



GWINNETT CLINIC

VIRTUAL APPOINTMENT INSTRUCTIONS

New patients

1. If you are a new patient, please fill out the new patient registration packet (depending on specialty) found at www.GwinnettClinic.com/forms before your appointment and have a family member or friend drop it off at our office nearest you. *If you are an established patient, you do not need to complete this step.*

Then follow the steps as outlined below.

Established patients

2. Call your local Gwinnett Clinic office to schedule an appointment!
3. After scheduling, complete the consent form by going to www.GwinnettClinic.com/telemedicine.
4. On the day of your appointment, a Patient Care Representative will call you to collect payment, if any and text you the link to use later that day.
5. Before your visit, please make sure:
 - To have all your medication bottles with you.
 - To check your vital signs *if* you have a blood pressure cuff or pulse oximeter (not required!)
 - To have your phone near you as a Medical Assistant will call you for triage at the start of your appointment and receive a text message with the link to the virtual waiting room. Please do not click the doxy.me link until *after* the triage.
 - Your device has a camera, a microphone and a strong internet connection. **We recommend using a smart phone or laptop and being in a quiet place for your visit.** For internet browsers, we recommend using Chrome, Safari, or Firefox.
6. After triage, the Medical Assistant will kindly instruct you to click on the link you received via text message earlier in the day. Click on the link and enter your name when prompted.
7. Ensure you select **ALLOW** camera and microphone access if there is a pop-up!
8. Please wait in the virtual waiting room until a doctor or nurse practitioner joins. It may take up to 30 minutes after your phone triage.