



# St. Luke's

## Telehealth Video Visits

To maintain your health and wellbeing, St. Luke's offers Telehealth Video Visits. This service allows you to see and speak with your provider, just like you would at an office visit, without having to drive to the clinic or hospital. The process is simple and allows you to conveniently get the care you need.

### Here's what you'll need:

- ✓ Internet connection
- ✓ Access to email or text messages
- ✓ A device with a camera (laptop, cell phone, tablet, computer with a camera)

If you don't have access to any of the above, call your clinic to discuss other options.

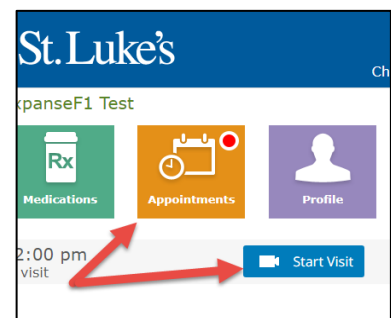
### Here's how you set up an appointment:

**1. Perform a speed test.** Before scheduling your appointment, confirm that your internet connection can support a Telehealth Video Visit. On the device you'll use for your visit, go to [speedtest.slhduluth.com](http://speedtest.slhduluth.com). The test takes less than a minute. If either the Download or Upload values are **below .35 Mbps** in your speedtest results, let the scheduler know when you call the clinic and they will discuss your options.

**2. Call your clinic to schedule.** When speaking with the scheduler, tell them you'd like to schedule a Telehealth Video Visit. They will set up your appointment, ask you some questions and then let you know what you can expect next.

**3. Follow the instructions given by your clinic.** They will tell you if your visit will be through St. Luke's myCare or Doxy.me. When it is time for your appointment, follow the corresponding process below to start your visit:

- **St. Luke's myCare.** Log into your portal account and select Appointments or Start Visit (shown on right).



- **Doxy.me.** You'll receive a text message or email with a link to start your visit.

**Thank you** for allowing us to care for you at St. Luke's. If you have any questions about this process, call your clinic and we'd be happy to help you. We look forward to hearing from you soon.