

Telehealth Appointment

AHCCCS Patient Workflow

-AdvancedMD-

JOIN THE TELEHEALTH APPOINTMENT FROM A TELEHEALTH EMAIL

1. Click the appointment link from the Telehealth Confirmation Email.

Hello Ben,

This is an invitation for your Telehealth appointment with Best,Wayne W.

When: Friday, September 22, 2023 3:00 PM US MST (US Mountain Standard Time).

To join the appointment click this link: [Join the appointment](#)

Thank you,
Valley View Podiatry Group

(380) 739-1286

<https://telehealth.advancedmd.com/#>

2. Confirm your identity by entering your **Last Name** and **Birth Date**. If you are the responsible party for the main patient, you must use their date of birth and last name on this screen.

Confirm Patient Identity

Patient's Last Name *
Shattuck

Birth Date *
01/01/2000 

Confirm

3. Click **Confirm**.

4. The **Terms and Conditions** will display, and you must agree before continuing.

5. In the **Waiting Room**, you can update your device settings and view upcoming appointments.

Waiting Room

4:00 PM

September 22, 2023

WAYNE BEST

Join Call

6. Click **Join Call** to start your appointment.

- **Note:** You will not be able to click **Join Call** until the provider has started the call.
- **Note:** When the provider starts the call, the **Waiting Room** tab title displays **Call Started! Click to Join** along with a blinking telephone icon and pink icon, and the **Join Call** button is enabled.
- **Note:** You are encouraged, but not required, to download the Zoom application for a better call experience.

JOIN THE TELEHEALTH APPOINTMENT FROM AN INVITE LINK

1. Click the appointment link from your provider.
2. Enter your **First and Last Name**.
3. Select the check box to confirm you have read and accept the **Terms and Conditions**. You must agree before continuing.
4. Click **Request to Join Call**. You will join the call when the provider admits you.

JOIN THE TELEHEALTH APPOINTMENT FROM THE PATIENT PORTAL

1. Log in to your portal account, then go to **Appointments | Upcoming**.
2. Click **Join Call** to start your appointment.