



## Virtual Visit Patient Workflow

1. Confirmation Email	2. Complete Check In Now Email 24 hours before visit
<p><b>Appointment Confirmation - Get Ready!</b></p> <p>Thank you for scheduling a virtual visit with <b>Nele Jessel</b> on <b>February 14 at 1:00 PM Eastern Time</b>. Follow these quick and easy steps to ensure your visit goes smoothly.</p> <p><b>NOW</b> Download <b>Google Chrome</b> or the <b>myPrivia™ app</b>. If you're using a laptop or desktop computer, you must use Google Chrome. If you're using a smartphone or tablet, you must download the myPrivia™ app.</p> <p>For your computer or laptop    For your phone or tablet  </p> <p><b>24h</b> <b>Check in.</b> The day before your visit, you'll receive an email to complete your check-in. You'll confirm your insurance and pay your copay, so have your insurance information and credit card handy.</p> <p><b>15m</b> <b>Start your visit.</b> 15 minutes before your appointment, you'll receive an email to begin your visit. Open this message on the device you're using for your virtual visit, then follow the instructions.</p> <p> <b>Nele Jessel</b> Privia - PMG - Privia Medical Group 888.774.8428</p>	
3. Check In Overview Page	
<div style="display: flex; justify-content: space-between; align-items: center;">  </div> <div style="display: flex;"> <div style="flex: 1; padding-right: 20px;"> <p>Thanks for scheduling your virtual visit!</p> </div> <div style="flex: 2;"> <p>Below is the information we need before your visit. Click 'Get Started' to begin.</p> <ul style="list-style-type: none"> <li>Audio &amp; Video Test <span style="float: right; border: 1px solid gray; padding: 2px;">NEEDED</span></li> <li>Consent for treatment <span style="float: right; border: 1px solid gray; padding: 2px; background-color: #0070c0; color: white;">ON FILE</span></li> <li>Patient insurance <span style="float: right; border: 1px solid gray; padding: 2px;">NEEDED</span></li> <li>Payment information <span style="float: right; border: 1px solid gray; padding: 2px;">NEEDED</span></li> </ul> <p><small>This information must be completed before your visit. Please use the device you plan to use during your virtual visit.</small></p> <p style="text-align: center;"><a href="#" style="background-color: #0070c0; color: white; padding: 10px 20px; border-radius: 10px; display: inline-block;">GET STARTED →</a></p> </div> </div>	

#### 4. Desktop Only: Hardware Check

1. Speakers	2. Microphone	3. Video	4. Connection Speed
<p>1. SPEAKERS</p> <p>Do you hear a "ping" sound when you click this button?</p> <p><input type="button" value="▶ PLAY SOUND"/></p> <p><input type="button" value="YES"/> <input type="button" value="NO"/></p>			<p>4. CONNECTION SPEED</p> <p>Is your connection fast enough?</p>  <p>116.61 Mbps</p> <p>Yes. Your connection meets the minimum requirements.</p>

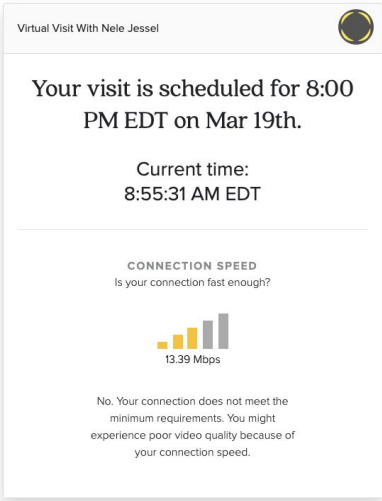
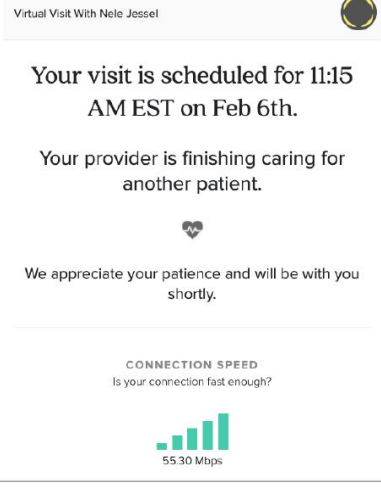
#### 5. Consent to Treat

#### 6. Insurance

<p>Hardware &gt; Consent &gt; Insurance &gt; Payment &gt; Confirmation</p> <h3>Authorization and Consent to Treatment</h3> <p>Please confirm that you have read and agree to the Authorization and Consent to Treatment form.</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p><b>Assignment of Benefits and Authorization to Release Medical Information</b></p> <p>I understand and agree that payment of authorized benefits under Medicare, Medicaid, and/or any of my insurance carriers will be made to me or on my behalf to the provider or supplier of any services furnished to me by that provider or supplier. I authorize any holder of my medical information to release it to Privia, the Health Care Financing Administration (HCFA), the listed insurer and/or agents of the company and/or the listed responsible person(s), and any information necessary to determine my benefits or the benefit for the related services. If my insurance plan does not participate in the Privia network, or if I am a self-pay patient, assignment of benefits may not apply.</p> </div> <p><b>E-SIGNATURE</b></p> <p>Your Name _____</p> <p>I hereby acknowledge that I have received Privia's Financial Policy and Notice of Privacy Practices. I agree to the terms of Privia's Financial Policy, the sharing of my information via HIE, and consent to my treatment by Privia providers.</p> <p><input type="checkbox"/> I'm signing for someone else</p> <p><input type="button" value="CONTINUE"/> <input type="button" value="PRINT"/></p>	<p><b>INSURANCE PLAN INFORMATION</b></p> <p><input type="checkbox"/> I will pay out of pocket for this visit</p> <p>We have your insurance information from November 2018 on file.</p> <p><input type="button" value="UPDATE INSURANCE"/></p> <p><input type="button" value="CONTINUE"/></p>	<p><b>INSURANCE PLAN INFORMATION</b></p> <p><input type="checkbox"/> I will pay out of pocket for this visit</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Insurance Provider Select a provider</p> <p>Insurance Plan Select a plan</p> <p>Group Number</p> <p>Member ID</p> <p>Copay Amount \$ 0.0</p> </div> <p><input type="button" value="CONTINUE"/></p>
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7. Payment	8. Payment Accepted/Failed	
	<p style="text-align: center;">Accepted</p> <div style="text-align: center; border: 1px solid green; padding: 5px; margin: 10px auto; width: 100px;"> </div> <p style="text-align: center;"><b>Check-in Complete - A Few Reminders Before Your Appointment</b></p> <p>Your virtual visit with Amber Robins, MD is scheduled for Tuesday, December 11th at 11:45 am</p> <p>You will receive another email with a link to join your visit. Please be available and on your device 5 minutes before the start of your visit.</p> <div style="text-align: center; margin: 10px auto; width: 80%;"> <p><b>Download What You Need!</b></p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p><small>YOUR PHONE/TABLET</small></p> </div> <div style="text-align: center;"> <p><small>YOUR COMPUTER</small></p> </div> </div> </div> <div style="text-align: center; margin-top: 10px;"> <p style="background-color: #007bff; color: white; padding: 10px 20px; border-radius: 10px; display: inline-block;">ENTER WAITING ROOM →</p> </div>	<p style="text-align: center;">Failed</p> <div style="text-align: center; border: 1px solid red; padding: 5px; margin: 10px auto; width: 100px;"> </div> <p style="text-align: center;"><b>Please contact our office at (888) 774-8428 to confirm your payment information.</b></p> <p>Your virtual visit with Meredith Josephs, MD is scheduled for Friday, January 18th at 11:00 pm</p> <p>You will receive another email with a link to join your visit. Please be available and on your device 5 minutes before the start of your visit.</p> <div style="text-align: center; margin: 10px auto; width: 80%;"> <p><b>Download What You Need!</b></p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p><small>YOUR PHONE/TABLET</small></p> </div> <div style="text-align: center;"> <p><small>YOUR COMPUTER</small></p> </div> </div> </div> <div style="text-align: center; margin-top: 10px;"> <p style="background-color: #007bff; color: white; padding: 10px 20px; border-radius: 10px; display: inline-block;">ENTER WAITING ROOM →</p> </div>
9. Contact	10. Start Visit Email Day of visit	
<p style="text-align: center;"><b>Contact</b></p> <p>What is a good number for the provider to reach you, in case any technical issues occur?</p> <p>Phone number</p> <div style="text-align: center; margin-top: 20px;"> <p style="background-color: #007bff; color: white; padding: 10px 20px; border-radius: 10px; display: inline-block;">CONTINUE</p> </div>	<div style="text-align: center; margin: 20px auto; width: 150px;"> <p style="background-color: #007bff; color: white; padding: 10px 20px; border-radius: 10px; display: inline-block;">START MY VIRTUAL VISIT</p> </div> <p style="text-align: center; margin-top: 10px;">We look forward to caring for you during your virtual visit. If you have any questions or issues prior to your appointment, please contact our office.</p> <div style="text-align: center; margin-top: 20px;"> <p style="font-size: small; margin: 0;"> <b>Nele Jessel</b>              Privia - PMG - Privia Medical Group              888.774.8428         </p> </div>	



<b>11. Waiting Room</b> Prior to appt. time / provider has not joined	<b>12. Waiting Room</b> After appt. time / provider has not joined	<b>13. Waiting Room</b> After provider joins
 <p>Virtual Visit With Nele Jessel</p> <p>Your visit is scheduled for 8:00 PM EDT on Mar 19th.</p> <p>Current time: 8:55:31 AM EDT</p> <p>CONNECTION SPEED Is your connection fast enough?</p> <p>13.39 Mbps</p> <p>No. Your connection does not meet the minimum requirements. You might experience poor video quality because of your connection speed.</p>	 <p>Virtual Visit With Nele Jessel</p> <p>Your visit is scheduled for 11:15 AM EST on Feb 6th.</p> <p>Your provider is finishing caring for another patient.</p> <p>We appreciate your patience and will be with you shortly.</p> <p>CONNECTION SPEED Is your connection fast enough?</p> <p>55.30 Mbps</p>	Empty content for this column

## Joining the Visit: Desktop vs Mobile

Desktop - Chrome	With myPrivia App	Without myPrivia App
<p>The patient remains in the waiting room until the provider joins the visit.</p> <p>The patient will see an <b>Awaiting Provider</b> button.</p>	<p>The patient remains in the waiting room until the provider joins the visit.</p> <p>A <b>Join Visit</b> button will appear once the provider starts the visit within athena.</p>	<p>Once the patient hits <b>Start my Check-In</b> an error message will display saying they need to download the myPrivia app from either the App Store (iPhone) or Google Play Store.</p>
<p>Once the provider joins, the button will turn blue and the patient will be able to click the button to access the visit.</p>	<p>Once the provider joins, the patient will be able to click <b>Start Visit</b> to access the visit.</p>	<p>Once the patient downloads the myPrivia app, they will need to use their virtual visit email or text message invitation to relaunch the visit from the waiting room.</p>
<p>Once the patient hits <b>Start Visit</b>, the visit will launch automatically in the browser.</p>	<p>Once the patient hits <b>Start Visit</b>, the visit will launch automatically in the myPrivia app.</p>	
<p>The patient will receive an error message if they access the platform with an unsupported browser.</p> <p>The patient can download Google Chrome from the waiting room screen.</p>	<p>If the patient gets disconnected during the visit, they will need to use their virtual visit email or text message invitation to relaunch the visit from the waiting room.</p>	
<p><b>IMPORTANT:</b> To ensure virtual visit quality, both the provider and patient need to use either Google Chrome, the Desktop app (providers), or the mobile app (patients). Read through our Virtual Visit Troubleshooting and Privia Desktop App guides for more information and download instructions.</p>		