



Mend – Telehealth Platform

What is Mend?

- Mend is a HIPAA-Secure, Telehealth Platform for medical providers
- Effective immediately, Desai Medical Center will be using Mend to conduct all Telehealth Appointments

Do I need to sign up for Mend?

- Signup is not required
- Mend may prompt you to create a password but this is optional

How do I use Mend for my Telehealth Appointment?

1. When you are booked in Mend, you will receive automated notifications with a Video Link
2. When it is time for your appointment, click the Video Link to join the virtual waiting room
3. Enter your DOB, then you will join the virtual waiting room

If it is your first-time using Mend, you will be asked to sign a few standard Agreements before you join the virtual waiting room

4. Once you are in the virtual waiting room, wait for Dr. Desai to join the call

For a successful video call:

- Open Mend on Google Chrome, Firefox, Microsoft Edge, or Safari. Internet Explorer is not supported.
- Stay in one location once you are connected to the Video Link.
 - Moving around or going outside can disrupt your connection or cause your call to drop
- Put your camera on a steady platform so that it is not constantly moving during the call
- Make sure you “Allow” Mend access to your device’s microphone and camera
- Make sure your microphone and camera are turned ON
- Keep an eye on your phone and be on time to your appointment
 - Expect our medical staff to call you for your appointment intake before your scheduled appointment time
 - Expect our staff to send you schedule updates (your queue in line, if we are running behind on schedule, etc)

Where will Mend Notifications come from?

- Text Notifications will come from **832-80**
- Email Notifications will come from bestservice@mendfamily.com

PLEASE NOTE

- All Mend Notifications are NO-REPLY
- If you need to respond to a Mend Notification, contact our office directly
- E-business card: <https://card.get-card.com/kartik-desai/>



How many notifications will I get from Mend?

Welcome to Mend	<p>When we enter you into Mend’s system (so we can book your appointment), you will receive an automated message welcoming you to Mend</p> <p>This message will prompt you to create a password – this is OPTIONAL</p>
Appointment Confirmation	<p>When your appointment is booked in Mend, you will receive an automated message confirming your appointment’s date/time</p> <p>This notification will come with two links</p> <ul style="list-style-type: none">• Appointment Confirmation Link (Click this to “Confirm” your appointment)• Video Link (Click this when it is time for your appointment)
Connection Test	<p>When your appointment is booked in Mend, you will receive an automated message asking you to test your connections</p> <p>This notification will come with one link to test your device’s internet, audio, microphone, and camera connection</p> <p>Patients are highly advised to test their connections 10-15 minutes before their appointment to ensure their Telehealth visit goes smoothly</p>
Appointment Reminder	<p>30 Minutes before your appointment is scheduled to start, you will receive an automated message reminding you of your appointment</p> <p>This notification will come with two links</p> <ul style="list-style-type: none">• Testing Link (Click this to test your internet and device connections)• Video Link (Click this to join the virtual waiting room)

FREQUENTLY ASKED QUESTIONS

I left the virtual waiting room / I got disconnected from the video call

- Re-join the virtual room by clicking the original Video Link you were sent
- The Video Link will remain active until you are “Checked Out” of your appointment

I’ve entered my DOB but I cannot connect to the virtual waiting room

- If your DOB is accepted but you cannot join the virtual room waiting – Test your Connection
- If you have not received an error message and you cannot join the virtual waiting room – there may be an issue with your connection

I’ve entered the Virtual Waiting Room, but I keep getting a “Timed Out” error

- A “Timed Out” error message means there is poor connection
- Test your Connection or try to move to an area with a stronger connection