

1.2.3.

WHAT TO DO TO PREPARE FOR YOUR VIRTUAL CONSULTATION

Virtual/Phone Consult:

Dr. Brown has been consulting virtually for years for out of town patients. However, due to the current pandemic, COVID-19, and our new normal- we are offering virtual consultations for in town patients as well. It's easy as 1.2.3. Brown Plastic Surgery uses a HIPPA Compliant method for your Video consultation called ClockTree

1.2.3. CHECKLIST

- New Patient Paperwork
- ClockTree
- Photos

1- STEP 1: NEW PATIENT PAPERWORK:

- print or use a pdf editing tool to complete the attached New Patient Paperwork and return
- submit to email listed below

2- STEP 2: CLOCKTREE:

- a) You will receive an Email Invite from Brown Plastic Surgery for ClockTree
- b) Accept the ClockTree invite and create your profile.
- c) Login before your appointment time to test your camera and microphone. To do this, click the user icon in the upper right and select Test Audio/Video.
- d) On the day and time of your consultation log onto clocktree.com. When you hear a ring, click Join to be connected to your video appointment.
- e) Please make sure you are in a private & quiet location and have a device with a working webcam.

ClockTree FAQ regarding DEVICES TO USE/BROWSER?

A-Yes! Clocktree will work on any computer device with internet access and a camera, including smartphones and tablets. On all devices, use the most recent version of your browser to access Clocktree.

B- Please use the latest version of the recommended browser for your device.

- iPhone/iPad: Safari browser (iOS 11 required)
- Android phone/tablet: Google Chrome browser or default device browser
- Macbook or iMac: Chrome, Safari or Firefox browser
- Windows desktop or laptop: Google Chrome, Firefox or Edge browser

3- STEP 3: PHOTOS: (submit to email listed below) SEE PHOTO GUIDE ON NEXT PAGE

Submit PAPERWORK & PHOTOS back to: oprice@brownmd.com & dclinton@brownmd.com

PHOTO GUIDE

Taking Photos:

Photographs are critical in determining if you are a good candidate for surgery. It is important that you upload good quality photos that adequately demonstrate the areas of concern. You will not be considered for a virtual consultation if your photos are missing or inadequate. Below are some tips for providing good quality photos:

- Provide proper lighting
- Photos against a solid color wall are preferred but not required
- The best quality photos are taken by another person. **Please do not submit “selfies”** as they often have poor lighting, poor angles, or do not adequately show the areas of concern. You can also use your own self timer on your phone.
- Photos should be recent.
- Photo size should be under 5mb per photo.

PHOTO VIEWS TO SUBMIT:

- **Submit the following 4 views for Dr. Brown. When Emailing photos, please send encrypt to ensure privacy. Here are the steps to encrypt:** In subject line type exactly as shown:
[encrypt]

1) Front View

2) Side View Right & Left

3) $\frac{3}{4}$ View (the way to explain this is instead of the direct side view you rotate your body one step to right and one step to left so you are at an angle)

4) Posterior/Back View (only if applicable for your surgery interest)

Submit PAPERWORK & PHOTOS back to: oprice@rbrownmd.com & dclinton@rbrownmd.com

The same 48 hour cancellation policy applies as our in-person consultations. You must give our office at least 48hour notice for cancelling or rescheduling your consultation in order to receive credit for your consultation fee.

***If you have any questions at all, do not hesitate to call our office: 480.947.2455**

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