Before Your Virtual Visit

Is my information safe?

Yes. The Teladoc Health Patient App complies with the Health Insurance Portability and Accountability Act (HIPAA), a US law that protects patient information.

What devices are supported?

- Windows devices running Windows 10
- Macs running Mac OS 10.14 and later
- iPhones and iPads running iOS 12.1 and later

What browsers are supported?

- Chrome on Windows, Mac OS, iOS, and Android
- Safari on Mac OS and iOS
- Firefox on Windows
- Edge on Windows

How do I download the Patient App?

1. Go to the App Store (iPhone and iPad) or Google Play Store (Android).
2. Search for "Teladoc Health Patient App".
3. Tap **Get** (iPhone and iPad) or **Install** (Android).

How do I get invited to a virtual visit?

Your healthcare provider will send you an invite in a text message, email, or both.

How do I start my virtual visit?

Click the link in your email or text message.

My provider has canceled my virtual visit. How do I reschedule?

Contact your healthcare provider to reschedule.

During Your Check-In

It's asking me to download an app. Should I do that?

Yes. Please download the Patient App for the best possible online experience. And make sure the Patient App can use your camera and microphone.

Can I still use a browser?

Yes, but make sure it can use your camera and microphone.

Teladoc
HEALTH

I've been asked to sign a form. How do I do that?

You can use a touchscreen, mouse, or trackpad to sign the form.

I got an error message when I clicked Test Connection. What should I do?

Follow the directions on the screen. If you still get an error message, click the help button.

During Your Virtual Visit

My provider can't see or hear me. What should I do?

Make sure there are no red Xs on the camera and microphone icons.

My provider still can't hear or see me. What should I do?

Click the gear icon (⚙) and see if you can select a different camera or microphone.

I've been sent back to the Waiting Room. Is my virtual visit over?

No. Your healthcare provider just put you on hold and will be back soon.

Can I take a call during my virtual visit?

No. Do not take or receive phone or video calls because it could end your virtual visit too soon.

Can I use other apps during my virtual visit?

Do not use any apps that use your camera or microphone like Facebook, Zoom, FaceTime, Skype, or Google Hangouts.

I'm having trouble speaking. How can I talk to my provider?

Click the chat icon (💬) to chat with your healthcare provider.

I want to end my virtual visit. How do I do that?

Click the red handset icon (📞) and then click **End**.

Teladoc HEALTH

After Your Virtual Visit

Is the survey required?

No, but we recommend you complete the survey.

How do I schedule a follow-up virtual visit?

Contact your healthcare provider.

Where can I get help?

Contact your healthcare provider.

Teladoc HEALTH