

SOME FREQUENTLY ASKED QUESTIONS ABOUT VIDEO TELEHEALTH

Question: Why do I have to give my email address and cell phone number?

Answer: Sometimes it doesn't work with your cell phone, so we have to use your email address and vice versa. It gives us another way of connecting.

Question: How do we do the Video Consultation?

Answer: If we use your cell phone number, you will have your video consultation on your cell. If we use your email, you will have the video consultation on your laptop.

1. Dr. Rosena will send his patient either a text or an email.
2. The patient will click on the link within 10 minutes
3. The video consultation will begin immediately after clicking on the link
4. You will be able to see Dr. Rosena and he will be able to see you

The video-graphic clarity of the experience allows Dr. Rosena to assess the affected area and even photograph the condition for your medical record.

Question: Can the Video Consultation work with any internet browser?

Answer: The Video Consultation is optimized to work best with Google Chrome on PC and Safari on Mac. Likewise, recipients will have the best experience on Google Chrome for Android phones, and Safari on iOS. Other web browsers may be less reliable.

Question: What if we cannot connect?

Answer: Here is a [LINK](#) to Troubleshooting the problem. If it still doesn't work, Dr. Rosena can visit you in your home. He will be wearing disposal shoe covers, gown, mask and gloves to keep both parties protected. You can also come to our office or receive consultation with TeleHEALTH by telephone.