

# ReforMedicine<sup>sc</sup>

Direct Pay Family Practice &  
Medical Weight Loss Specialists

## E-Visit How-To Guide for Patients

### -IMPORTANT-

E-Visits are only available for patients who have previously visited ReforMedicine. They are NOT available for a new patient. If you are a new patient, please call to set an office appointment.

1. To initiate the E-Visit, call ReforMedicine to schedule (715-514-2827).
2. When it is **15 minutes** prior to your appointment, open the internet and search [www.reformedicine.com](http://www.reformedicine.com)

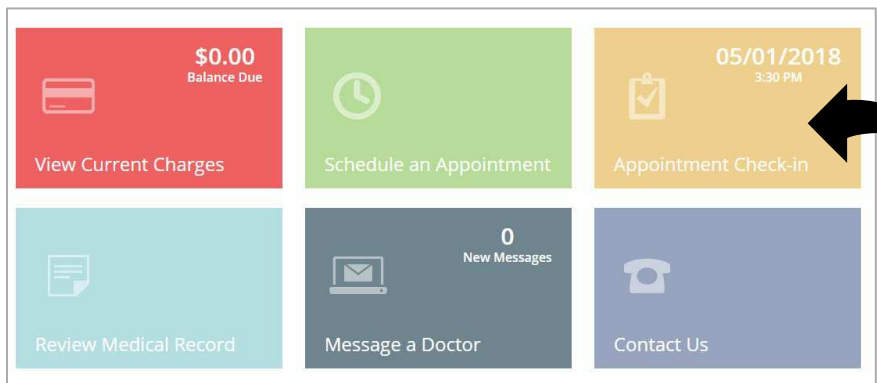
3. In the top right corner click the "patient portal login"



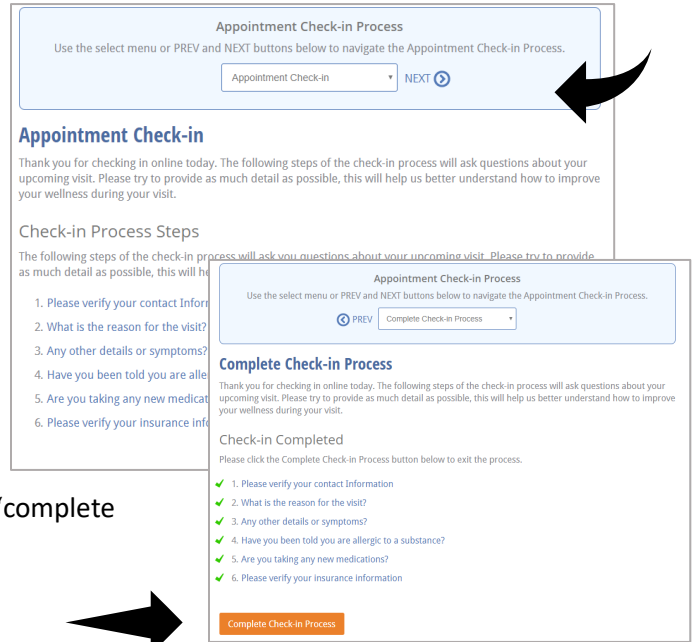
4. Enter your login information \*An activated portal account is needed, if you do not have this or have questions about this please call for further assistance 715-514-2827.



5. The main screen of the patient portal is pictured here. To check into the appointment, click on the yellow appointment check-in box.



6. You will then answer a series of questions regarding your appointment. Please answer the questions to the best of your ability, with the greatest detail. To move on to the next question, click next. If you cannot find next, scroll to the top of the page. If you notice any information that needs to be changed, please tell the medical assistant during your e-visit.



7. When all the steps are complete, an orange “complete check-in process” box will appear, click on it.

8. When you click on the orange box it will bring you to the “waiting room,” where you will wait until the provider joins the session. **Note:** During the visit, you can use the “your question” section to type questions to the provider or you can wait and discuss your concerns with the provider when they join the session. *\*If video is delayed then you may have use the “your question” section to finish the session.*



- Note:** If the video is disconnected, go through steps 2-7 again to get back into the video with the provider. **Note:** Once you are “checked in” you are visible to the provider.

9. To end the chat session, click the “end the video & chat session” button.

