**Practical Tips for Using MEDEO**July 2023

**MEDEO – What is it and how to use it.**

MEDEO is software that securely links with the patient Electronic Medical Record (EMR). MEDEO helps with three main functions:

1. patients to schedule some appointments on line,
2. supports the easy sharing of documents between clinician and patient
3. enables seamless video connection for virtual video appointments

**What type of appointments can you schedule using MEDEO?**

You can book most appointments with Medeo.  The appointments that require you to call into the office instead are the following:

1. same day urgent appointments
2. periodic health visits (ie. what used to be called the annual physical)
3. well baby visits
4. appointments with our registered nurses or appointments where your doctor has requested you to see the registered nurse first and then the physician

**How can I schedule appointments for my children with MEDEO?**

In order for you to book for children we need to link your children's electronic medical record account.  Please speak with reception or your physician to initiate this process.

**I have a question to ask my doctor. What can I do?**

Please schedule an appointment to speak with your physician. Based on your issue, the appointment may be phone, video or in person.

**I have a document I need to send to my doctor. What can I do?**

Please call reception and indicate you have a document, photo, etc to upload to your chart.  They will message your physician so a MEDEO thread can be opened to allow you to upload this document directly into your chart.