

VIDEO VISIT TIPS

While we are cautiously optimistic that we may be entering a post-pandemic phase, University Psychiatric Practice Inc. is happy to continue offering Telemedicine/Video Visits by Medent. Video Visits (when appropriate) can provide a convenient alternative to in-office visits. Please note, there may be times when in office visits are medically necessary or are required by insurance. Below are some steps to ensure successful visits with your physician:

*Please be sure to use a Medent recommend browser such as Safari or Chrome. Please note, it may be necessary to clear your browsing history in order to connect to the telemedicine platform.

*Be sure you are connected from a well-supported Wi-Fi connection. Telemedicine platforms do not connect well from all cellular data.

*For your safety and the safety of others do not connect to an appointment while driving. Your appointment will be cancelled and you will be charged a late cancel fee.

* It is your responsibility to ensure you are in a private location for your appointment. You may need to plan ahead. This includes being on a secure Wi-Fi connection.

*Please devote adequate time for a full session, just as you would for an in-person visit.

* For minors, parents/guardians must be available during the appointment time. If the child/ patient will not be at the session, arrangements/notification must be made in advance with provider or the appointment may need to be rescheduled. Video links may be sent to multiple attendees on different devices.

* Appointment links are sent immediately when the appointment is scheduled and resent automatically 20-30 minutes before the appointment begins. If you have not received your link please call the office to ensure we have updated email and/or cellular information and to have link resent.

*Please click on the link at the appointment time. You will be advised that Medent would like to use your camera and microphone, you will have to "allow" this. Once connected, you will see yourself on the screen and it will say "waiting forto join this visit" Your Doctor will then connect.

*Please hold on - it is possible the Doctor is running late from previous session. If you have clicked off the session for any reason while waiting, you may need to close and restart ('refresh' the link). Otherwise, your appointment may not connect.

***If after 15 minutes, please call the office at (716) 835-1246 where we can troubleshoot any difficulties, otherwise missed appointment fees may apply.** It is possible the appointment may have to be rescheduled at that time, and because of connection problems, an in office appointment may be appropriate.