

V2MD By MediSprout - Front Desk Guide

Use this handy guide to help your patients understand what V2MD is, how easy it is to use, and why they should use it.



Introduce Your Patient To V2MD:

“Our practice is now offering video visits, so that you can see your own doctor without having to come into the office. It’s called V2MD and it is very easy to use and secure.”

Explain How Easy It Is To Use V2MD:

“You can use V2MD from the MediSprout website (www.MediSprout.com) or download the app for your phone. It only takes a few minutes to sign up for video visits. You can request an appointment at a time that works for you, or your doctor can send you an invitation for a video visit. Video visits may be covered by your insurance, or you will pay a minimal fee for this service. [Explain how fees work in your practice].”

Share The Benefits Of Using V2MD:

“We are very excited about V2MD because...”

- It allows you to see your own doctor, who knows you and your medical history.
- It lets you have an appointment from wherever it is convenient for you: at home, at work, on vacation.”

“This is especially helpful for parents who have to travel here with their kids...”

- It can provide you with fast answers to easy questions.
- It gives you the care you need without having to miss work or spend time driving to the doctor and waiting in the waiting room.”

Suggest Some Reasons For A Video Visit:

“We recommend V2MD when you want to see the doctor about...”

- Prescription refills – Test results – Treatment clarifications – Check-ins between appointments
- Behavioral health concerns – Common questions – Health updates – After-hours care”