



In an effort to safely see patients remotely, AOC has started our Telemedicine platform. This will provide AOC and its patients an alternative to the traditional standardized patient care not only during emergent situations but also as an alternate avenue for patients who are unable to appear for scheduled appointments due to circumstances beyond their control.

AOC Telemedicine appointments will be via an Apple or Android Device. Patients must have an Apple or Android Device, they will not qualify for the Telemedicine New Patient visit.

PLEASE NOTE:

- If x-rays, DME, etc are required the patient may need to preset to our office for those services after the Telemedicine visit.
- All copays, balances or other financial obligations are due just as if it were a physical office visit unless waved by patient insurance.
- Patients will need to be available in a 1 hour window for their Telemedicine appointment visit. (example, if appt. is scheduled for 10:30, you will receive a call between 10am and 11am.)
- Patients will need to have access to SKYPE.
- All patients will be required to complete Phreesia Pre-registration. This will be emailed to you once the appointment has been made.
- Follow-up visits currently will not require the video portion of the call (SKYPE).

DOWNLOAD SKYPE FOR YOUR VISIT:



- **Download the SKYPE application to your Apple or Android device prior to your scheduled appointment and create a user account with the email address we have on file.**
- **AOC will verify that the email address and phone number on file for you is correct and matches the email used for your SKYPE account.**
- Please expect a call from AOC in a one hour window (example, if appt. is scheduled for 10:30, you will receive a call between 10am and 11am.
- Please note that a local, or AOC number will not show on the SKYPE appointment call. The incoming appointment call would appear like this example:
Live:.cid.cbb974dac9307475

GET STARTED, MAKE AN APPOINTMENT:

- To schedule your telemedicine appointment with AOC please call:
 - **AOC Call Center: 251-257-3882**
 - **AOC Triage: 251-410-3686**