# Houston Eye Associates TeleHealth Clinic

Dear Patients-

In an effort to ensure the safety and wellbeing of our patients during the COVID-19 pandemic, Houston Eye Associates will begin offering telehealth services for our patients beginning the week of March 23rd. This will allow you to receive medical guidance from the comfort and protection of your home. It will also allow our physicians the ability to assess your particular situation to determine if a live visit in the office is needed and the timing of when this office visit should occur.

To initiate a request for scheduling of a TeleHealth Clinic visit, please reach out to your doctor either by phone call, email or by sending a secure message through your Houston Eye Associates patient portal account. You will then be scheduled for a Telehealth Clinic appointment. You can start the visit from your smart phone (either Android or iPhone), a desktop computer or laptop with a camera or an iPad or Tablet. This document contains instructions on how to start the TeleHealth visit using a desktop computer or laptop with a camera.

I. **Connecting through your desktop or laptop computer via an email link.**

1. If you receive your TeleHealth visit by way of your email, you will receive a message in your inbox (also check your spam folder). You will want to click on the link provided or copy and paste it into the address bar. (This is best used with Google Chrome)



You are invited to a secure video visit at Houston Eye Associates's Online Clinic.

Click here to start

Button not working? Copy this link into your browser: https://curogram-0030.vsee.me/u/a-miller

2. This will open up the Curogram Virtual Clinic application. To proceed, select the button that says Enter Waiting Room.
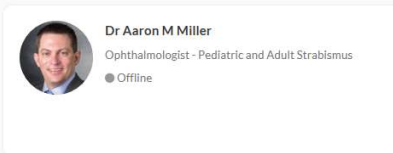
3. The system will prompt you to enter your name, date of birth and will allow you to upload images or records you would like your doctor to see. You will then select the checkbox after reviewing the consent to participate in this Telemedicine Consultation and click the Continue button.

4. You will be asked to download the app or join on the web. Select the button "Join on the Web".

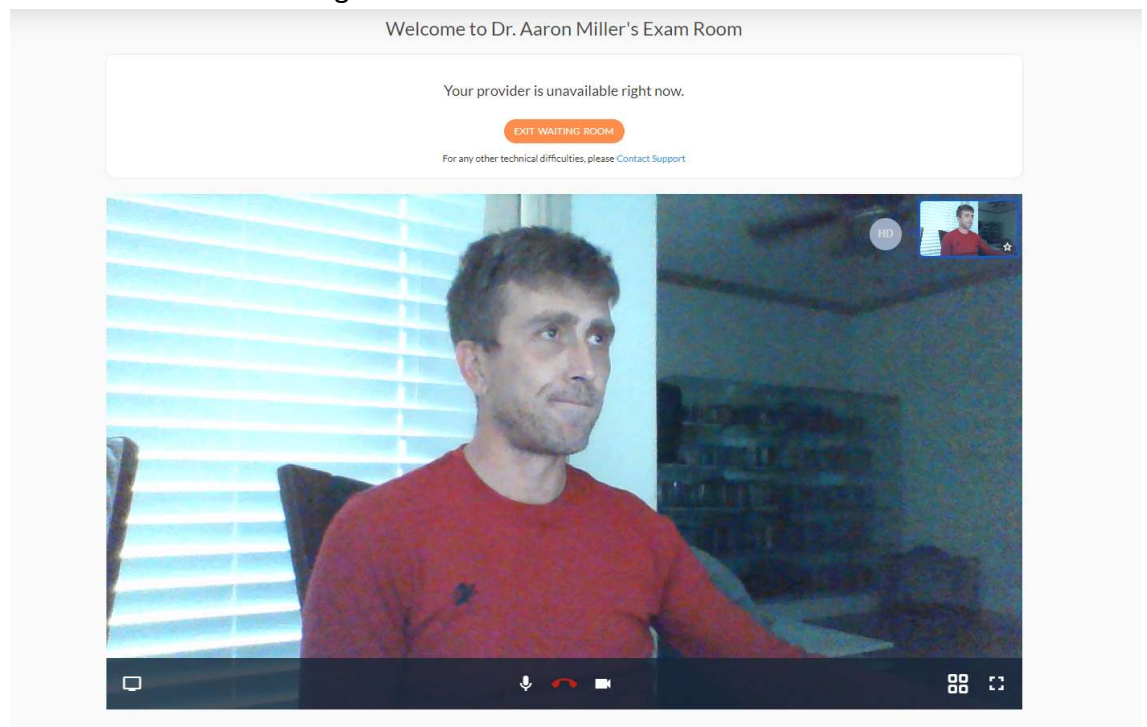### How do you want to meet today?



**Join on the Web**

No download required.
The easiest way to join meetings.

**Download the App**

Join from VSee Messenger Desktop application.
Includes a full suite of features and tools.

5. This will then take you into the virtual waiting room. You will see that your camera start broadcasting.



Welcome to Dr. Aaron Miller's Exam Room

Your provider is unavailable right now.

EXIT WAITING ROOM

For any other technical difficulties, please Contact Support

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6. Your physician will then join the meeting where you will be able to see and speak to them regarding your current eye care needs. You can move your camera towards your eye to give the physician a better look at what may be occurring.



7. Once you have completed your visit, you can hit the red phone to hang up the call.
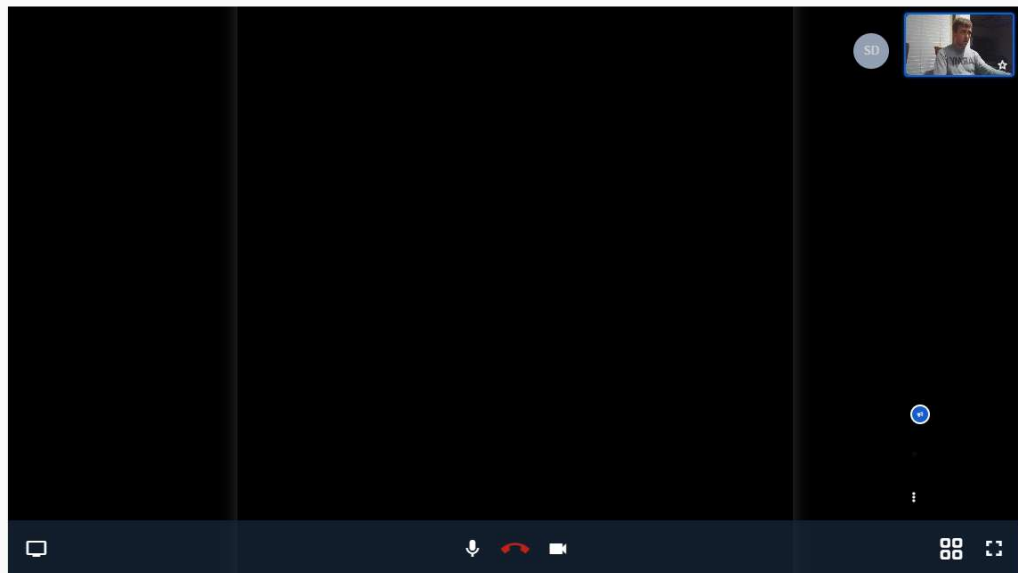
II. Starting Telehealth Via Mobile Device

1. When you have scheduled a Telehealth appointment with your provider, you will send a text message with a link included. To open the application, click on the link.

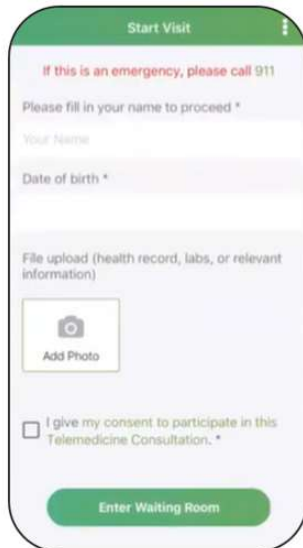   You are invited to a secure video visit at https://curogram-0030.vsee.me/u/a -miller

2. The link will take you to the Virtual Clinic page. To enter, select the button that says Enter Waiting Room.

   

3. If this is the first time you are using Telehealth with our providers, you will need to install the VSee software either through the Apple or Google Play store. The application if free.
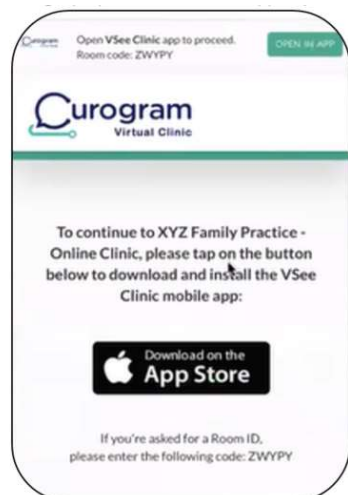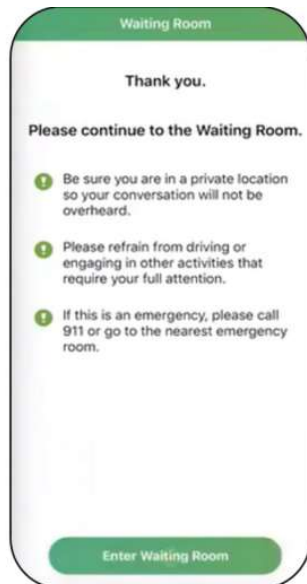
4. Once you have installed it, you will be taken to the sign in page where you will enter your name, DOB and attach any pictures/documents that the doctor will need to see. Once you have done so, click on the link that says My Consent to Participate in this Telemedicine Consultation to review the terms. Select the checkbox once you have and select Enter Waiting Room.
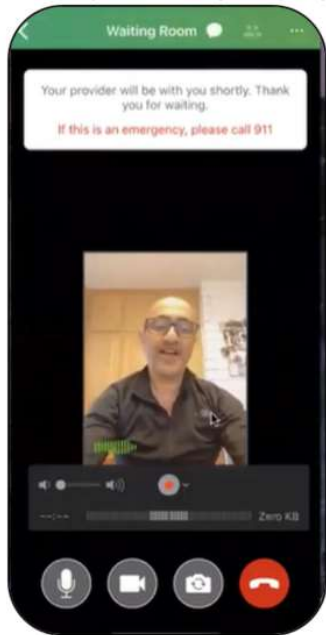


5. You will then be asked to continue to waiting room by selecting Enter Waiting Room.

6. At this point, you will be in the waiting room.



7. Your physician will then open the visit and you will be able to see and speak with your provider to relay your concerns.