**VillageMD**®

# Virtual Visit Platform | Transfer or request a file

File transfer is a HIPAA compliant way to send files between you and your patient. This is a better alternative to emails as the data you send might contain PHI. You can send files to patients while they are in the **Waiting Room** or during a call.

Transfer a file while the patient is in the waiting room

1. In the patient queue, click the **Three Dots** ⋮ icon next to the patient with whom you wish to transfer a file(s).
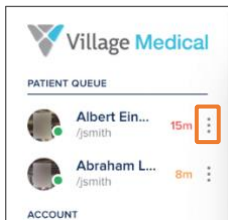
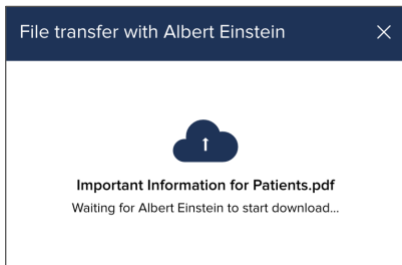2. Click the **More** button and select **File Transfer.**
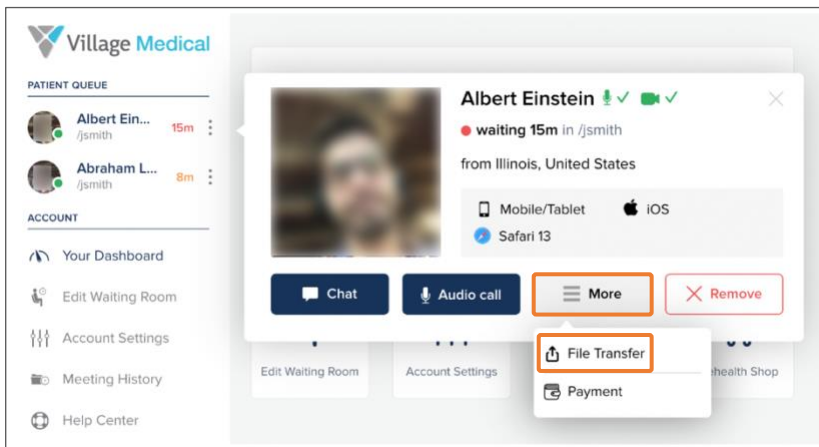
3. In the **File Transfer** popup, drag and drop the file you wish to share, or click the **Select file to share** button, and follow the prompts to upload a file.
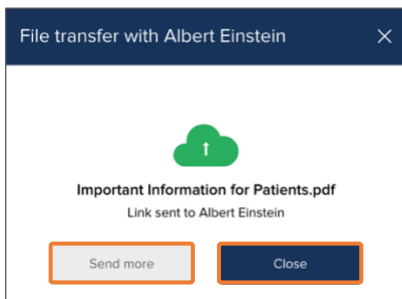

   NOTE: File transfers have a size limit of 100MB.

4. The following popup will display until the patient accepts the transfer.
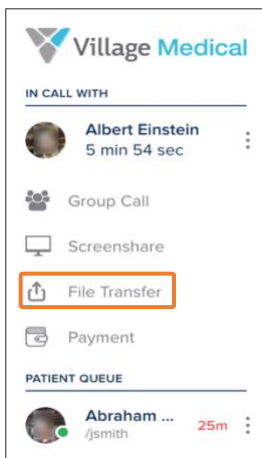

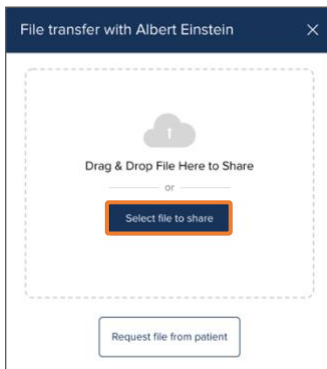5. Once complete, click the **Send more** button to send another file. Otherwise, click **Close.**

Transfer a file while on a call

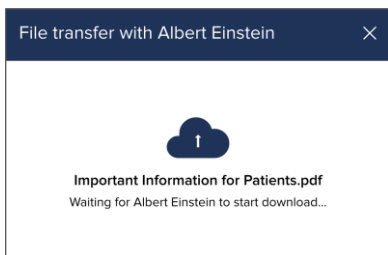1. While on a call, click **File Transfer** in the left panel.

2. In the **File Transfer** popup, drag and drop the file you wish to share, or click the **Select file to share** button, and follow the prompts to upload a file.
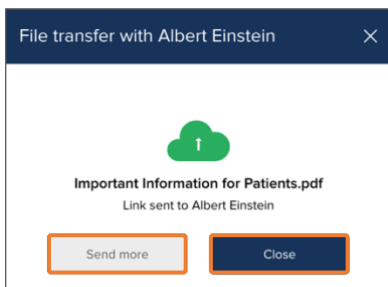

NOTE: File transfers have a size limit of 100MB.

3. The following popup will display until the patient accepts the transfer.
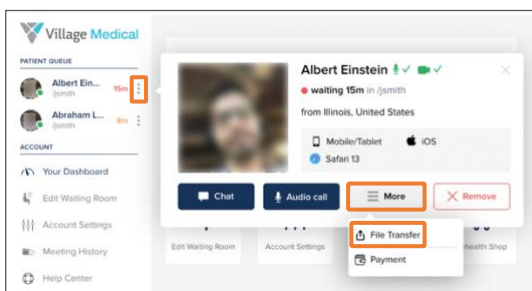

4. Once complete, click the **Send more** button to send another file. Otherwise, click **Close.**
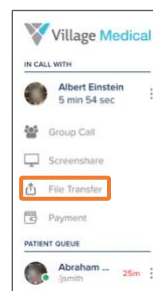

Request a file from a patient

1. To request a file from a patient in the waiting room or during a call, start the *File Transfer* process as described above.
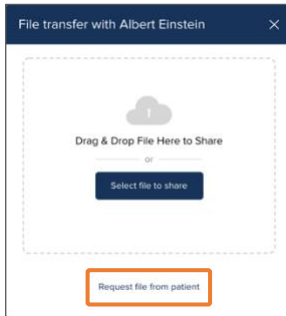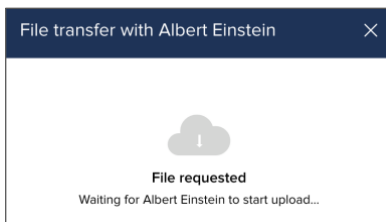

File transfer from Waiting Room

File transfer during a call

2. In the **File Transfer** popup, click the **Request file from patient** button.

3. The patient will be notified you are requesting a file transfer. You will see the following popup until the patient uploads the requested file, such as a photo or video.

NOTE: File transfers have a size limit of 100MB.

4. Once the file is sent, click **Download.** Then click the **Send more** button to send another file. Otherwise, click **Close.**
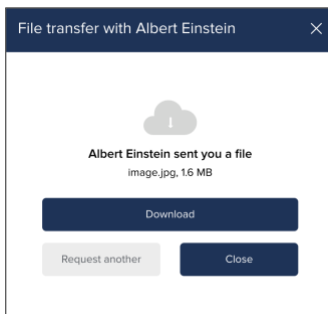
NOTE: The patient must wait for you to download the file before closing the popup on their device. Othewise, the transfer will be canceled.