will allow you to take 2 photos so the provider can evaluate the concern (First photo up close and 2nd further away)
9. You will then be asked a series of questions that will help the provider better understand the history and evolution of the concern. (Some of the questions may not pertain to your condition, if this is the case simply just press Next)
10. You will then need to ensure that the medication list we have on file for you is up to date by selecting **YES or NO**
11. You will have one final chance to review the visit details and photos that you gave. If all looks correct, click **NEXT**
12. The final step is to submit the visit. Please click **SUBMIT**
13. Once our office has received the notification that a Virtual Visit is pending, our medical team will review the visit and assign it to a provider for review after the visit fee has been paid. She will then review the case, message you as needed to communicate and advise when prescriptions and/or recommendation are made. (please ensure your app notifications are turned on)