Shotwell Clinic
240 Shotwell
San Francisco, CA 94110
(415) 552-3870

Resource Center
165 Capp Street
San Francisco, CA 94110
(415) 869-7977

Excelsior Clinic
4434 Mission Street
San Francisco, CA 94112
(415) 406-1353

OTTO
PATIENT GUIDE TO VIRTUAL VISITS

www.mnhc.org
Search your email and locate your OTTO Health appointment confirmation / reminder. If you don’t see an email from OTTO, check your junk / spam folder.

Click here [JOIN VISIT] in your email to see your provider.

a. Please check your device [Test My Device] before connecting to your visit, make sure you are on a compatible device.
b. Click here [START] to proceed.

Review the content on the Terms of Use page. Check all the boxes, write your full name and provide your date of birth to proceed with your visit.

Click on [JOIN VISIT] Your provider will connect with you as soon as it is available.

a. Click at the [End Visit] bottom of the screen to send a message to your medical team.

Once you have finished your visit, click on [END VISIT] and complete a short survey.

Telemedicine refers to the practice of caring for patients from remotely when our physicians and patients are not physically present within an exam room. Modern technology has allowed providers to provide consultations to patients through the use of video conferencing technology or telephone calls that comply with privacy regulations (HIPAA). Our doctors can solve many health problems in a short telemedicine visit, such as colds, high blood pressure, diabetes, stomach pain, allergies, allergic reactions, sore throat, pink eye, urinary tract infections and bladder problems, medication refills and other common problems.