https://portal.mendfamily.com/

Mend Telemedicine FAQs:

https://bestservice.mendfamily.com/hc/en-us/categories/360001464593-General-Support-Patient-Resources

Downloading the Mend Telemedicine App:

App Store Preview

This app is available only on the App Store for iPhone and iPad.

Mend Telemedicine 12+
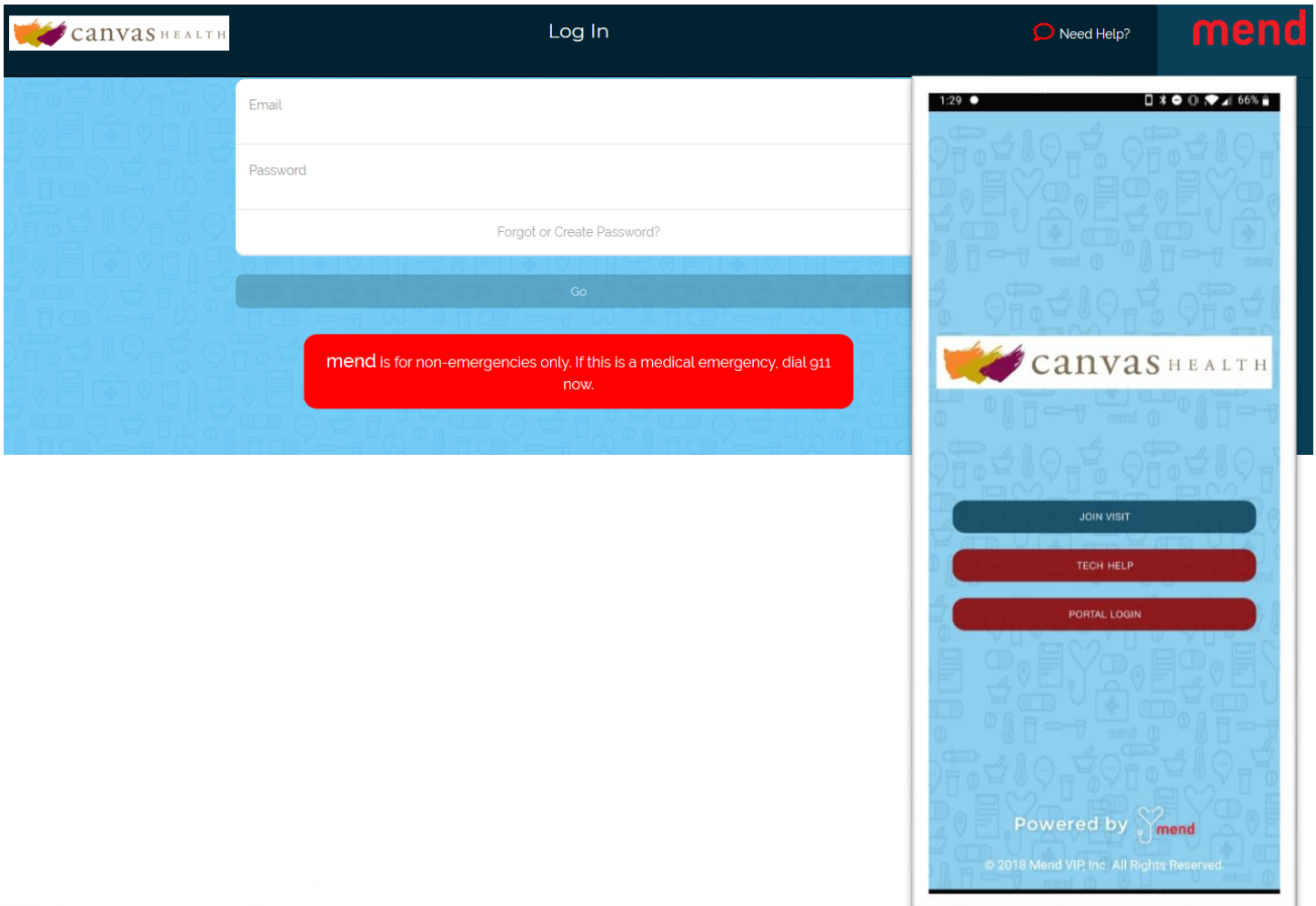Mend VIP, Inc.

#59 in Medical
★★★★★ 3.8, 19 Ratings

Free

Google Play

Mend Telemedicine

Mend VIP, Inc.   Medical

★★★★★ 60

Everyone

⚠ You don't have any devices.

Add to Wishlist   Install

canvas HEALTH   Log In   ⭕ Need Help?   mend

Email

Password

Forgot or Create Password?

Go

mend is for non-emergencies only. If this is a medical emergency, dial 911 now.

1:29

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JOIN VISIT

TECH HELP

PORTAL LOGIN

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What is Mend?

Mend is a healthcare communications platform that makes it easier for you to connect with your healthcare provider.

We partner with healthcare providers to offer tools such as video visits, online paperwork, appointment reminders, and secure messaging. We focus on the technology so your provider can focus on your care.

In many cases, you'll receive text and emails from Mend on behalf of your provider. These notifications contain secure links to confirm your appointments, complete paperwork, connect to video visits, and more. For most patients, all you will need to access Mend is an internet-enabled device, a secure link, and your date of birth.

If you have questions about our technology, we'd be happy to help! This Knowledge Base is full of articles that can help you learn how to use Mend to join a video visit, schedule an appointment, complete digital intake forms and more. If you are unable to find the answer you're looking for, you are always welcome to click the "Contact Mend Technical Support" button at the bottom of this page to send us an email, or click the "Need Help?" button anywhere in the Mend portal to start a live chat with our team.

If you have questions about any of the following topics, please contact your healthcare provider directly:

- Medication prescriptions or refills

- Billing, refunds, reimbursements, insurance coverage, or co-pay amounts

- Office policies, such as cancellation fees or penalties for no-show/missed appointments

- ALL medical concerns, such as side effects or new complaints

If you think you may be having a medical emergency, please call 911 immediately.

How do I create an account and log in?

This article answers the following questions patients may have about accessing Mend:

- How do I create a Mend account?

- Do I need a password to log in?

- How can I reset my password?

If you are a staff member or provider, you will follow the same steps to reset your password, however you will need to coordinate with your organization and/or Mend Implementations to create an account.

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How do I create a Mend account?

Depending on how your healthcare provider uses Mend, you may be able to create your own account, or your healthcare provider may have to create one for you.

Check out your healthcare provider's website - is there a "Sign Up," "Start Now," or "New Patients" link? If yes, you may be able to create your own Mend account by clicking the link, and following a few simple steps.

If your healthcare provider does not have a signup link posted to their website, it is likely that someone from their organization will need to create your account.

Check your email and your text messages- have you received anything that says, "Optional but recommended, please create a Mend password on behalf of [Healthcare Organization Name]"? If yes, you're good to go! If you'd like to set up a password, click the "Create Your Account" link in the email or text message.

The "Create Your Account" link will take you to a screen that asks for your email address, birthdate, and password (type the same password in both fields). When you press "Go," it should prompt you to log in with your email address and your new password.

Email
Birthdate mm/dd/yyyy
Password (8 Characters Minimum including a Letter and Number)
Confirm Password
Go

If you receive an error message that says the information you provided does not match our records, please make sure your email address and date of birth are typed correctly. If they are, please press the "Need Help" button at the top of the screen. This will open a live chat with our support team, who can help locate your account and make sure you are able to log in.

If you can't find the "Optional but recommended" email or text message, and you are not sure whether you are already in the system, you may click "Forgot or Create Password" on the Log In page and follow the procedure to reset your password.

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Do I need a password?

In most cases, patients do not need a password to use Mend.

If your healthcare provider uses Mend for in-person appointment reminders, you can receive your reminders and confirm your appointments without needing to log in at all.

If your healthcare provider uses Mend for paperless intake forms, in most cases all you will need is a secure link and your date of birth.

For telehealth appointments (Video Visits), you can click a secure link and verify your birthdate, or you can enter a unique code into the Mend Telemedicine App. No password required!

You may need to log in with a password if:

- Your healthcare organization has sent you a secure message

- You are self-scheduling an appointment

How can I reset my password?

If you have forgotten your password, if you are unsure if you have ever logged in before, or if you have mistyped your password too many times and your account is locked, you will need to reset your password.

 Step 1: From the login page at https://portal.mendfamily.com, press "Forgot or Create Password?"

Step 2: Type your email address into the field and press "Send Password Reset."

- If you see a red banner error message that says "Please enter a valid email address," or "Unable to verify email address," the email address you've provided doesn't match an account in our system.

  - We may be able to find you a different way, so please press the "Need Help?" button at the top of the screen to speak with Mend Support.

  - If Mend Support can't verify your account based on other information such as your mobile phone number and date of birth, you will need to contact your healthcare provider directly

Step 3: Check your email. You should have just received an email titled "Mend - Password Reset."

Step 4: Click the link in the email that says "Reset Your Password" to open your Reset Password page.

- If you have sent yourself multiple password reset links, only the most recent will be valid.

Step 5: On the Reset Password page, type in your email address, birthdate, and password (type the same password in both fields). When you press "Go," it will prompt you to log in with your email address and your new password.

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Quick Tips

The other person can't hear me

If the other person in the video visit can't hear you, it's possible they have something wrong with their speakers, but in many cases, there is a microphone or internet connection issue on your side.

Tip 1: Try a refresh

- On a computer, refresh (sometimes called reload) your web browser by clicking the circular arrow next to the address bar. You may also use a keyboard shortcut to perform a refresh. If you are using a Windows computer, press the F5 key. If you are using a Mac computer, press and briefly hold ⌘ Cmd and R.

- On a mobile device, close the Mend Telemedicine App and re-open it, then join your visit again.

- *If you are prompted to "Allow" or "Block" your microphone, make sure you press "Allow!"*

Tip 2: Test your microphone

- Let's make sure your microphone is picking up sound. Click the Mend Connection Test link here.

- If you do not pass the microphone section of the test, follow the instructions in our Connection Test article.

Tip 3: Improve your internet connection

- If you are using cellular data, switch to WiFi. If no WiFi is available, try positioning yourself near a window for stronger signal.

- Close any additional windows, tabs, or applications you are not using.

- Pay special attention to closing any other video chat applications, such as FaceTime, Skype, Google Hangouts, Zoom, or Facebook Messenger. These can cause issues, even if they're just running in the background.

- If available, try plugging directly into your modem with an ethernet cable for a wired connection.

Tip 4: Full device restart

- Has it been a while since you last restarted your device? Sometimes a full restart is all it takes.

Tip 5: Try a different device

- Do you have another device equipped with a camera, microphone, and internet you can try? If you are on your computer, try switching to your mobile device or vice versa.

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I can't hear the other person

If you can't hear the other person, they are either having an issue with their microphone or internet connection, or it's possible there is something wrong with the audio output on your device.

Tip 1: Try a refresh

- On a computer, refresh (sometimes called reload) your web browser by clicking the circular arrow next to the address bar. You may also use a keyboard shortcut to perform a refresh. If you are using a Windows computer, press the F5 key. If you are using a Mac computer, press and briefly hold ⌘ Cmd and R.

- On a mobile device, close the Mend Telemedicine App and re-open it, then join your visit again.

Tip 2: Test your audio

- Let's make sure your device is producing audio. Click the Mend Connection Test link here.

- If you do not pass the audio section of the test, follow the instructions in our Connection Test article.

The other person can't see me

If the other person in the video visit can't see you, it's possible they have something wrong with their video output, but in most cases, this indicates a camera or internet connection issue on your side.

Note: If your internet connection is not strong enough to support a full video visit, Mend will automatically switch you to "audio only" so you can continue the visit without being interrupted while we attempt to recover the video feed.

Tip 1: Try a refresh

- On a computer, refresh (sometimes called reload) your web browser by clicking the circular arrow next to the address bar. You may also use a keyboard shortcut to perform a refresh. If you are using a Windows computer, press the F5 key. If you are using a Mac computer, press and briefly hold ⌘ Cmd and R.

- On a mobile device, close the Mend Telemedicine App and re-open it, then join your visit again.

- *If you are prompted to "Allow" or "Block" your camera, make sure you press "Allow!"*

Tip 2: Test your camera

- Let's make sure your camera is connected and working. Click the Mend Connection Test link here.

- If you do not pass the camera section of the test, follow the instructions in our Connection Test article.

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Tip 3: Improve your internet connection

- If you are using cellular data, switch to WiFi. If no WiFi is available, try positioning yourself near a window for stronger signal.

- Close any additional windows, tabs, or applications you are not using.

- Pay special attention to closing any other video chat applications, such as FaceTime, Skype, Google Hangouts, Zoom, or Facebook Messenger. These can cause issues, even if they're just running in the background.

- If available, try plugging directly into your modem with an ethernet cable for a wired connection.

Tip 4: Full device restart

- Has it been a while since you last restarted your device? Sometimes a full restart is all it takes.

Tip 5: Try a different device

- Do you have another device equipped with a camera, microphone, and internet you can try? If you are on your computer, try switching to your mobile device or vice versa.

I can't see the other person

If you can't see the other person, it's possible they may be having an issue with their camera, or they may have a poor internet connection.

When internet connection is not strong enough to support a full video visit, Mend will automatically switch to "audio only" so you can continue the visit without being interrupted while we attempt to recover the video feed.

Tip 1: Try a refresh

- On a computer, refresh (sometimes called reload) your web browser by clicking the circular arrow next to the address bar. You may also use a keyboard shortcut to perform a refresh. If you are using a Windows computer, press the F5 key. If you are using a Mac computer, press and briefly hold ⌘ Cmd and R.

- On a mobile device, close the Mend Telemedicine App and re-open it, then join your visit again.

Tip 2: Let us help

- If you cannot see the other person but they can hear you, you may want to encourage them to click the "Need Help?" button on the Mend website or the "Tech Help" button in the Mend Telemedicine App so we can help walk them. Or, send them here so they can read the "The other person can't see me" section!

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I hear an echo or feedback

Echo can be caused by internet connection strength or by the interaction between your microphone and audio output.

Tip 1: Try a refresh

- On a computer, refresh (sometimes called reload) your web browser by clicking the circular arrow next to the address bar. You may also use a keyboard shortcut to perform a refresh. If you are using a Windows computer, press the F5 key. If you are using a Mac computer, press and briefly hold ⌘ Cmd and R.

- On a mobile device, close the Mend Telemedicine App and re-open it, then join your visit again.

Tip 2: Check your audio

- An echo can occur when if microphone is picking up sound from your speakers. Try turning down the volume or connecting headphones to your device to see if this is causing the issue.

Tip 3: Improve your internet connection

- If you are using cellular data, switch to WiFi. If no WiFi is available, try positioning yourself near a window for stronger signal.

- Close any additional windows, tabs, or applications you are not using.

- Pay special attention to closing any other video chat applications, such as FaceTime, Skype, Google Hangouts, Zoom, or Facebook Messenger. These can cause issues, even if they're just running in the background.

- If available, try plugging directly into your modem with an ethernet cable for a wired connection.

The video is lagging or freezing

Video lag or freezing is caused by poor or fluctuating internet connection on one or both sides of the visit. Mend accommodates for this in most cases by switching to "audio only" when internet connection is poor, however you may still occasionally have some video-related issues as we attempt to recover the video feed.

Tip 1: Try a refresh

- On a computer, refresh (sometimes called reload) your web browser by clicking the circular arrow next to the address bar. You may also use a keyboard shortcut to perform a refresh. If you are using a Windows computer, press the F5 key. If you are using a Mac computer, press and briefly hold ⌘ Cmd and R.

- On a mobile device, close the Mend Telemedicine App and re-open it, then join your visit again.

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Tip 2: Improve your internet connection

- If you are using cellular data, switch to WiFi. If no WiFi is available, try positioning yourself near a window for stronger signal.

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- Pay special attention to closing any other video chat applications, such as FaceTime, Skype, Google Hangouts, Zoom, or Facebook Messenger. These can cause issues, even if they're just running in the background.

- If available, try plugging directly into your modem with an ethernet cable for a wired connection.

I got disconnected

That's okay! Unless the appointment is checked out by the provider, the secure link and code for the appointment are still active and you may re-join.

Tip 1: Try a refresh

- On a computer, refresh (sometimes called reload) your web browser by clicking the circular arrow next to the address bar. You may also use a keyboard shortcut to perform a refresh. If you are using a Windows computer, press the F5 key. If you are using a Mac computer, press and briefly hold ⌘ Cmd and R.

- On a mobile device, close the Mend Telemedicine App and re-open it, then join your visit again.

Tip 2: Improve your internet connection

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- Pay special attention to closing any other video chat applications, such as FaceTime, Skype, Google Hangouts, Zoom, or Facebook Messenger. These can cause issues, even if they're just running in the background.

- If available, try plugging directly into your modem with an ethernet cable for a wired connection.

Have more questions? Contact Mend Technical Support or your Canvas Health provider.

SOURCE: https://bestservice.mendfamily.com/hc/en-us/sections/360003400533-Patient-FAQs

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