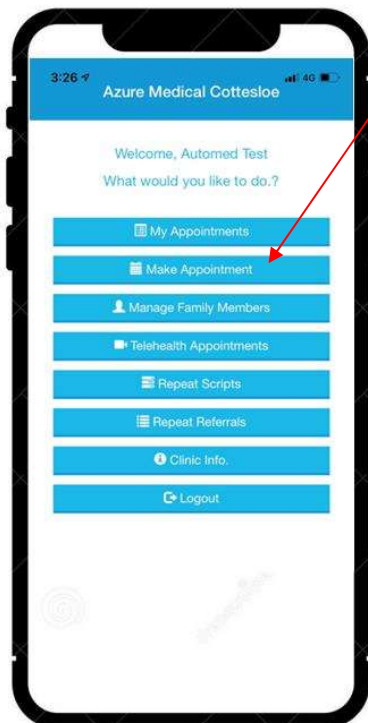


How to make a Telehealth / Video Consult Appointment via the AutoMed AMS Connect Mobile app

- ❖ Scan the QR code to download and register for the **AMS Connect** App and complete the **Once-off Registration**.



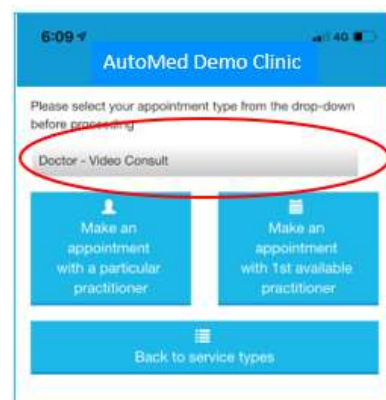
- ❖ Enter the App and Select **Make Appointment**



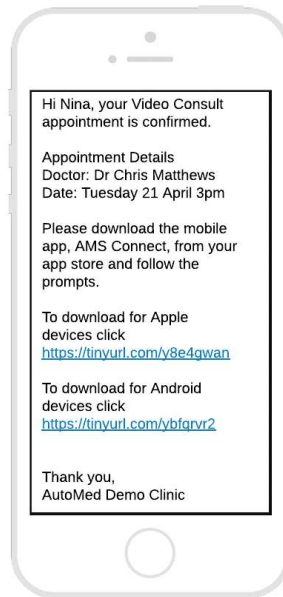
- ❖ Choose **TeleHealth** and



- ❖ **Appointment Type** from the Dropdown.

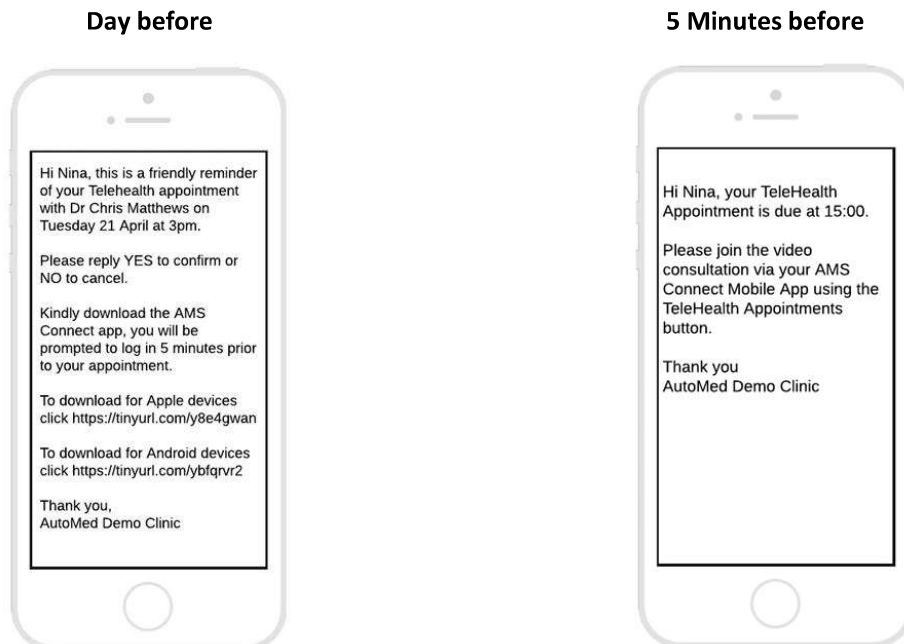


- ❖ **Following Booking**, the patient will receive a Booking Confirmation.



- ❖ Then a customised **Booking Reminder** a Day before the appointment and

- ❖ a **Reminder 5 minutes** before the consultation.

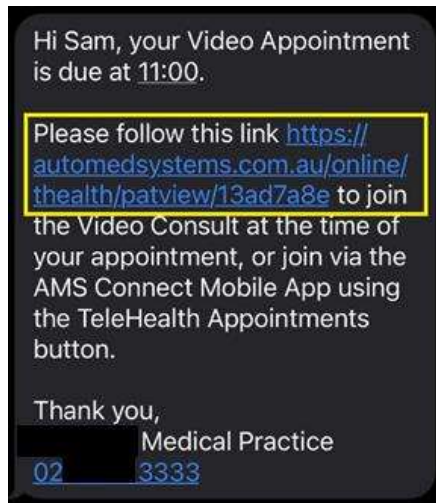


- ❖ The patient is **AUTOMATICALLY** arrived in the Waiting Room 10 minutes before the appointment.

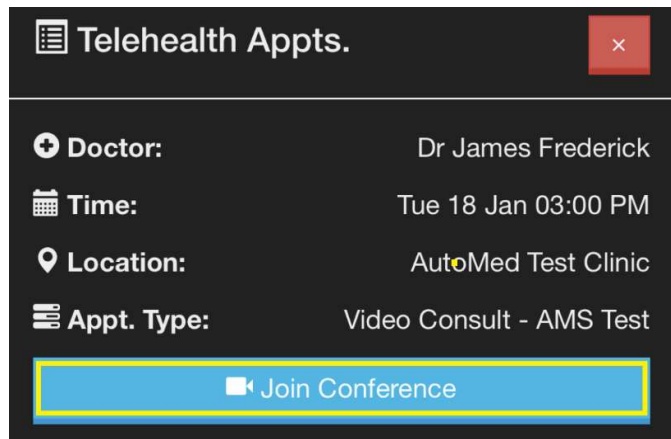
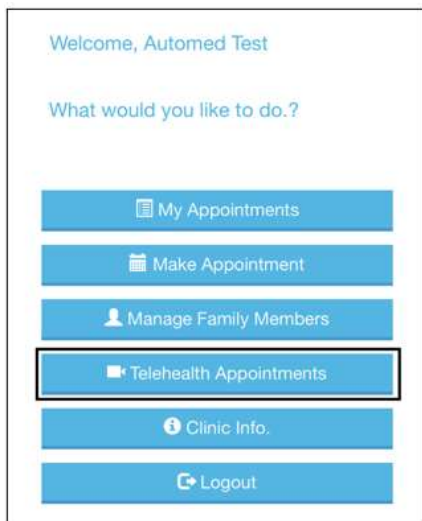
❖ Patient Connecting to Video Call

Patients will receive an automated message 5 minutes prior to their Video Consult.

- ✓ The message will include a unique link that the patient can simply click on



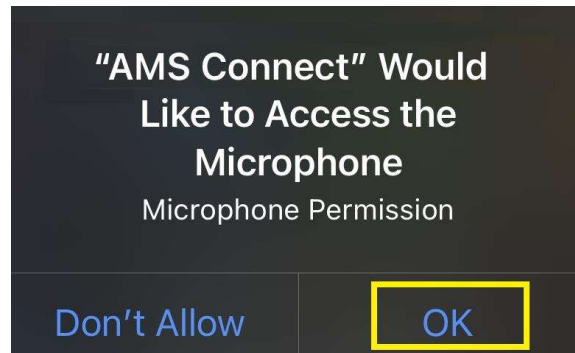
- ✓ Or the patient can open their AMS Connect mobile app and click on *Telehealth Appointments* button and select *Join Conference* AutoMed Systems – TeleHealth Video
- Tip



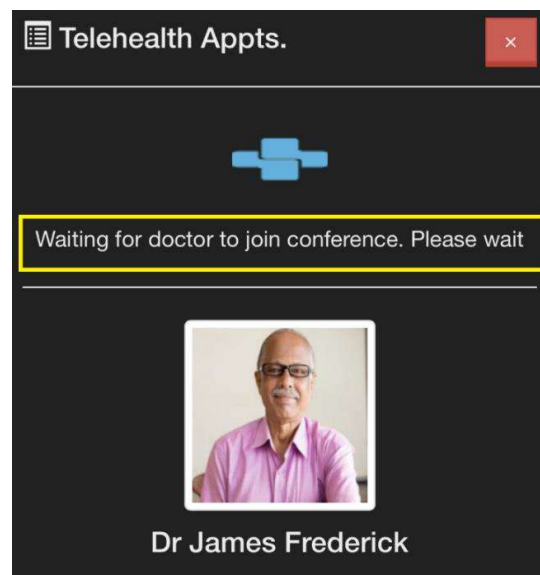
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- ❖ In either case, the Video Consult will be opened automatically on the patient's device

Depending on their device, the patient may be prompted to allow access to their camera and microphone, in which case the patient must select "OK" or "Allow"



- ✓ If the doctor has connected, the video consult will commence automatically on their screen and the patient will see the doctor.
- ✓ If the doctor has not connected, the patient will be advised that we are waiting for the doctor to join the conference.
- ✓ Once the doctor connects, the video consult will commence automatically.



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