

# Video Consult with your Doctor using PlatoConnect, It's Easy!

PlatoConnect lets your doctor securely video consult with you when physical visits to the clinic aren't possible. Your clinic has emailed you an invite link to join your scheduled teleconsult using PlatoConnect. Here's how it works.

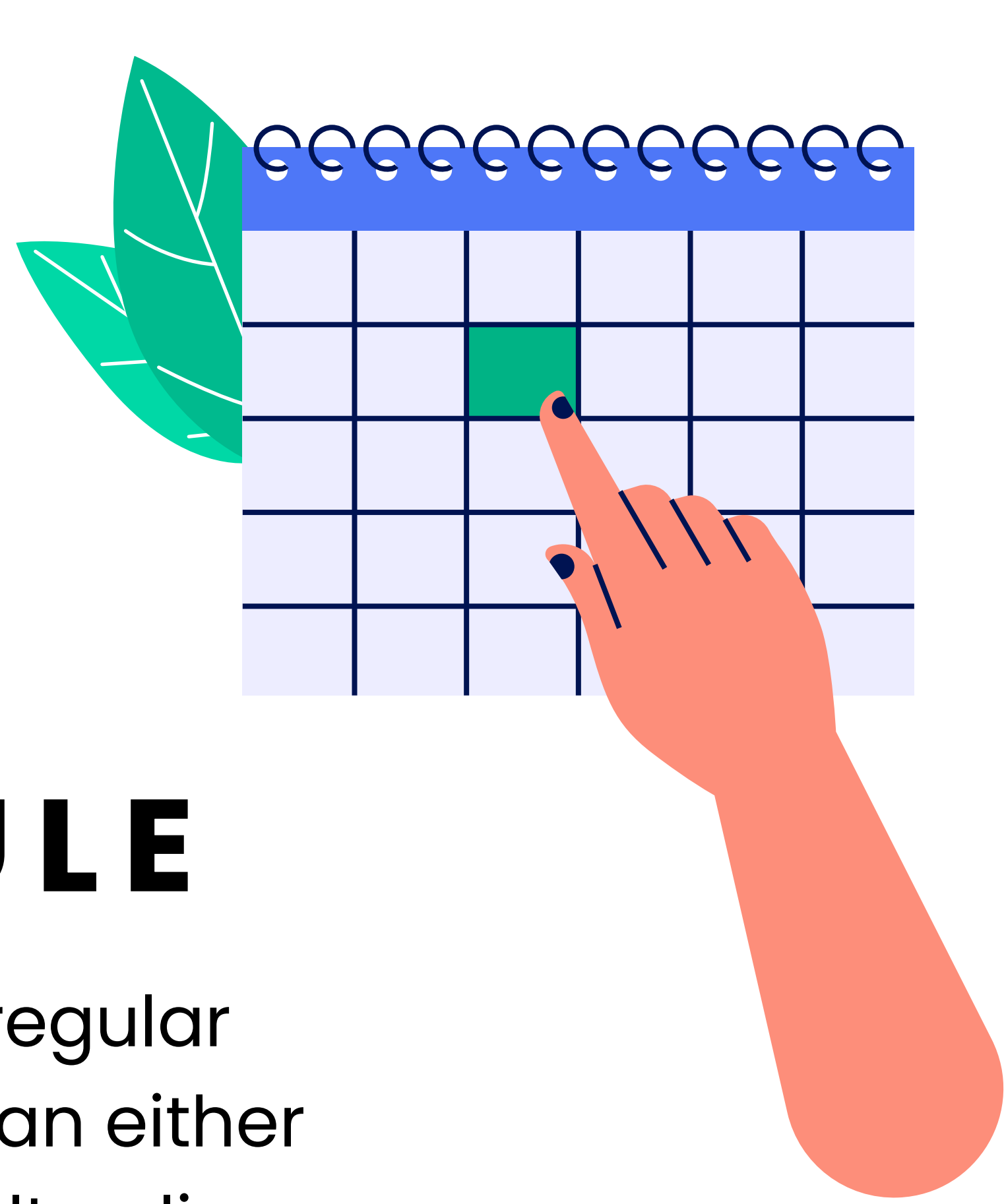


## FOR EXISTING PATIENTS — HOW TO USE — PLATOCONNECT

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### SCHEDULE

Similar to making regular appointments, you can either book your teleconsult online or get a call from your clinic to schedule your teleconsult. Choose the option most convenient to you. Once your appointment is confirmed, you'll get an email with a link to join the video call at the scheduled time.



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### REGISTRATION

Before your video call, the clinic may reach out asking you for the following:

- Sign a Digital Consent Form: Your clinic may ask you to consent to a teleconsult/treatment.
- Fill a Survey: Many doctors ask their patients to fill pre-treatment surveys so they can better assess the patient's condition.
- Register your Credit Card on [PlatoPay](#). PlatoPay is a secure, PCI-DSS compliant service that lets the clinic remotely charge your card for services rendered—the same way Grab or Uber charges for delivery or a car ride.



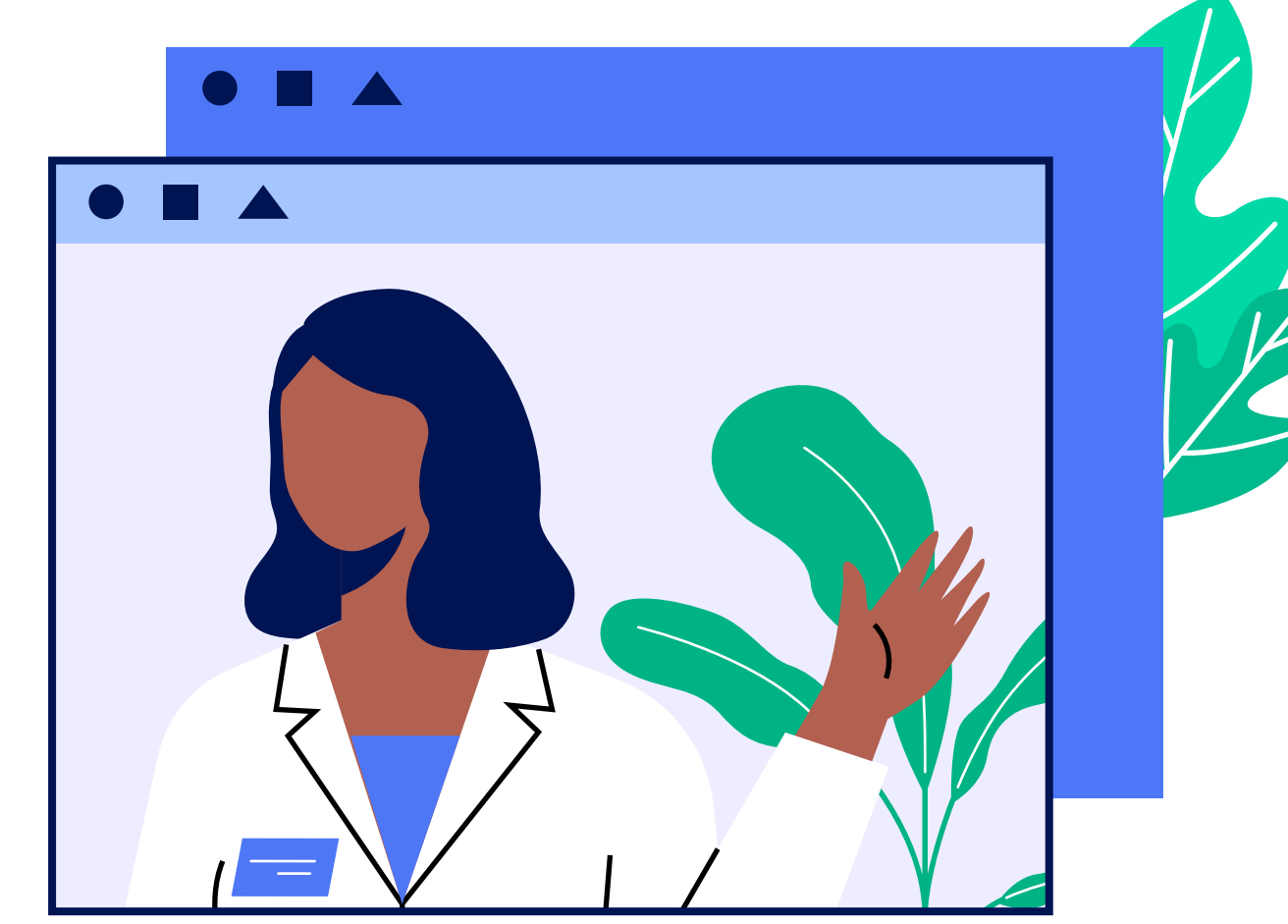
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### TELECONSULT

Join the video call from either a browser (recommended) or mobile phone.

#### BROWSER (RECOMMENDED)

Simply click on the invite link to join the teleconsult.



#### MOBILE PHONE

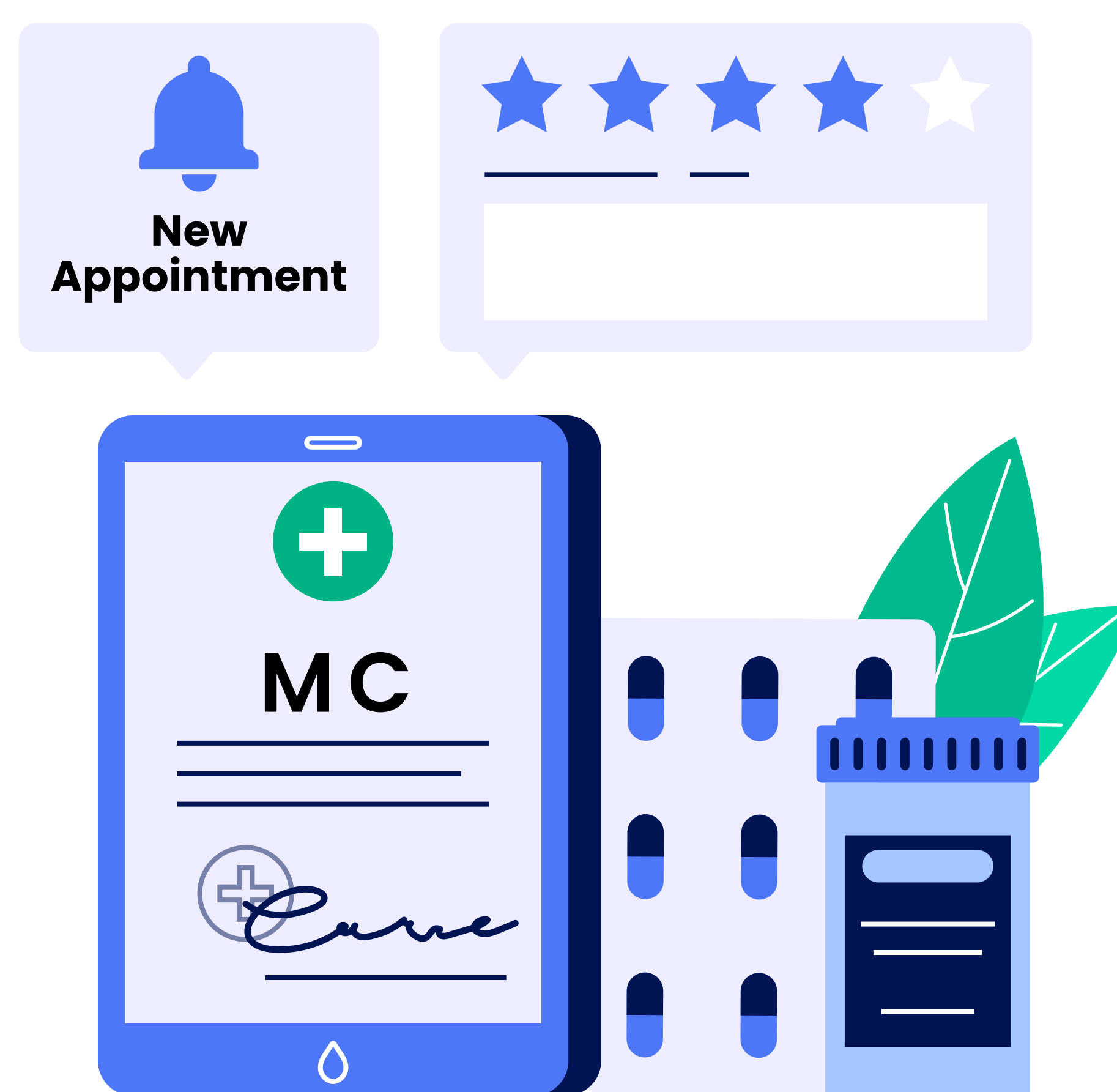
Download the 'PlatoConnect' app for [Android](#) or [iOS](#). Enter your 'Call ID' found in the confirmation email to join the teleconsult using the app.



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### PAY

If you've authorised PlatoPay, your doctor will bill you accordingly using this payment mode. Alternatively, you can use other payment modes made available by the clinic. Invoices will be emailed to you.



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### FOLLOW-UP

Your MC, if any, will be emailed to you. You may receive medicine delivery, a post-teleconsult survey or appointment reminder from your clinic. Set up your next consultation if needed using Plato's online appointment booking.

Enjoy easy virtual visits with your doctor on PlatoConnect.  
**Book your teleconsult today.**

If you're a healthcare provider interested in offering virtual care to your patients, PlatoConnect lets you setup teleconsult services instantly. [PlatoConnect](#) lets you attend to all of your patients, no matter where they are. Whether you're ensuring a foreign patient is cared for without needing to leave home, making it convenient for a chronically ill patient to follow their treatment plan, or empowering a caregiver to join a consult remotely, Plato has you covered. Find out more about PlatoConnect, meet for a [demo](#).

Please note that for security and privacy purposes, your PlatoConnect calls are not recorded by Plato or passed through Plato's servers, so communication is kept private and confidential, similar to an in-person consultation.