



JOINING YOUR UAB EMEDICINE SCHEDULED CLINIC VIDEO VISIT

UAB eMedicine connects you with your UAB Medicine provider using telehealth technology to deliver quality care to you wherever you are.

You can join your eMedicine Scheduled Clinic Video Visit from a smart device or personal computer. Please follow the directions below:

JOIN YOUR EMEDICINE SCHEDULED CLINIC VIDEO VISIT FROM A SMART DEVICE


1. When your provider is ready to see you, you will receive a text message from an (844) number.
2. Click on the link at the end of the text message.
3. You will be directed to the UAB eMedicine site.
4. Click on “Join Now (no download)” in the blue box.
5. Please enter your full name and select that you are a patient or family member.
6. Click on “Join Video Call Now.”
7. You will now join your eMedicine Scheduled Clinic Video Visit with your provider.

JOIN YOUR EMEDICINE SCHEDULED CLINIC VIDEO VISIT FROM A DESKTOP OR LAPTOP COMPUTER (must have webcam)

1. When your provider is ready to see you, you will receive an email message from operator.message@avizia.com. Please open your email in either Chrome or Safari.
2. Click on “**Join Meeting**” at the end of the email.
3. You will be directed to the Avizia website.
4. Please enter your full name and select that you are a patient or family member.
5. Click on “Join Video Call Now.”
6. You will now join your eMedicine Scheduled Clinic Video Visit with your provider.

JOINING YOUR UAB EMEDICINE SCHEDULED CLINIC VIDEO VISIT

If during your test call, you were not able to successfully join a video call using the above instructions, you will be asked to download the “AW Touchpoint” app:

1. Download the “AW Touchpoint” app on your smart device by searching for “AW Touchpoint” in the app store for your device. The AW Touchpoint app looks like this: AW Touchpoint Medical
2. When your provider is ready to see you, you will receive a text message from an (844) number.
3. Click on **“Join Meeting”** at the end of the email or text message.
4. You will be asked if you would like to open this page in AW Touchpoint. Select “Open”.
5. If you have not downloaded the AW Touchpoint app, you will be prompted to download it. Please do that now.
6. You will be directed to the AW Touchpoint app.
7. Under **“Who is Connecting?”** enter your name and select that you are a patient.
8. Click on **“Connect.”**
9. You will now join your eMedicine Scheduled Clinic Video Visit with your provider.

For technical help, or if you have questions about how to join your eMedicine Scheduled Clinic Video Visit, please call 205.996.3633.