

TELEMEDICINE GUIDELINES

Telemedicine is the name given to medical care provided at a distance through the use of technology, meaning that doctors are connected to patients using technological means and can therefore make diagnoses, write prescriptions or provide medical certificates (when necessary).

With an eye towards the well-being of our patients, the Instituto do Sono's Clinic has also adopted this service option so that everyone can take care of their health and well-being without needing to leave home, if possible.

BEFORE THE ONLINE APPOINTMENT

1. For an online appointment, the program used will be Teams, which can be accessed via smartphone or computer.
2. For smartphones, the program can be downloaded from the App Store or Google Play.
3. The platform does not need to be installed on a computer. You can access Teams through the link we will send, just by using the browser on your computer. If you would like to download it in order to improve the user experience, visit the link: products.office.com/en-us/microsoft-teams/download-app.
4. It is always best to wear a headset with a microphone when possible.
5. Payment can be made through the **Online Appointment Platform of the Instituto do Sono's Clinic**. [Click here](#) to access it.
6. After scheduling and confirming payment, the patient will receive a link via email containing the information needed to connect to the virtual meeting room.
7. Through the **Online Appointment Platform of the Instituto do Sono's Clinic**, the patient can send medical tests and other documents in advance to be analyzed by the physician at the time of the appointment.
8. The patient will be asked to sign their Informed Consent Form to agree with the terms of the online appointment. The form is available on the **Online Appointment Platform of the Instituto do Sono's Clinic**.
9. The Instituto do Sono's Clinic Telemedicine Platform is in compliance with the rules governing the LGPD (Brazilian General Data Protection Law), protecting your data and information. The Teams platform also follows all market security requirements and protocols, featuring ISO 27001 certificates under the scope of HIPAA (Health Insurance Portability and Accountability) regulations.

AFTER THE ONLINE APPOINTMENT

1. If there is a need to request additional tests, issue prescriptions and prescribe adjuvant therapies after the online appointment, these documents can be picked up at the reception area of the clinic or sent digitally.
2. The invoice will be issued on behalf of the patient and can be sent by e-mail or picked up at the reception of the Instituto do Sono's Clinic. Issuance on behalf of another person will be done only in the case of patients who are minors.

*If this is a **return** visit, please disregard the payment instructions.*