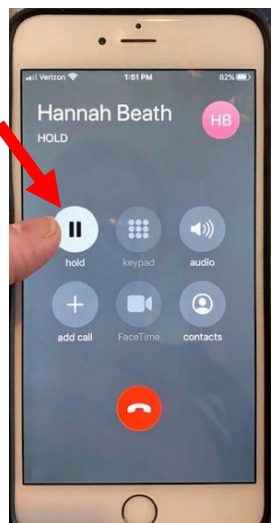


Connecting with Preceptor by Phone When Conducting a Telephone Patient Visit

Notes:

- Make sure to block your number before making a patient phone call.
 - Please be sure to have your preceptors phone number loaded into your phone as a contact prior to starting the sessions
1. While on the phone with the patient – ask patient to please hold while you consult with a preceptor. Click the “ADD CALL” button on your phone.
 2. Your contacts will pop up and you can add your preceptor to the call from here.
 3. While you speak to your preceptor the patient will be on hold and will show on your phone as HOLD.
 4. When you are finished with the call and the preceptor hangs up the patient will still show as on hold.
 5. To take the patient off hold and finish conducting the visit just press the “HOLD” button on your phone.



Should the call disconnect with the patient please call them back directly.