

Telehealth Instructions

You can do your telehealth/televisit session via your mobile device, laptop, tablet or desktop computer as long as it has audio and video capabilities.

IMPORTANT TO FOLLOW:

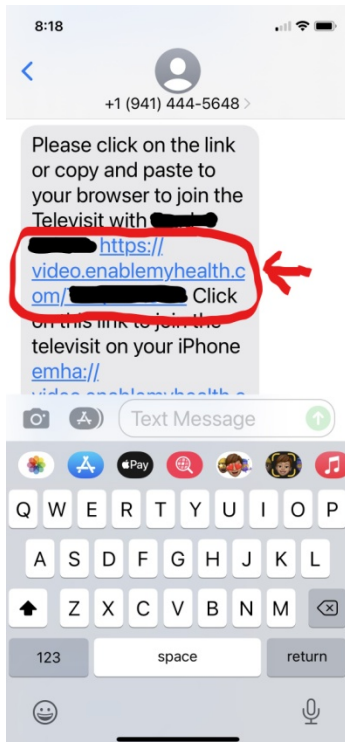
Step 1:

You will receive a text or an email from your provider around the same time as your scheduled appointment. If you prefer email link, please let the front office staff know you want to use this option). First, decide if you are doing your telehealth visit using your device via browser based link or via the new EMHA Virtual Care app on an iPhone or Android device. The app is free.

- **If browser based link:** Click on the first link at the top of the text message you receive from the provider the day and time of your appointment. I have identified this in the red circle below. Then, continue with pages 2-4 steps.

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- **If using the new EMHA Virtual Care app link:** First you must download the EMHA Virtual app. You can do this by reviewing page 5 – APP download instructions.
 - If you have already downloaded the EMHA virtual care app and want to do your televisit via the app, then skip to page 6-7 for app instructions.

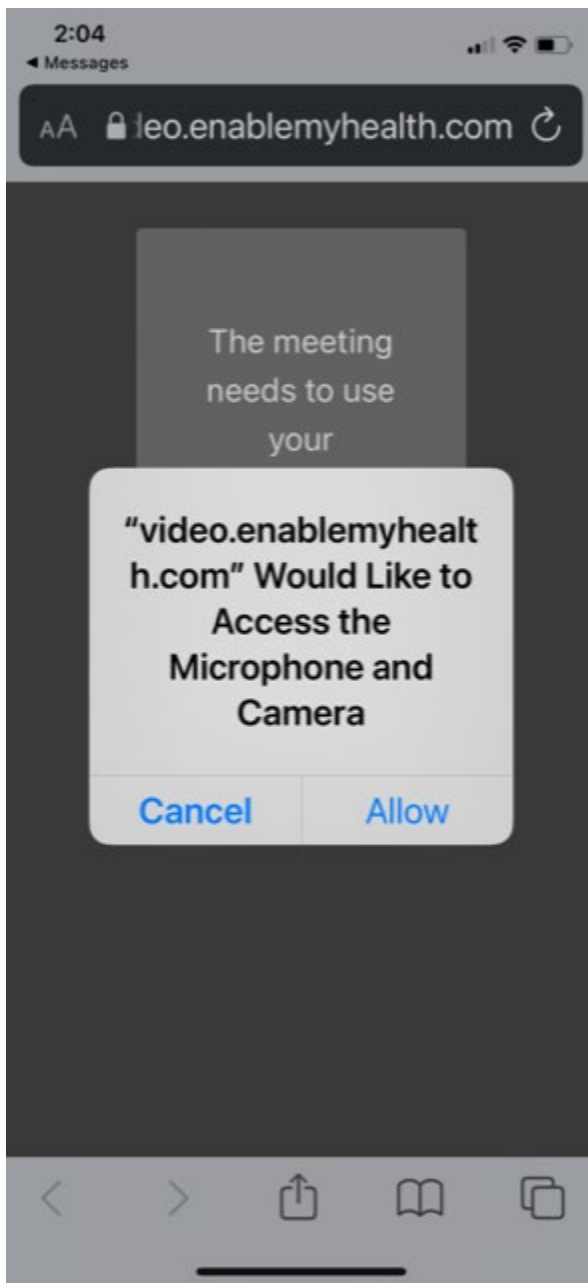


Note: This text is computer generated, so you cannot text back to the number that you receive the text from. We will not see or receive any text responses.

Step 2:

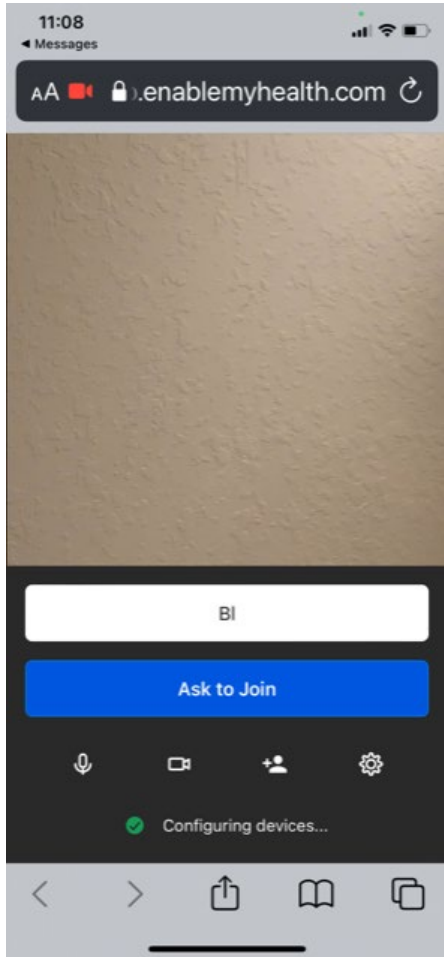
After clicking on the text link, you will be prompted this screen below.

Click '**ALLOW**' to allow access to microphone and camera



Step 3:

- Type in your first name
- Click on the 'Ask to Join' button



You should now visual see and hear your provider and vice-versa...your provider will see and hear you.

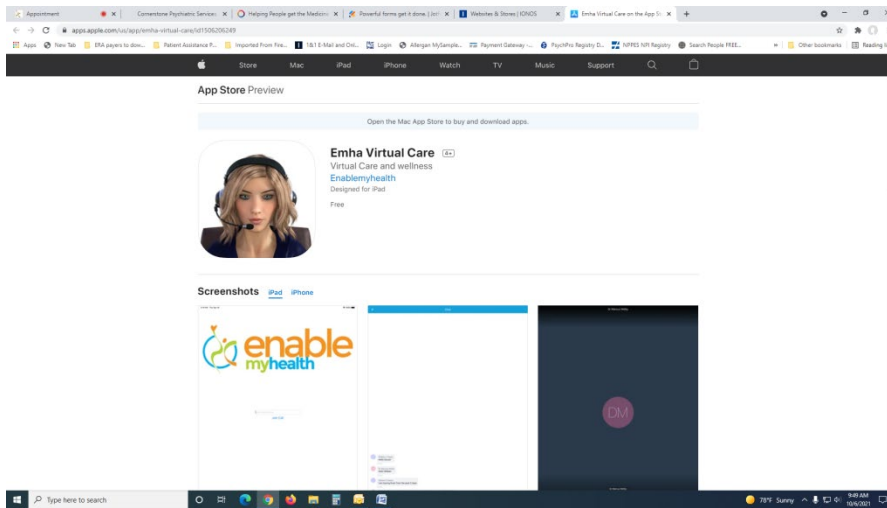
Notes:

- You may have to turn your volume up on your device
 - Try to limit yourself from moving around too much during your telehealth visit as this may affect visual and audio quality.
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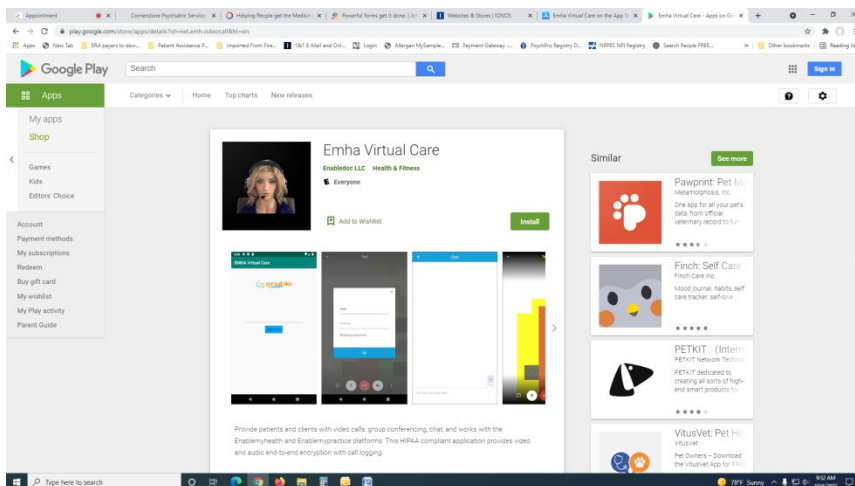
Telehealth Instructions if using the EMHA Virtual Care App

Before your appointment, download app from Apple App store or Google Play App store or go to our website at www.cornerstonepsychiatric.com and you can download the app from there.

Apple App store: <https://apps.apple.com/us/app/emha-virtual-care/id1506206249>



Google App Store: <https://play.google.com/store/apps/details?id=net.emh.videochat&hl=en>



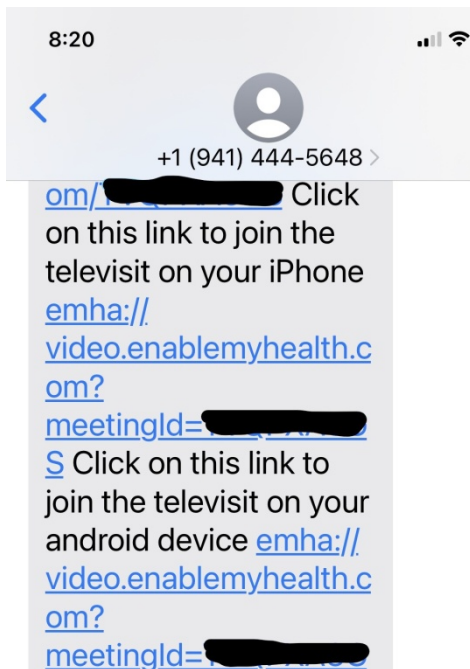
You only need to download the app once. Once you have the app downloaded, and then follow the instructions below.

Telehealth / Televisit EMHA Virtual Care App Instructions

Only follow these instructions if you are using the EMHA Virtual Care App

Step 1:

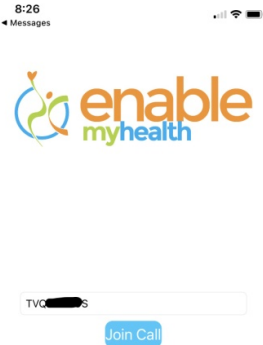
You will receive a text from your provider around the same time as your scheduled appointment. Scroll to the section of the text where you have an option to join the televisit on your **iPhone** or **android** device. Click on the appropriate link that correlates to your type of device. **Always make sure you have checked and installed any app updates before your appointment.**



Step 2:

Once you click on the link to join the televisit via the app you will see this screen.

- Click on '**JOIN CALL**' button. (note the room name is auto assigned, so do not change)



Step 3:

- Enter your first name, if not already entered.
- Click '**Ask to Join**' button'. (note: you do not need to enter email address or password)
- You will soon then see and hear your provider for your televisit appointment.

