PENINSULA REGIONAL HEALTH SYSTEM TELEHEALTH

Backline

Patient How To:
Join a Backline Telehealth Video Visit

Patient Instructions: https://go.drfirst.com/backline-telehealth-patient-instructions

Patient Tutorial Video: https://www.youtube.com/watch?v=vLPbyvFTgdU&feature=youtu.be&app=desktop

Supported Device Types:

- **iOS 11.x or higher on the following devices:**
  - iPhone 5s and above
  - iPod Touch 6th Generation
  - iPad Air & iPad Mini 2 and above (includes all iPad Pros)
- **Android OS 5.0 or higher**

24/7 "Dr. First" Backline Customer Support
1-866-990-0684

Step 1. Click on **link** in text message.

Note: You will receive multiple text messages, the link is the <u>same</u> in each one.
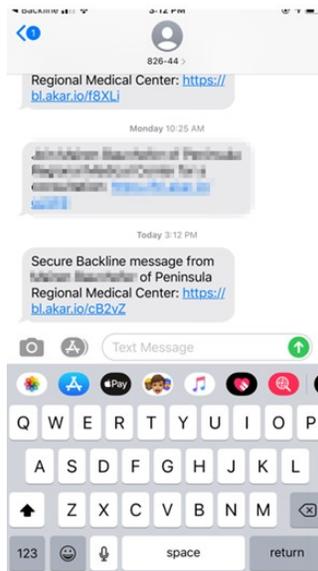
Step 2 . Enter your **First and Last Name** , next tap **Confirm and View Message**
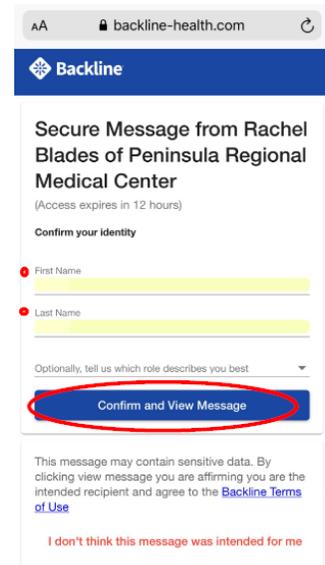
Step 3. Tap **Join Call**
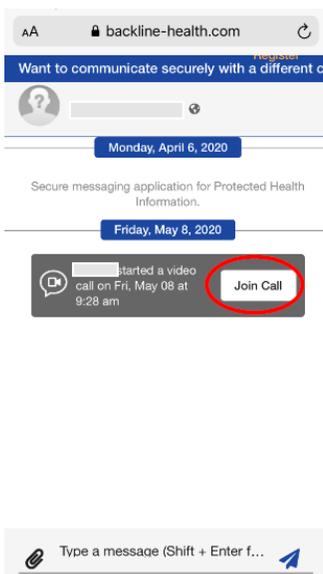
Step 4. Tap **Start**
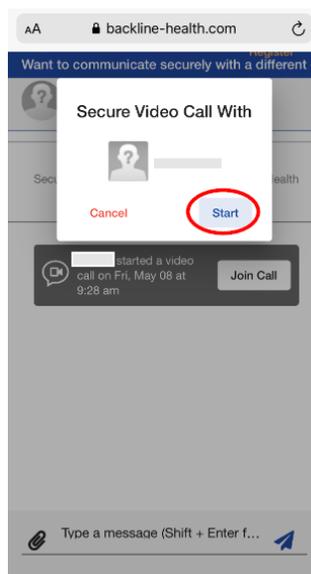
Step 5. Phone may ask permission to use mic and camera. Tap **Allow.** Your visit will then be active.