

Thank you for scheduling a virtual telehealth appointment with Dr. Bass. Please follow the below instructions below step by step. You can set your account up in advance or if you plan to set it up before your appointment, please do so at least 15 minutes prior to your schedule appointment with Dr. Bass.

INSTRUCTIONS FOR NEW MEDPOD VIDEO USERS:

1. To access the Medpod telehealth video website: <https://surconswfl.amp.medpod.net/>
 - Launch the appropriate browser
 - **Non-iOS Devices:** Google Chrome or Microsoft Edge
 - **iOS Devices:** Safari (ex. Apple products)
 - **Desktop Computer Requirements:** Desktop computers must be equipped with camera, microphone, and speakers and have adequate CPU power to process video (i3, i5 or i7)
 - **Mobile Device Requirements:** Mobile devices must have a video camera, microphone, and speakers and be enabled to “Allow” access to
 - Location
 - Camera
 - Microphone
2. **Log in, Register, or Guest Login**
 - If you have previously registered to use Medpod, enter your Username and Password (**Note:** Username and Password are care sensitive)
 - If you have not previously registered, use the “Register” or “Guest” login option
 - **Guest:** Allows for a 1x visit w/some demographic info required
 - **Register:** Allows you to create a Medpod account to login for future visits (*If you plan to have future Telehealth visits with Dr. Bass please use this option*)



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3. **Register (Create and Confirm Your Account)**
 - **Create Your Account**
 - **User-Id:** Enter your email address
 - **Password:** Create your unique password
 - **Minimum of 6 characters required**
 - **Minimum of one number required**
 - **Include at least one uppercase letter**
 - **Confirm Password:** Retype your unique password

- Click the blue “Register” button (An email will be sent to the account you used to register to “Confirm” your account; you must confirm your account to activate your Username and Password to then login to Medpod)

- **Confirm Your Account**

- Open your email account that you used to register for Medpod
- Open the confirmation email and click the URL link to confirm your email
- Once your email is confirmed, you can return to the Medpod login screen, click “Login”, enter your Username and Password
- You will then be placed in the “Waiting Room” and are ready to connect to your provider

4. Select your provider

- Click the drop down arrow to see the list of available providers; if your practice has scheduled you to see a specific provider, select that provider
- If there are no providers listed, select “Any Available”
- Click the “Confirm” box to confirm your provider

5. Follow the prompts to enter your information. Hit enter or click “Confirm” after each entry to advance to the next screen.

- First Name

- Middle Initial (Optional but recommended)
- Last Name
- DOB (Month / Day / Year)
- Gender
- Phone Number
- Zip Code
- Street Address
- City
- State
- Confirm Your Address
- Review any “Consent” forms presented and enter or click “I Agree”
- Select your “Reason for Visit”
 - Click the drop down arrow and scroll to select your reason
 - Or type in the first letters of your reason to search and select your reason

6. You will be placed in the Medpod Waiting Room while your provider is reached. Once your provider connects, your video and audio will be connected and you should see and hear your provider on screen to conduct your visit.

If you are having any trouble getting logged into the Medpod waiting room, please call Tiffany at 239-666-3085 or 954-483-4140.

If you have an iPhone, you may be directed to call Dr. Bass using Facetime so make sure you have the following app on your phone :



If you do not have an iPhone, you can download the free Google Duo app onto your phone to call Dr. Bass:

