How to send and receive files during a telemedicine visit

ANYTIME pediatrics

**How to send and receive files during a telemedicine visit**

Follow the steps below to learn more about sending and receiving files during a telemedicine visit.

File Share Specifications

- Files must be less than 25 MB

- jpeg, jpg, doc, docx, png, ppt, pptx, xlsx file types can be share and received from a patient

- 3 files can be shared at a time

- MP4 and MOV files are not accepted
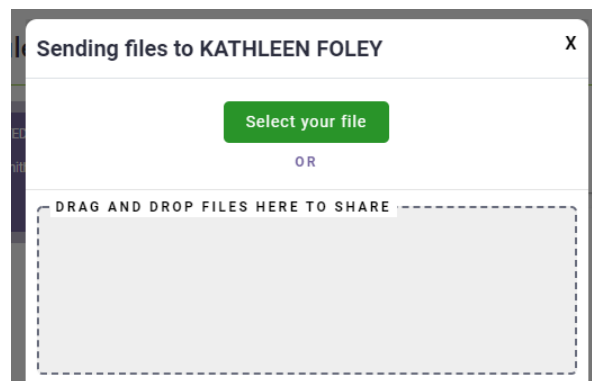
Sending Files to a Patient

1. While the patient is in the waiting room or in the visit, select the paperclip icon from the chat window.
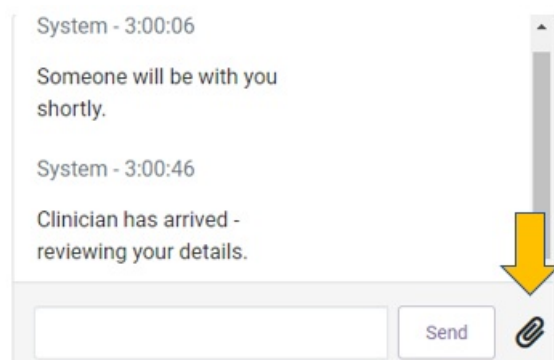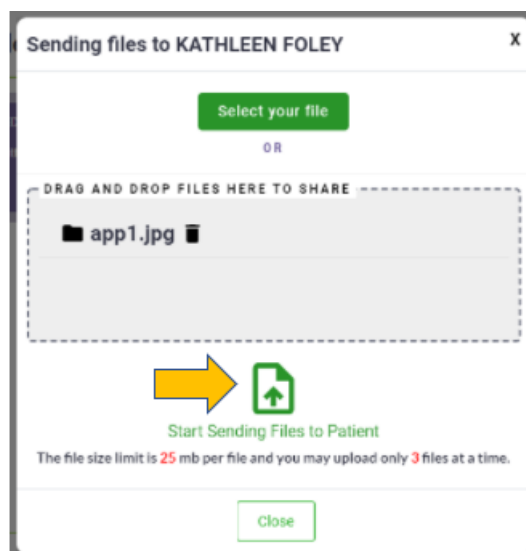

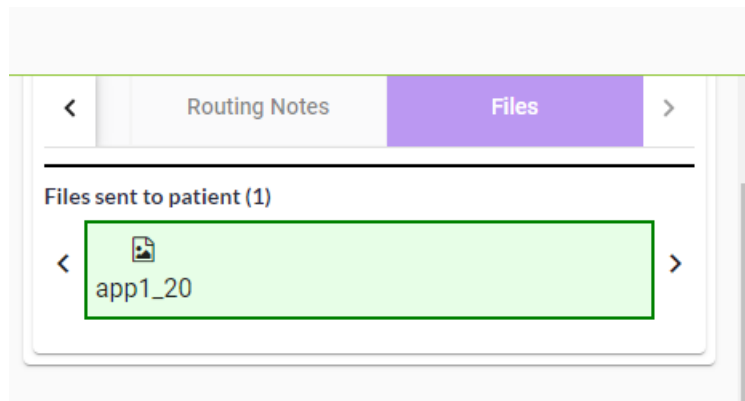2. Select send file to {patient name}
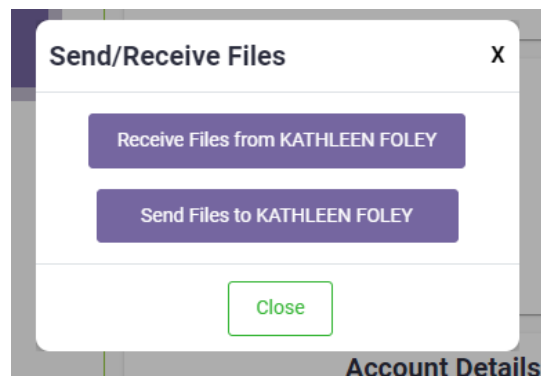
3. Upload your files or drag them and drop them into the grey square.

4. When you are ready to send your files, select Start Sending Files to Patient

5. On the web portal, the files you sent will be located in the files tab by scrolling to the end of the toolbar.

6. On mobile, the files will be available in the details tab.

Receiving Files from a Patient

1. While the patient is in the waiting room or in the visit, select the paperclip icon from the chat window.

2. Select receive files from {patient name}

3. A pop-up will appear while the patient is uploading their files. Exiting out of this pop-up will cancel the file request from the patient.

Request files from KATHLEEN FOLEY   X

Files Requested from KATHLEEN FOLEY

Files sent by the patient will be in the files tab. This window will close
automatically once the patient upload is complete. Please do not close this
tab unless you wish to cancel the file request.

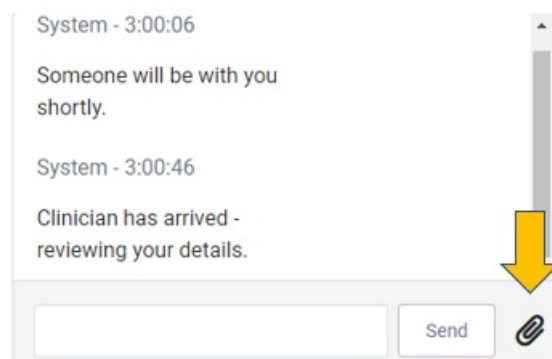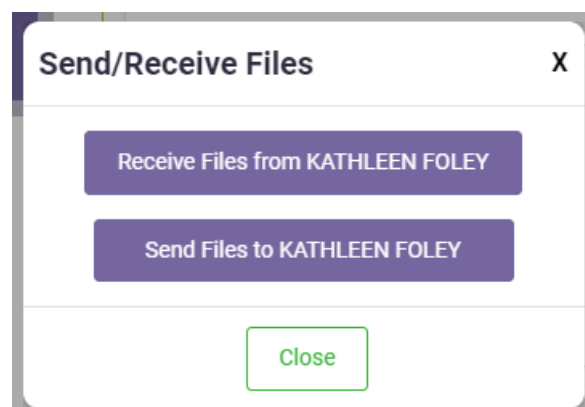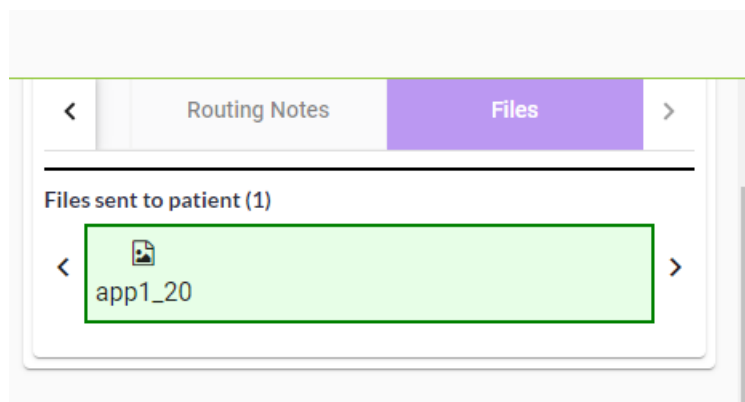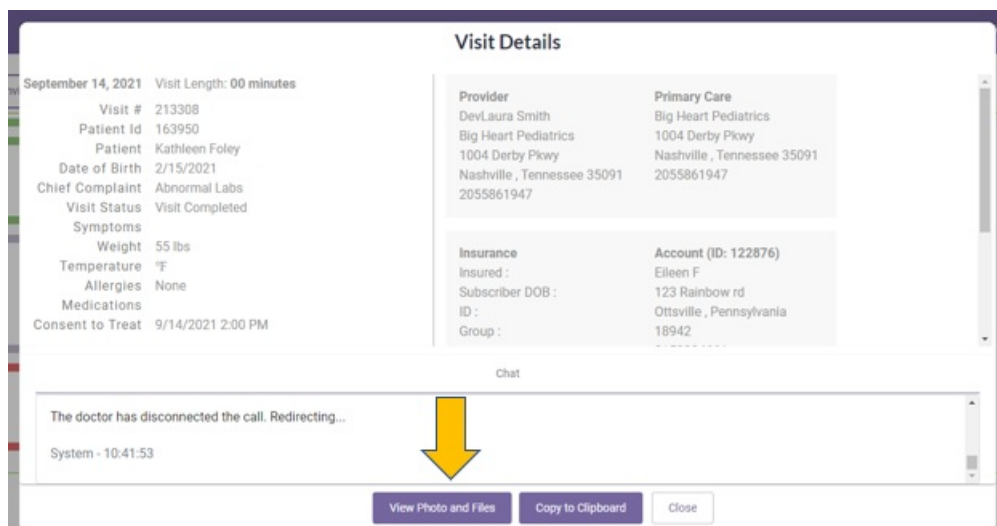7. Once the patient has uploaded their files, the files will be located in the files tab by scrolling to the
    end of the toolbar.

| < | Routing Notes | **Files** | > |

Files sent to patient (1)

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8. On mobile, the files will be available in the details tab.

How to view or download files that were shared after the telemedicine visit was completed

1. After the visit is completed, you will be able to view and download the images and files from the visit
    details pop-up.

Visit Details

September 14, 2021 Visit Length: 00 minutes

Visit #	213308
Patient Id	163950
Patient	Kathleen Foley
Date of Birth	2/15/2021
Chief Complaint	Abnormal Labs
Visit Status	Visit Completed
Symptoms	
Weight	55 lbs
Temperature	°F
Allergies	None
Medications	
Consent to Treat	9/14/2021 2:00 PM

Provider
DevLaura Smith
Big Heart Pediatrics
1004 Derby Pkwy
Nashville , Tennessee 35091
2055861947

Primary Care
Big Heart Pediatrics
1004 Derby Pkwy
Nashville , Tennessee 35091
2055861947

Insurance
Insured :
Subscriber DOB :
ID :
Group :

Account (ID: 122876)
Eileen F
123 Rainbow rd
Ottsville , Pennsylvania
18942

Chat

The doctor has disconnected the call. Redirecting...

System - 10:41:53

| View Photo and Files | Copy to Clipboard | Close |

2. You can select View Photos + Files. This will open all files and images sent by the clinician or the patient.

    1. If the file can be opened by your browser, it will open up a preview. Right-click on the file and select save as.

    2. If the file cannot be opened by your browser, it will download automatically.

3. You can also go to the Visits page to access files or images from past visits.

    1. Go to the patient tab at the top of your screen and select visits

    2. Search for the visit by entering the patient name in the search bar

    3. Once you locate the visit you are looking for, click the view button to pull up the visit summary.

    4. If images or files were uploaded during the visit, there will be a button allowing you to view or download those files to your device.