

Teledentistry App

Quick Start Guide



1. Prepare for a session

- a. Make sure the patient is aware of the approximate time your virtual check-in will begin. That way s/he will be prepared to accept the incoming SMS message that will launch the session from their mobile device.
- b. The doctor's host computer or mobile device must be connected to a stable WiFi signal or broadband internet service.
- c. Any mobile device used by the patient or doctor must have video chat capability. Most recent iPhones, iPads, and Android devices can support video chat.

See appendix for known bugs and supported browsers.



2. Go to app

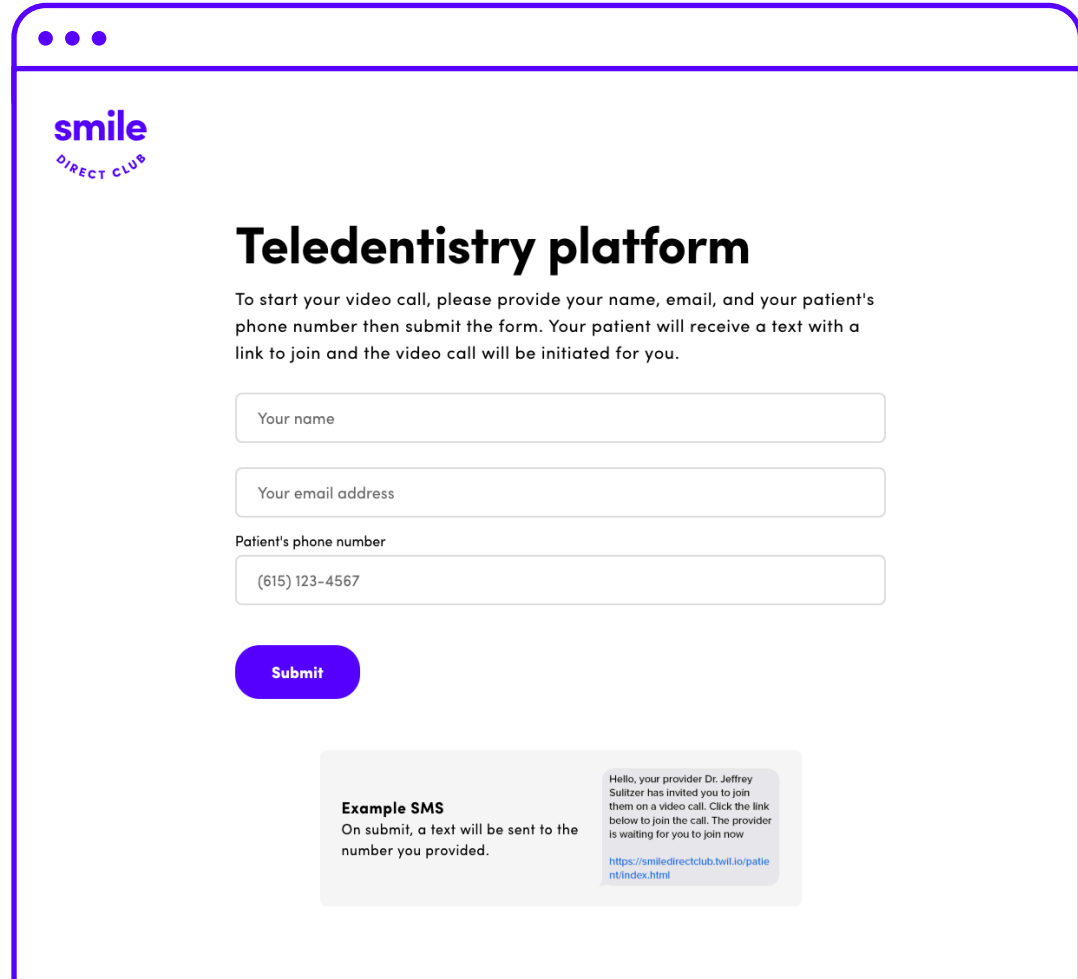
Navigate to SDC teledentistry app

www.smiledirectclub.com/teledentistry/app

3. Complete form

Enter fields below and hit submit to request video chat:

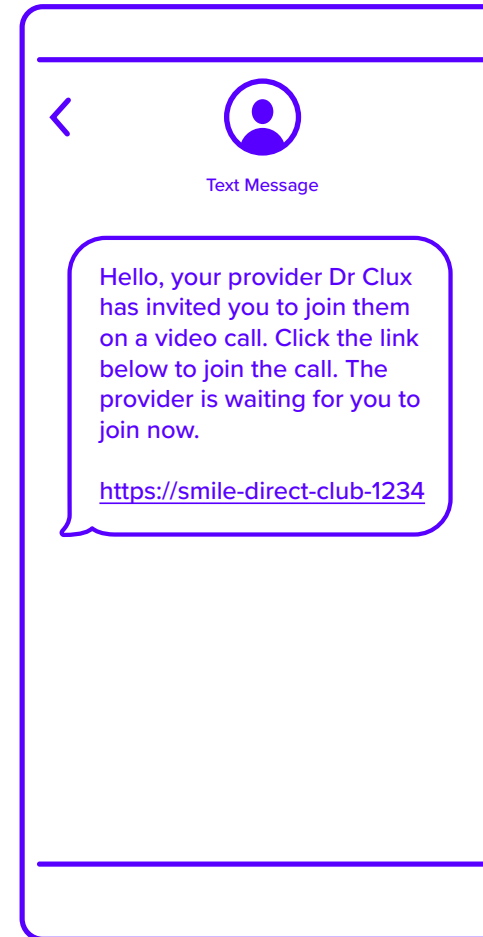
- Name** – Doctor name
- Email** – Doctor email (personal okay)
- Patient phone number** – Patient’s mobile number



The screenshot shows a web browser window with the SDC logo in the top left corner. The main heading is "Teledentistry platform". Below the heading is a paragraph of instructions: "To start your video call, please provide your name, email, and your patient's phone number then submit the form. Your patient will receive a text with a link to join and the video call will be initiated for you." There are three input fields: "Your name", "Your email address", and "Patient's phone number" (with the example value "(615) 123-4567"). A blue "Submit" button is located below the fields. At the bottom, there is an "Example SMS" section with a text message preview: "Hello, your provider Dr. Jeffrey Sultzer has invited you to join them on a video call. Click the link below to join the call. The provider is waiting for you to join now" followed by a blue link: "https://smiledirectclub.twil.io/patient/index.html".

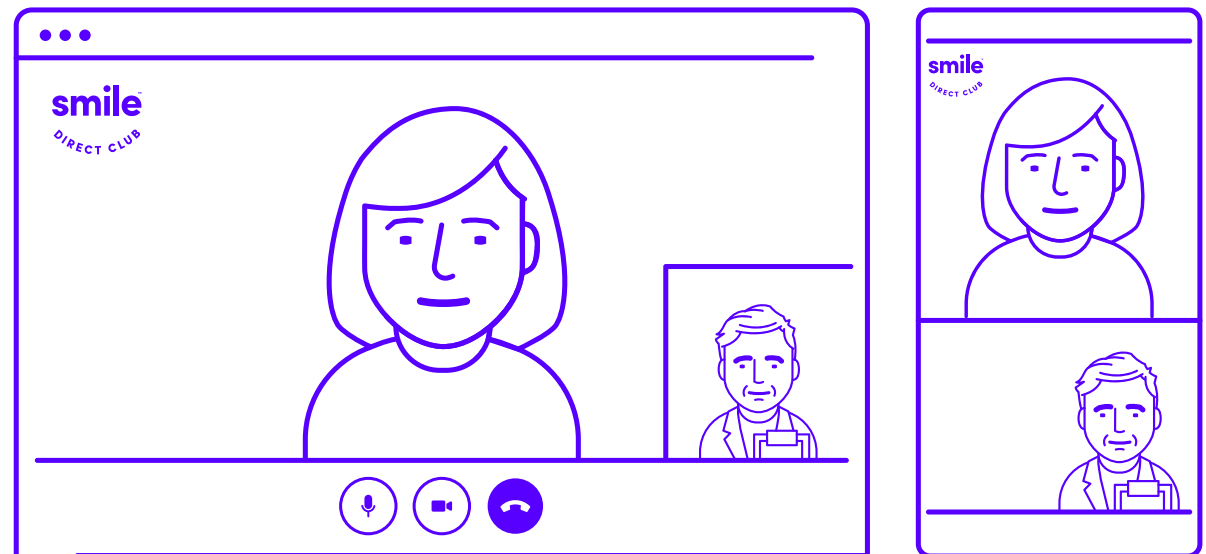
4. SMS text notification

The patient will receive text notification that a session has been requested (see example). S/he must click on link and follow the prompts to initiate the chat. The patient will be asked whether or not s/he consents to recording the chat. If s/he declines the session will proceed without being recorded.



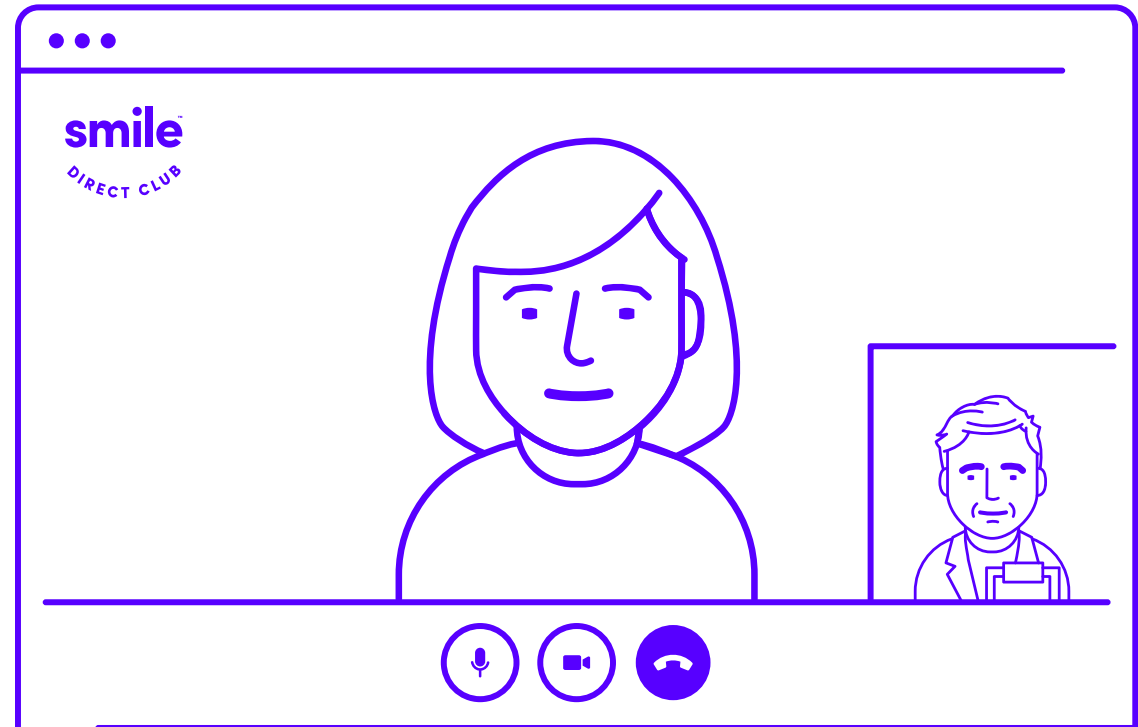
5. Active video session view

When the chat session is open, the participants will have the following view. The doctor view is on the left, the patient view is on the right.



6. End video session

To close, click on “hang up handset” icon.



Appendix 1:

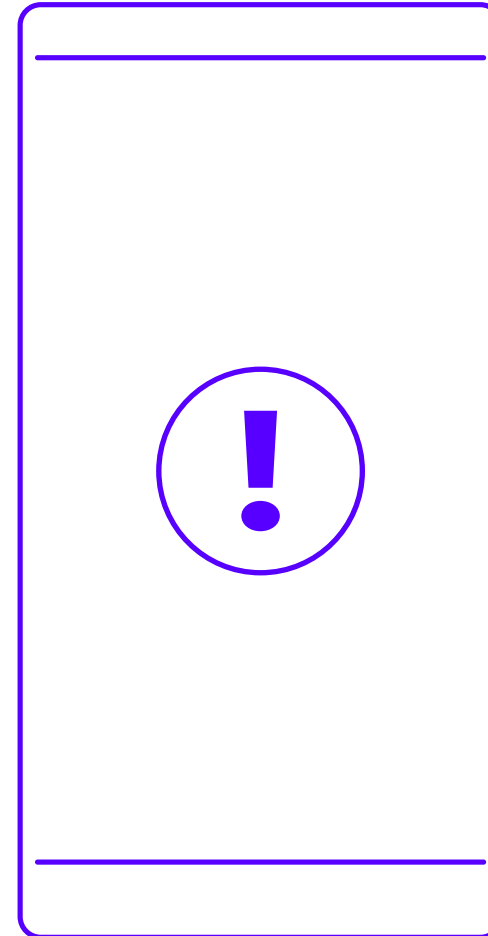
Version 1 known bugs/issues

1.2 – Edge browser fails to launch app and displays the following error message.

Description: Users using older versions of Microsoft's Edge browser may experience a display error message, resulting in app failure to launch.

Workaround: Upgrade to the newest version of Edge browser (*version 10*, <https://www.microsoft.com/en-us/edge>) to resolve.

Date added: 4/14/20



Appendix 2: Browsers

	Chrome	Firefox	Safari	Edge (Chromium)
Android	✓	✓	-	-
iOS	*	*	✓	-
Linux	✓	✓	-	-
macOS	✓	✓	✓	✓**
Windows	✓	✓	-	✓**