

## WALL STREET DERMATOLOGY TELEMEDICINE INSTRUCTIONS

1. An email will be sent to the email address we have on file for you. This email will contain the link to our patient portal. Once you log in to the patient portal, click on the “Patient Forms” tab. You will see the two consent forms that must be filled out. Read and complete the forms, scroll to the top of each form, and click “Save and Submit”.
2. Once our office receives the submitted consent forms, you will receive an email from Chiron Health, our telemedicine platform. This email will contain instructions on how to set up for the upcoming telehealth appointment. Compatible devices include a smart phone, tablet/iPad, laptop, or a desktop computer. We usually recommend using a laptop for the best internet connectivity and therefore resolution of images. The key is that you have good and consistent internet connectivity; otherwise, poor screen resolution will limit the accuracy of your telemedicine visit. Make sure you are in a private area so that a physical exam of the affected area can be performed.
3. If you choose to use a smartphone, tablet, or iPad, you must first download the Chiron Health App (the link for the app is included in the Chiron Health email). Launch the app.

If you choose to use a desktop/laptop device, directly click on the link found in the Chiron Health email.

You will need your insurance card and a credit card ready. The app will first ask for your phone number, full name, date of birth, and your email address. After you input that information you will be asked for the name of your insurance and member ID, both of which can be found on the insurance card. You will then be prompted for your credit card information. Once you have inputted all your information, you will gain access and view your upcoming telemedicine appointment. Make sure you are logged into the app and checked into your appointment 15 minutes prior to your appointment. Dr. Tzu will join you at that point.