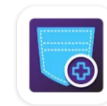


Raleigh Capitol ENT Patient Telehealth Guide:

[You will need a Modernizing Medicine Patient Portal account in order to use our Telehealth services. If you do not have a Patient Portal account yet, please call our office at 919-787-1374 to have our staff create an account for you]

1. On your phone or tablet, go to the App Store (on iPhone/iPad) or the Google Play Store (on Android devices)

2. In the App Store/Google Play Store, search for the “**PocketPatient**” app using the search bar, which looks like this:



PocketPatient
Modernizing Medicine

Install

3. **Install** the PocketPatient app

4. Once the PocketPatient app has been installed, open the app, and you’ll see the Welcome screen

5. For the “Practice URL” box, enter the following website address: **raleighcapitolent.ema.md**

6. For the Username/Password boxes, you’ll need to enter your Modernizing Medicine Patient Portal Account username and password.

7. Then, tap the “**Login**” button.

8. On the next screen, you will review the Terms of Service. After reviewing the Terms of Service, tap “**Agree**” to proceed to your Patient Portal account

9. Tap “**Get Started**” on the next page, then tap “**OK**” on the Raleigh Capitol ENT Welcome notice to see the Home page.

A screenshot of the PocketPatient app's welcome screen. At the top, a status bar shows the time 11:22, signal strength, Wi-Fi, and 91% battery. The main content area has a purple header with the text "Welcome, login to start using PocketPatient™". Below this are three input fields: the first contains "raleighcapitolent.ema.md", the second contains "[Your Username Here]", and the third contains a masked password ".....". A purple "LOGIN" button is positioned below the password field. Underneath the button are links for "Forgot password?" and "Need help?". At the bottom, there is a footer with the text "Powered by Modernizing Medicine © 2020 Modernizing Medicine, Inc. Version 3.2.0 (0f1f9b329)". The very bottom of the screen shows a white navigation bar with three icons: a hamburger menu, a circle, and a back arrow.

10. From the Home page, tap “**Appointments**” at the bottom of the screen
11. Once the doctor has opened the virtual room for the visit, you will see your Telehealth visit invite in the “**Video Visit**” tab. Tap on the Video Visit to open it.
12. You may have to tap “**Allow**” to let the app utilize your camera and/or microphone in your Telehealth Visit.