NOTCH Video Visit Patient Instructions

You have been scheduled for a video visit with your NOTCH Provider! During this visit, you and your provider will be able to see and hear each other, even though you are not in the same room.

You can watch a quick video about video visits here: [https://www.medent.com/tutorials_mp4/PatientSideVideoVisits.mp4](https://www.medent.com/tutorials_mp4/PatientSideVideoVisits.mp4)

Definitions:

- **Web Browser**: What you use to access the internet (explorer,
- **Address Bar**: the box at the top of your web browser screen where you can see the web address:

![Web Browser Example](image)

Before your video visits starts:

1. Open your **Web Browser**. Web browsers that will work for video visits include:

   ![Browsers](image)


   ![Test Browser Result](image)

   If you see this screen, you’re all set!

   ![Unsupported Browser](image)

   If you see this screen, your web browser will not work – see instructions for downloading a compatible web browser below.
Downloading a web browser - to download a web browser that will work for video visits:

1. Open your existing web browser and search for the new web browser you want to install
2. If you have:
   a. Android Device: try using Chrome, Samsung, Edge, or Opera
   b. Windows (PC): try using Chrome, Firefox, or Opera

   • Click the link to download the web browser and follow prompts to install it.
   • After it’s installed, test your new web browser again by going to https://www.medentmobile.com/telemed/

If you are still seeing the unsupported error message:

Select the web address in the Address Bar, right click your mouse and select “copy”. Select the “line” icon in the upper right-hand side of the web page to shrink the web browser.

“Right Click” by pressing this button
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Look on the computer’s desktop for the new web browser and double click to open. If you cannot find the icon on the desktop, click in the bottom left hand side of the screen and start typing the name of the web browser you downloaded and select it from the list.

Once the new web browser is open, right click the address bar and select “paste”; then hit the “enter” key on your keyboard.
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After you’ve tested your web browser - You can connect to the video visit by:

- Clicking the unique link included in the email and/or text message you received from NOTCH (or by copying the link and pasting it into the address bar in a supported web browser).

  ![Unique Link Example](https://www.medentmobile.com/telemed/67200e978bb69243113667bc477cd99e9/c79450)

  - Your telemed visit is scheduled for 04/30/20 @ 7:30 am with DOCTOR DEFAULT.
  - Click the link to consent to and start your video visit.
  - We recommend connecting via WiFi to avoid incurring mobile data charges.
  - Test the connection by clicking the link prior to your visit.
  - To view a tutorial on video visits, [click here](#).
  - Do not reply to this notification message. To change or cancel your appointment, please contact the office directly.

- Logging into your NOTCH Patient portal account using a supported web browser. You can access your patient portal by going to [https://notchvt.org/](https://notchvt.org/) and clicking on the Norther Tier Center for Health Portal picture:

- Then by clicking on “Appointments” on the left side of the screen and selecting the video appointment form the list:

  ![Appointment Example](#)

  ![Click Here to Start Video Visit](#)

Please contact your NOTCH Location if you have Additional questions about video visits!