

# Spruce E-Visit “How To” Guide

## FOR PATIENT USE

1. **NEW TO SPRUCE:** Once your E-Visit has been scheduled, you will receive an automated SMS message from ReforMedicine with your link to download the app and get started, or instructions on Spruce over your web browser. The app is also available on the App Store and Google Play. If you already have Spruce downloaded and set up, proceed to step 2.



**\*NOTE:** Please have your notifications, volume, and camera turned on so that you are ready to receive your E-Visit call. If your call gets disconnected, your Provider will call you back ASAP.

2. You will receive your first call through Spruce from a Medical Assistant. The Medical Assistant will verify your information and ensure that you're online and prepared for your time with the Provider.
3. When the Medical Assistant has completed their prep, they will end the call with you and you will receive a second call from the Provider shortly afterwards.

**\*NOTE:** There is no “waiting room” with these calls. Please be prepared to be on screen and visible with your healthcare provider as soon as you answer the call.

To end a call, simply press the red “end call” icon in the bottom right corner of the screen.

### **FOLLOW-UPS:**

4. After your call ends, you will receive a message from us within the Spruce app regarding scheduling follow-ups. You may do this through the app by responding directly to the message, or you may call us at (715) 514 - 2827 at your convenience.