

Patient Guide

Checking in for Your Appointment Online

Your care team will provide you with a link to enter a "Virtual Lobby" to check in online for your appointment. Follow these steps for a successful check-in.

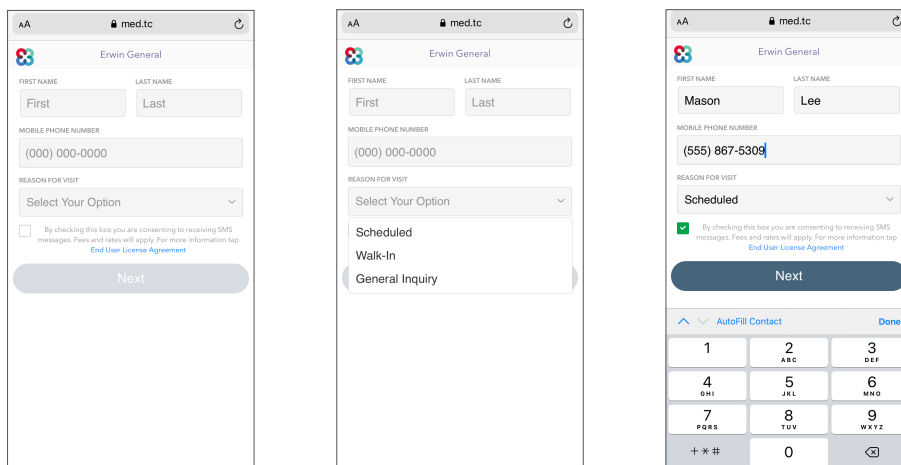
Step One - Use the Link Provided to You

You may have been sent the link to check in via secure text, email or through other means (*website, etc*). Tap the link on your phone when you are ready to check in. (Ex: <https://Broadwayhealth.med.tc/fdk8dnl>)

Step Two - Enter Your Information

Once you have tapped on the link to join, you will automatically be directed to a portal on your phone's web browser to enter your information. Information required:

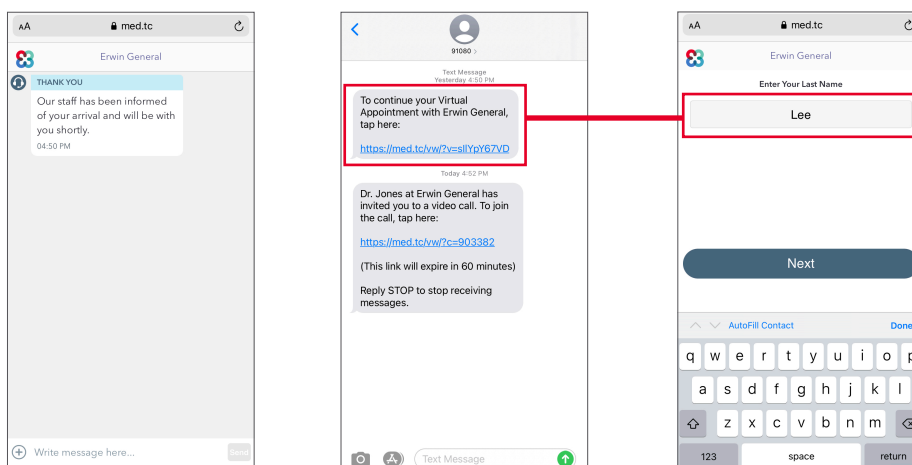
- First Name
- Last Name
- Mobile Phone Number
- Reason for Visit (*Scheduled / Walk-In / General Inquiry*)



Step Three - Begin the Conversation

After verifying your information, you will enter a secure portal where you will be able to chat with your care team. An automated welcome message will appear acknowledging that you have arrive at the Virtual Lobby.

If you need to navigate away from the mobile browser, you may do so at any time while waiting for a care team member to touch base with you. An SMS will be sent to your phone with a link to return to the secure web portal with your mobile web browser. After tapping this link, you will be prompted to enter your last name to re-enter the Virtual Lobby.

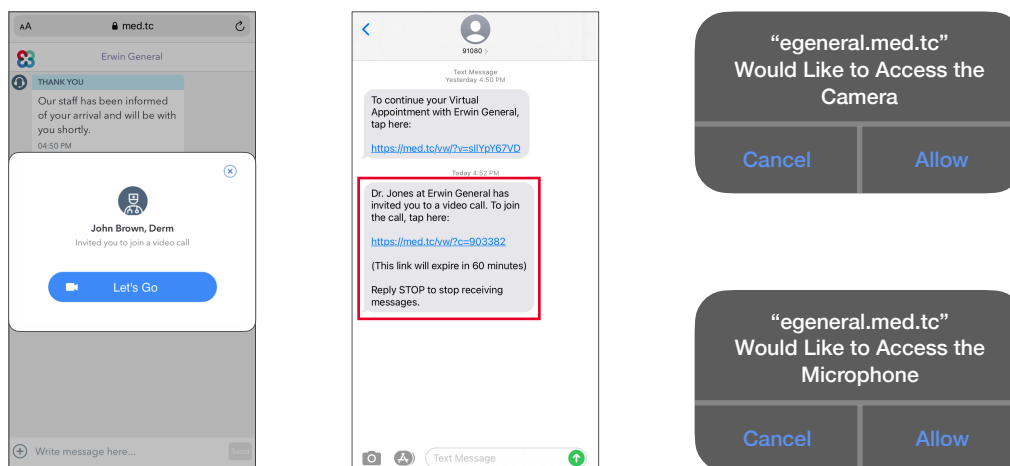


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Step Four - Initiating the Video Call

While in the conversation window in your mobile web browser, a pop-up will appear indicating a care team member is ready to meet with you virtually with a video call. If you have navigated away from your web browser, you will receive a will receive a an SMS to join the video call. Depending on your settings, your phone may ask for access to your camera and microphone.



Step Five - Your Virtual Appointment

As soon as the call initiates, tap Join to start the video call in your mobile browser. You will be prompted to wait momentarily as a member of your care team joins the call.

