Welcome to Oregon Medical Group's Telehealth Service

Yes! We Can See You Online.

To allow Oregon Medical Group to continue to care for you in a manner that is more comprehensive we have implemented telehealth for existing and new patients at OMG. A telehealth visit is similar to a visit at one of our clinics but is provided remotely through your web browser. Telehealth lets you and your clinician have an appointment using video but with HIPAA-level security to ensure your privacy.

What is Telehealth?

- Telehealth is a virtual visit using secure video calling to connect a patient with their clinician.

- For additional information about OMG's telehealth solution, including technical requirements, costs, and more, visit **OregonMedicalGroup.com/telehealth**

What to Expect

- When you are calling to schedule an appointment, a staff member or clinician will help you determine if a telehealth visit is appropriate for you. This depends on what you're calling about, and if you have the right device and connection to complete this visit.

- Make sure you're using Safari, Chrome, or Firefox as your web browser for a telehealth visit.

- Before your appointment, a link to the virtual waiting room will be sent to your smartphone or email depending on your equipment, connection, and preference.

- Click on the provided link and follow the prompt to enter your name and allow the device/browser to access your camera and microphone.

- You will be placed in a virtual waiting room where an assistant or your clinician will start the visit when they are available see you.

Tips For a Successful Telehealth Visit

✅ Before the day of your visit, you can test out your device and connection by visiting **Doxy.me/precall-test**. To familiarize yourself with the check-in process visit **Doxy.me/test**.

✅ Make sure you're in a quiet, private place with good internet connection for your scheduled visit.

✅ Please be available 10 to 15 minutes before your appointment time so we can ensure everything is set-up correctly for your visit.

✅ Restart your device before the visit and make sure you close all other apps on the device you are using to avoid technical difficulties or a slow connection.

✅ Use headphones if available to avoid audio problems.

✅ Prepare to have your medication list and any other relevant information ready (i.e. recent blood pressure readings, recent glucose readings, etc.)

✅ Have your blood pressure cuff and thermometer readily available if possible.

✅ Refresh or restart your browser/device if experiencing problems and log back into the waiting room.

✅ For other questions, click here to visit the patient help site at **Doxy.me**.