## • Beginning of Your Appointment

o Be sure to review the patient's:

o Location & Adequacy for Privacy
o Phone Number
o Device Type
o Blood Glucose (email for next time?)

## • Waiting Room

o As a reminder, the patient is currently viewing Dr. Adam Licurse's VidScrip videos on Diabetes. On desktops and laptops, the videos play in sequence without interruption, but on tablets and phones patients must manually click play to view subsequent videos. The external link to Dr. Licurse's VidScrip can be viewed at

http://www.vidscrip.com/drlicurse/vidscription/condition-diabetes/?video_id=6

## • Tools

o User Status:
o Available for a call
o In a call
o Not ready for a call (this usually means program did not open properly and the program, or even the computer/device should be restarted)
o Application Status:
o Logged into Video Client
o Not Logged into Video Client (if this appears, usually restarting the program by exiting out and reopening the SBR application, or restarting the whole computer will resolve it)