

Telehealth instructions

- Well before your visit, download our app “Jane” from the App Store or Google Play Store on your device. You’ll need to set up an account so don’t do it 15 min before your appt.

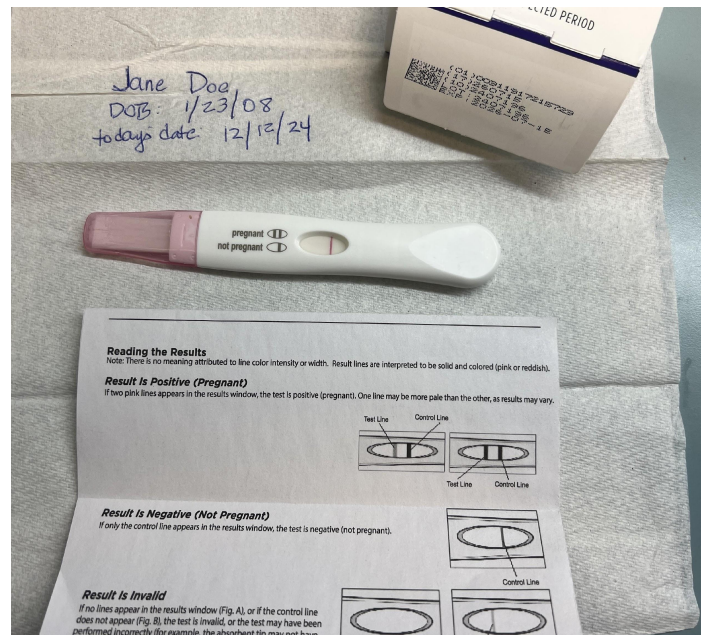


- When it is time for your visit, you will get an EMAIL to join us in the Jane app. So be looking for an email at the time of your visit.
- Well before your visit, download the Spruce Health app and accept our invitation to join our practice. You’ll need to know how to upload photos so make sure it makes sense to you.



- You will submit still images of your acne areas through Spruce the day before. Still images are much clearer/higher resolution than video AND if you are a woman of childbearing potential, you have to include a pic of your pregnancy test in the manner noted here:

PHOTO TIPS: photos should be taken in good natural lighting from a few feet away. Too close doesn’t give the provider enough context. Too far away doesn’t give enough detail. Make sure the pictures are in focus and not blurry. **If you are a female on isotretinoin (Accutane),** you will need to send photos of your pregnancy test in addition to your skin photos. Pregnancy tests generally all have the same sensitivity so get them in bulk at the dollar store or Amazon. The best way to submit a pregnancy test photo: lay out a paper towel and put your name, your date of birth, and the date of the pregnancy test ON the paper towel. Then put the pregnancy test on the towel so that the results strip is clearly visible. Put the box (edge or end) at the edge of the towel so that everything the doctor needs is all on that one photo.



- Please complete the above steps 1 business day prior to your appointment to ensure there are no complications at your visit that may require you to reschedule. Telehealth appointments are often outside of normal business hours and staff who are able to troubleshoot these issues may be unavailable.
- Telehealth appointments are a courtesy that we offer to work with unusual schedule issues. Your doctor will try to work with you to find a time that is convenient. If you agree to a time, please be punctual and attend the visit. If you cannot make your telehealth appointment, we require a 24 hour cancellation notice. Failure to notify can result in no show fees in line with our attendance policy.