



Mendy Maccabee

M.D., FACS, FAAAA • ENT- OTOLARYNGOLOGIST

Dr. Maccabee and her staff have instituted extra precautions to provide a safe healthcare environment appropriate to the current public health crisis. We will be staggering appointments to allow for social distancing and offering Telehealth visits for those who qualify.

Please:

- Before you leave for you appointment please complete the Appointment Screening Questions, by clicking on the labeled button on the website.
- If you answer yes to any of the questions or if you have questions, please call our office.
- On arrival, stay in your car and call the office to let us know you have arrived.
- Come to your appointment by yourself. If you need assistance please have your helper bring you to the doorway and have them plan to wait in the car.
- Please ensure your mask is on before arriving to the door.
- Use hand sanitizer upon entering and leaving the office.
- Please try to avoid touching anything in the office or walking freely in the office.
- Please use good respiratory hygiene by fully covering your cough or sneeze with your elbow.
- Plan to use the bathroom in your own home before coming to the office. We do not have a public restroom.

Telehealth Visits

For those patients that qualify, and are interested in receiving healthcare appropriate for virtual technology, we will contact you to set up an appointment time. These are the steps for preparing yourself for a Telehealth video:

1. Visit our website at MendyMaccabeeENT.com. You will need to use Google Chrome or Firefox browser (links provided below). Click on the "Patient Portal" button. Here you can create an account, update your personal information, and health record.
2. If you are able to, please take as many of your vital signs as you can on the day of your appointment and make note of them so you can enter them when you log on to your telehealth virtual visit. This includes height, weight, blood pressure, pulse, and temperature.
3. On the day of your appointment please log in a few minutes before. Click on "appointments" and fill out any questionnaires, vital signs, and consent form to the best of your ability. Once you have completed that process you will enter our "virtual" waiting room and Dr. Maccabee will join you for a live video visit as soon as possible. Our intent is to stay on time and on schedule. We will be doing a live clinic for patients who need to be seen in person at the same time. We will also be assisting patients with virtual visit trouble shooting so please be patient with us thru these challenging times. If you have problems or questions please call the office and also understand we are handling increased call volumes currently.

Mobile phone or tablet users

If you would like to use a mobile device (tablet or mobile phone) you will need to download the Healow medical app. The Healow app is available:

Apple App Store: <https://apps.apple.com/us/app/healow/id595012291?ls=1>

or

Google Play Store: <https://play.google.com/store/apps/details?id=com.ecw.healow>

Once the Healow app is downloaded:

1. Select "Begin Now" in the bottom right corner
2. Select "Get Started"
3. In the bottom box put in Practice Code: DGGHBD



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4. Log yourself in with the same username and password used for the Patient Portal. If you do not remember your username or password follow the username and/or password reset prompts.
5. When it is time for your appointment, please log in a few minutes before, fill out any questionnaires and vital signs to the best of your ability.
6. Click on appointments and start your visit then Dr. Maccabee will join you for a live video visit.

Links for web browsers, if needed:

<https://www.google.com/chrome/>

<https://www.mozilla.org/en-US/firefox/new/>

For desktop users

If you choose to access your telehealth visit thru your desktop computer you will need to make sure it has video and microphone capability. You will need to use Google Chrome or Firefox (links above)

1. Go to our website: MendyMaccabeeENT.com
2. Select the Patient Portal button.
3. Log in to the patient portal
4. In the left-hand banner click on "Appointments" and select "Upcoming Appointments"
5. Select "Join Televisit" and follow the instructions for entering your vital signs and questionnaire, as well as, practice consent
6. Once you have completed those select "Start Televisit" and you will join our virtual waiting room. Dr. Maccabee will join the visit as soon as possible for your live video visit.