

Scheduled CareMount Provider Virtual Visits



If you need help with a Virtual Health Visit, [email support](#). **DO NOT CALL the 1-855-Teladoc line.**

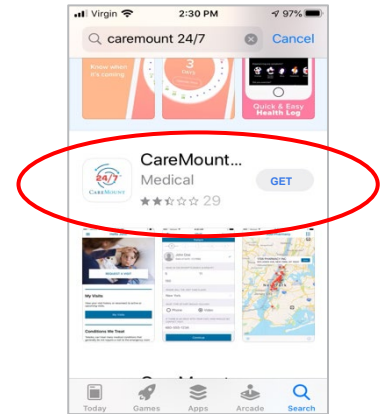
Download the CareMount 24/7 app

Download the **CareMount 24/7** app on your smart phone or tablet. Go to the Google Play or App Store.



Already have a CareMount 24/7 app and account?

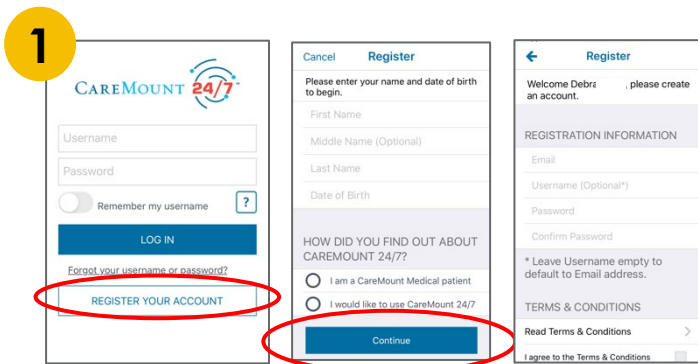
Skip to “On the day of your scheduled Virtual Visit” section.



Register your account



A.) Smart phone or tablet (iPhone, iPad, Android)



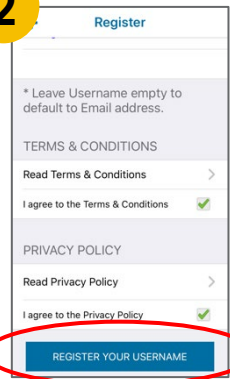
Open the CareMount 24/7 app, Click **REGISTER YOUR ACCOUNT**.

Follow the prompts asking for your name and date of birth and click **CONTINUE**.

Enter your email address and a password.

Register your account

2



Register

* Leave Username empty to default to Email address.

TERMS & CONDITIONS

Read Terms & Conditions >

I agree to the Terms & Conditions

PRIVACY POLICY

Read Privacy Policy >

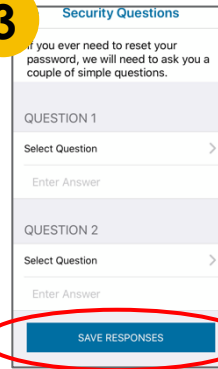
I agree to the Privacy Policy

REGISTER YOUR USERNAME

Read Terms and Conditions and Privacy Policy, click “I agree.”

Click to **REGISTER YOUR USERNAME.**

3



Security Questions

If you ever need to reset your password, we will need to ask you a couple of simple questions.

QUESTION 1

Select Question >

Enter Answer

QUESTION 2

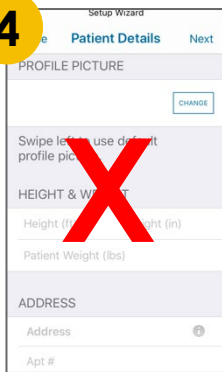
Select Question >

Enter Answer

SAVE RESPONSES

Answer two security questions and **SAVE RESPONSES.**

4



Setup Wizard

Previous Patient Details Next

PROFILE PICTURE

CHANGE

Swipe left to use default profile picture

X

HEIGHT & WEIGHT

Height (ft) Height (in)

Patient Weight (lbs)

ADDRESS

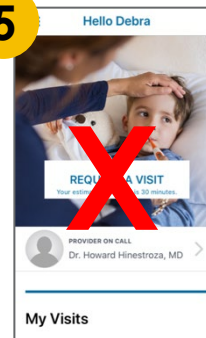
Address

Apt #

Do not enter personal information. Your provider already has your information.

Click “Next.”

5



Hello Debra

X

REQUEST A VISIT

Your estimated wait time is 50 minutes

PROVIDER ON CALL

Dr. Howard Hinestroza, MD >

My Visits

DO NOT CLICK “REQUEST A VISIT.” To see YOUR CareMount provider, you must have called his/her office to schedule a Virtual Visit.

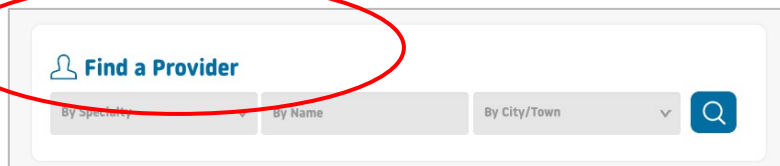


You're done!

Schedule your visit

Call to schedule with your CareMount provider

1. Call your CareMount provider during normal business hours.
2. Find your provider's phone number on the [CareMount Medical website](#) – simply search your provider's name using the “search” field.

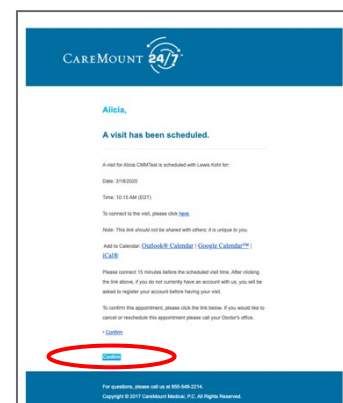


Find a Provider

By Specialty By Name By City/Town

Open confirmation email from CareMount 24/7

1. After you call your provider's office to schedule an appointment, you will receive an email confirmation from CareMount 24/7.
2. Click **CONFIRM.**



CAREMOUNT 24/7

Alicia,

A visit has been scheduled.

A visit for Alicia CMB/Train is scheduled with Lacey Hahn for:

Date: 3/19/2020

Time: 10:11 AM (EST)

To connect to the visit, please click [here](#).

Note: This link should not be shared with others. It is unique to you.

Add to Calendar [Outlook® Calendar](#) [Google Calendar™](#)

ICARE

Please connect 10 minutes before the scheduled visit time, after clicking this link please. Once the visit is currently live an appointment with us, you will be asked to register your account before having your visit.

To confirm this appointment, please click the link below. If you would like to cancel or reschedule this appointment please call your Doctor's office.

CONFIRM

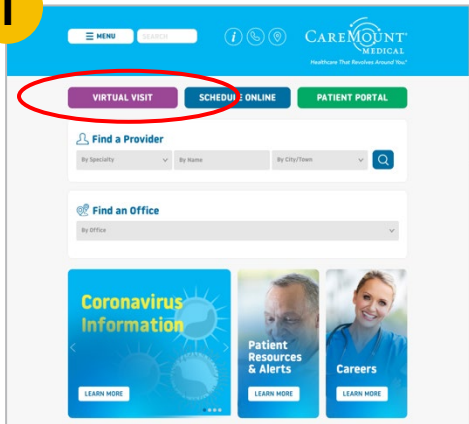
For questions, please call us at 800-648-2274.

Copyright © 2017 CareMount Medical, P.C. All Rights Reserved.



B.) Computer or laptop

1



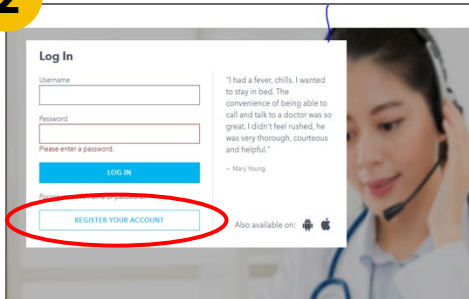
Go to [CareMount.com](https://www.caremount.com).

Click on **Virtual Visit**

VIRTUAL VISIT

Click on “**Click Here**”

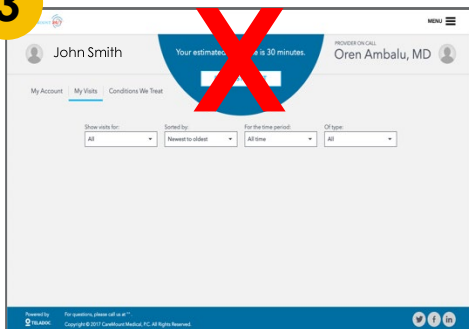
2



Click [REGISTER YOUR ACCOUNT](#) and follow the prompts asking for your name, date of birth, email address and enter a password.

Follow the prompts.

3



DO NOT CLICK “REQUEST A VISIT.” To see **YOUR** CareMount provider, you must have called his/her office to schedule a Virtual Visit.

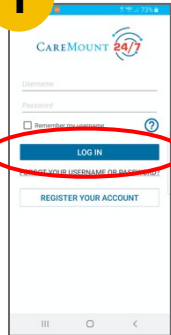


You're done!

Day of your scheduled Virtual Visit

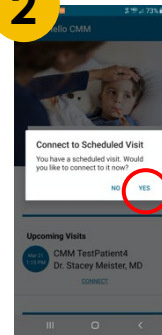
Secure a well-lit, quiet room. A **STRONG INTERNET CONNECTION** is necessary. Make sure your volume is turned up and your microphone is on. Make sure you are not blocked from getting on the internet when you start your visit.

1



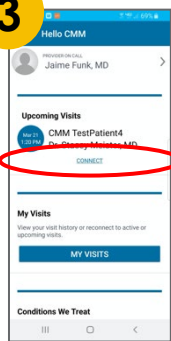
Log in to the CareMount 24/7 app on your mobile device or CareMount 24/7 on your computer **15 minutes prior to your appointment.**

2



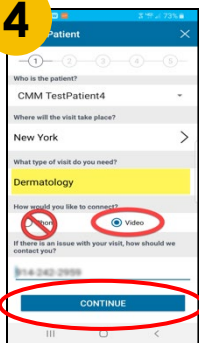
Click **YES** when prompted to **connect to scheduled visit.**

3



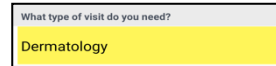
Click **CONNECT** under “Upcoming Visits”

4



Click **VIDEO**  under “How would you like to connect?”

IMPORTANT: Your visit type will read “Dermatology”



Click **CONTINUE** (A new version of the app is under development to reflect your provider’s specialty).

Skip adding “medication information.”

5



See your provider at the time of your scheduled visit.

How much does a Virtual Visit cost?

There will be no charge at the time of your visit. Many insurance carriers will now cover this service, but you will still be responsible if the charge is applied towards your deductible. If your insurance carrier does not cover a “telehealth” visit, you will receive a bill for \$49.

For pediatric patients

- Call CareMount to make an appointment for your child. Go to [caremount.com](https://www.caremount.com) for provider search.
- Receive a confirmation email from CareMount 24/7: parent/guardian name will appear in the confirmation email.
- Follow steps 3 and 4 (downloading and registering): Register your CareMount 24/7 account first and add your child/children or dependents to your account.
- At the time of the visit, the screen will show the parent’s name as the patient. Please join your child at the time of the pediatric visit with the provider. A minor child (under 18) cannot conduct a virtual visit without an accompanying parent or guardian.

Preparing for your Virtual Visit

It will be helpful to have these items with you during your Virtual Visit. Please have any prescription medications that you take in front of you during your visit so these can be reviewed with your provider.

INTERNAL MEDICINE visit:

- Thermometer
- Blood pressure cuff
- Pulse oxygen level
- Flashlight

CARDIOLOGY visit:

- Scale
- Blood pressure cuff

ENDOCRINOLOGY visit:

- Blood glucose log
- If you have a pump, please download your pump data

SPECIALTY visit:

- Your doctor will make a specific request, if applicable

OPHTHALMOLOGY visit: (required)

- Click this link and take the eye tests. It will take only a few minutes. Write down or print your results. <https://www.zeiss.com/vision-care/us/better-vision/vision-screening.html>

Need help?

[Contact Us](#)