



COMPREHENSIVE GASTROINTESTINAL HEALTH

Greetings from Comprehensive Gastrointestinal Health,

You have an upcoming telehealth visit. If new to the practice, we ask prior to your scheduled appointment that you log onto your patient portal account and complete our Health History Form. Please make sure you fill out all the necessary paperwork prior to your visit. A member of our healthcare team will contact you to verify and add in any additional health history. Please let us know if you have any questions and we can try to assist you through the process.

You have indicated that you would like to conduct your telehealth visit via a link sent to your email on your computer.

- At the time of your appointment, you will receive an email from your Comprehensive Gastrointestinal Health health care provider.
- Click on the link included in the email.
- You will then be asked to join a secure video call. If prompted, click "Allow Camera & Mic Access" and then "Join Video Call."
- You should then see live video of your health care provider and your telehealth visit may begin.

A few notes:

- If you are unable to hear your provider, please make sure the volume on your computer is turned up and the "Mute" button is not pressed.
- Please be aware that, just as is the case in the office, sometimes our providers may be running a few minutes late as they finish their prior appointment. We will certainly do our best to notify you in advance if your provider may be delayed. If you have not received a text by 15 minutes past your scheduled appointment, please call our office at (224) 407-4400.

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You have indicated that you would like to conduct your telehealth visit via your cellphone.

- At the time of your appointment, you will receive a text from your Comprehensive Gastrointestinal Health health care provider.
- Tap on the link included in the text
- You will then be asked to join a secure video call. If prompted, tap "Allow Camera & Mic Access" and then "Join Video Call."
- You should then see live video of your health care provider and your telehealth visit may begin.

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