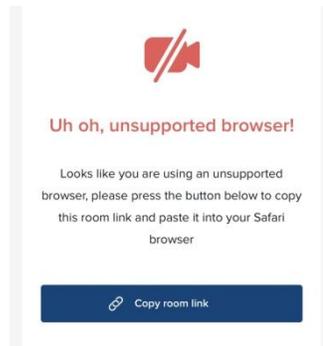


As we brace for the spread of the Coronavirus, we will be offering a virtual appointment for your child this month.

This one-time visit will offer you an opportunity to connect with Dr. Hayford through a live or real time video with sound. We use secure software to connect to you at your location. He will be able to see and hear you during the appointment. This will allow you to be able to talk about the current medical diagnosis and treatment plan together. Dr. Hayford will be in a secure location for the visit. This visit is a medical appointment with Dr. Hayford and co-pays as well as other office polices are effective. These polices can be found on our website at [www.indypeds.com](http://www.indypeds.com).

To prepare for the visit:

1. Schedule the appointment date and time with our office.
2. Confirm that your co-pay and other family balances are paid prior to the virtual appointment.
3. Confirm our office has your email address and a good phone number for the visit.
4. Decide if you are going to use a mobile phone or a laptop/desktop computer.
5. Make sure you have the volume and camera ready and on prior to the appointment time.
6. If you are using an iPhone you will need to use the browser Safari. If you are using an Android, you will need to use the browser Chrome. You may receive the following error if you are using a browser which is not supported. Please download the correct browser if you receive this error.



Day of the visit:

1. Locate a quiet and secure location **with** your child.
2. Please sign in at the time given with the link <https://doxy.me/doctorhayford>
3. The site will open and ask you to enter your child's **First** and **Last Name**.
4. If not already set by you, a link should appear asking you to enable the camera.

5. Allow access to the microphone and camera if the site asks you to do so.
6. You will be logged into the virtual waiting room.
7. Please wait. Dr. Hayford will be with you shortly.

Please Note: While we have not had any issues, please be patient and stay by your phone or laptop/desktop computer if the visit is interrupted. Also, please call the office at 317-293-7177 should you have any questions or problems.

Thank you.