

# TELE-HEALTH

## VIDEO VISIT YOUR PROVIDER

Connect with your healthcare provider from the comfort of your home or office. All you need is a smartphone, laptop, or tablet with a camera and microphone enabled. Schedule a video visit appointment at any of our clinics during regular clinic hours.

### Call to schedule a Tele-Health appointment at:

**Glenwood Medical Center**  
320.634.5157

**Starbuck Medical Center**  
320.239.2200

**Brooten Medical Center**  
320.346.2272



### IMPORTANT NOTES:


- Provide a mobile number to receive a text on a smartphone, and an email address you can receive on a smartphone or laptop. The device you use must have both video and audio capabilities enabled.
- Tele-Health is available for many clinical concerns and is HIPAA compliant through Backline®. This is a secure environment to share your health information. Complex situations and concerns may still require a face-to-face clinic visit with your provider.
- Equipment you have at home can be used to get your vitals information such as a scale, tape measure, smartwatch, and blood pressure cuff.
- Your insurance will be billed for the office visit.

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## INSTRUCTIONS FOR PATIENTS

1. You will receive a phone call from the nurse 10-15 minutes prior to your appointment time to review your medical history.
2. A text message or email will be sent to you at your appointment time. (See reverse side for details.)
3. *Click on the link provided within the text message or email* you receive from your healthcare provider. The secure message will come through Backline®.
4. When prompted, *type in your first and last name to confirm your identity*. NOTE: Your name needs to be typed the same each time you use Backline® Tele-Health. Check your spelling, including auto-correct, and the name you choose to use (Tim vs. Timothy for example).
5. Click the *Confirm and View Message* box:

Confirm and View Message

6. Respond to the message requiring consent.
7. Click on the prompts to *Accept/Start/Join* the video call.
8. End the call by clicking the phone icon. 

If you experience issues connecting to Backline®, please call 320.634.5157 and ask for your provider's nurse.

10 Fourth Ave SE  
Glenwood, MN 56334  
320.634.5157



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