

# Vicenza Virtual Dermatology Appointment instructions.

1. Upon referral to dermatology you should call DSN: 590-5025 dermatology clinic (0730-1530) or the LRMC central appointments line DSN: 590-5762 / Commercial: 06371-9464-5762 Hours of Operation: 0630-1630, To make your virtual appointment.
2. Upon scheduling your virtual appointment, you will be sent this document along with other helpful documents. PLEASE READ THEM in full as it will facilitate a productive appointment.
3. Virtual appointments can be conducted by both synchronous and asynchronous appointments. This will be decided by the scheduler. For an asynchronous appointment you will be required to send messages via the GENESIS Patient portal. For synchronous appointments you will be required to have a working computer with a WiFi network(**this cannot be a military network or computer**).

## Asynchronous

1. Prior to your virtual appointment, you will need to create a message to **LANDSTUHL DERMATOLOGY** and attach photos along with a brief(no more than 4 sentences) description of the problem. This should include how long it has been going on, what symptoms you have been having, and what you have done for it so far.
2. Please ensure that you provide a valid phone number that you can be reached at the day of the appointment within the message.
3. Please note, the doctor may not call you at the exact time of your appointment-though we will make every effort to do so. Please be available from 0800-1530 on the day of your appointment to receive an appointment call.
4. We will attempt to reach you twice on the day of the appointment-if you are unable to be reached at the number provided, we will cancel your appointment. You may call DSN 590-5025 between the hours of 0800-1130, 1300-1500 on the day of your appointment if you have not received a call by your appointment time and we will connect you with the physician at the earliest available opportunity.

\*\*\*Please note: If an asynchronous virtual patient does not provide photos they will be called once(and be left a voicemail) to remind them. They will also be called the day of by the provider. If at that time you are not reachable you will be noted as a no-show. WE WILL NOT MAKE any special accommodations to include prescriptions or other orders after the scheduled appointment time. If you feel that you cannot follow the above instructions you are not a candidate for virtual teledermatology and should only be scheduled for an in person appointment.\*\*\*\*

## Synchronous(MHS Video Connect)

1. Prior to your virtual appointment you will receive an e-mail with a link for a MHS Video connect appointment
2. Please save this e-mail as you will need it on the day of the appointment.
3. On the day of your appointment, you should click the link **5 minutes prior to your appointment.**
4. Please remain in the "virtual room" until your appointment time.

5. At or around your appointment time a nurse or medical assistant will “enter” the virtual appointment and ask you questions.
6. If you are not present in the virtual appointment at the time of your appointment your appointment will be marked a no-show.
7. If you are unable to connect to your virtual appointment, please call the Virtual Health Technical Advisor hotline: 590-7779, Hours of Operation: 0700-1630.

### Photography Tips

- ◆ Maintain a distraction-free and consistent background. A plain light blue or green background is considered ideal but a wall will also work well.
  - ◆ Take photographs of involved areas including 3 of the face (straight on and two with head turned 45 degrees)
  - ◆ Ensure good lighting where you take the photographs. Natural light is best.
  - ◆ Ensure that proper focus is achieved and the lesions in question are properly focused on. At least 3 photos of the face (example below). Please include chest and back if there is acne involvement.
- \*Notice tip of nose touching cheek in 45 degree profile.



## Medical Shuttle(If Needed)

If we determine you need to come in for a follow up face to face appointment you have to go to your local (patient administration division) PAD office to fill out the necessary paperwork. Below is information on the shuttle.

The medical shuttle is available for patients with a referral to Landstuhl Regional Medical Center and/or adjacent facilities within Germany. Patients must see the Patient Administration Division (PAD) to coordinate travel and receive the completed Competent Medical Authority (CMA) packet discussed above. DOD ID holders not on medical status may also utilize the medical shuttle at space available (SPACE-A). No reservation is need. Priority will be given to patients on medical temporary duty status. The medical shuttle departs Vicenza to Germany with stops at Ramstein, and LRMC every **Tuesday** and **Thursday**. The pickup time is 0645 hours at the Health Clinic parking lot with the bus

leaving promptly at 0700 hours.

The medical shuttle returns from Germany to Vicenza every **Wednesday** and **Friday**. The pickup time from Ramstein (Gate 1) is 0900-0915, and at LRMC Emergency Room is 0945-1000 hours.

Duration of travel is approximately 10 hours with two rest stops.

Individuals utilizing the LRMC medical shuttle will park on the Caserma Ederle west wall road adjacent to the Health Clinic (along the green fence line).

Vicenza PAD info:

## **Contact Us**

### **Location:**

U.S. Army Health Clinic, Vicenza (Building 2310)

### **DSN Phone:**

314-636-9050

### **CIV Phone:**

+39 444-619050

### **Hours:**

Monday – Friday

07:45 a.m.–11:45 a.m. and 12:45 p.m.– 4:15 p.m.

Closed on Federal Holidays and Weekends

Closed Every 1<sup>st</sup> and 3<sup>rd</sup> Thursday of each month for training from 11:45 a.m.– 4:15 p.m.