

## Telehealth Instructions

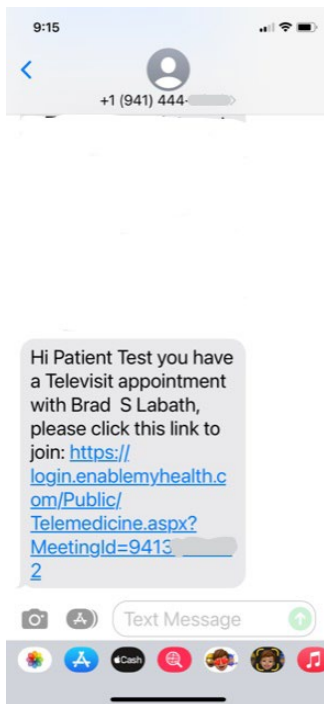
You can do your telehealth/televisit session via your mobile device, laptop, tablet or desktop computer as long as it has audio and video capabilities.

### **IMPORTANT TO FOLLOW:**

#### **Step 1:**

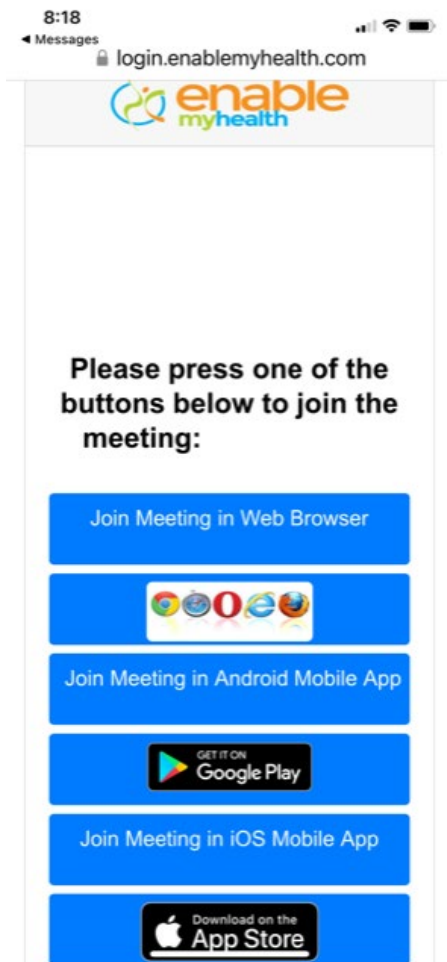
You will receive a text or an email from your provider around the same time as your scheduled appointment. If you prefer email link, please let the front office staff know you want to use this option).

- Click on the link in the text message.



**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.**

Your mobile phone will bring up this screen of options:



**Step 2:** Decide if you are joining your telehealth meeting using your device via web browser or via the new EMHA Virtual Care Mobile app on an iPhone or Android device. The app is free.

- **If joining via web browser:** Click on the first button link at the top titled “**Join Meeting in Web Browser**” and proceed to pages 3-4 and follow the steps.

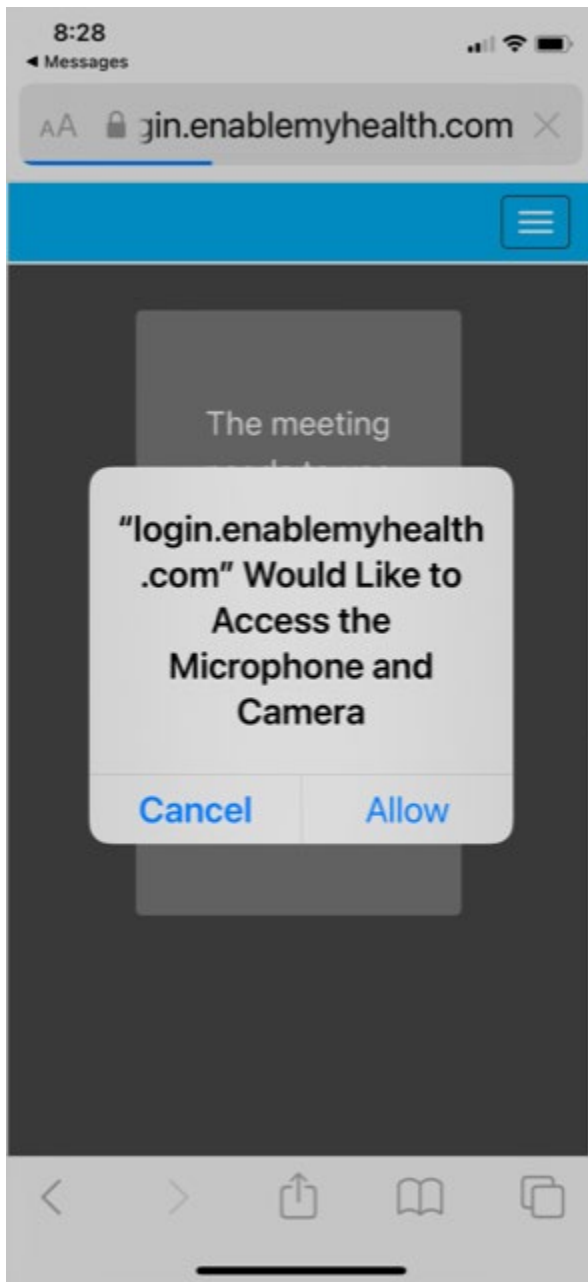
----OR---

- **If using the new EMHA Virtual Care Mobile App:** 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.

**Step 3:**

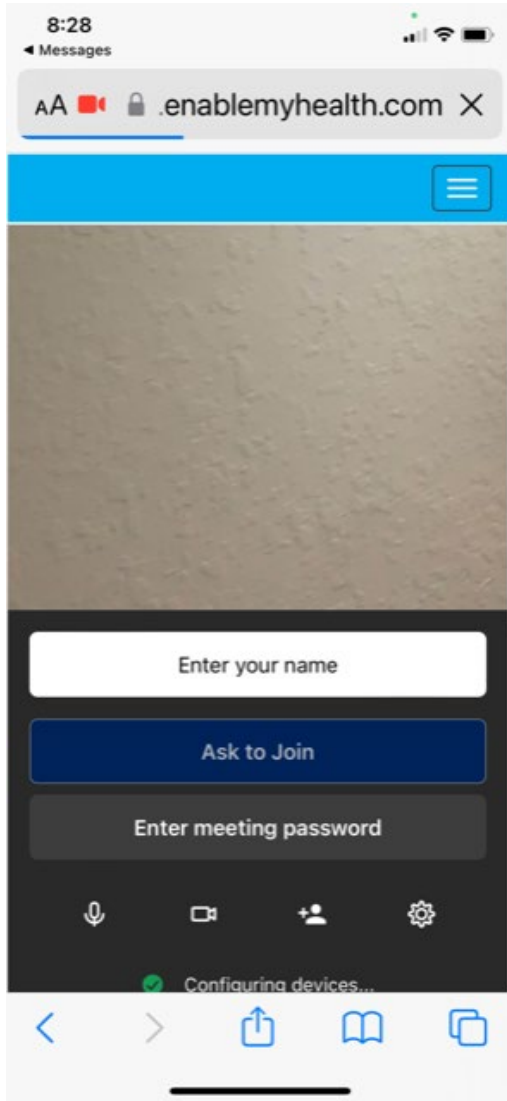
After clicking on the “Join Meeting in Web Browser” button, you will be prompted this screen below:

Click **‘ALLOW’** to allow access to microphone and camera



#### Step 4:

- Type in your First Name
- Click on the 'Ask to Join' button (NO meeting password is required)



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

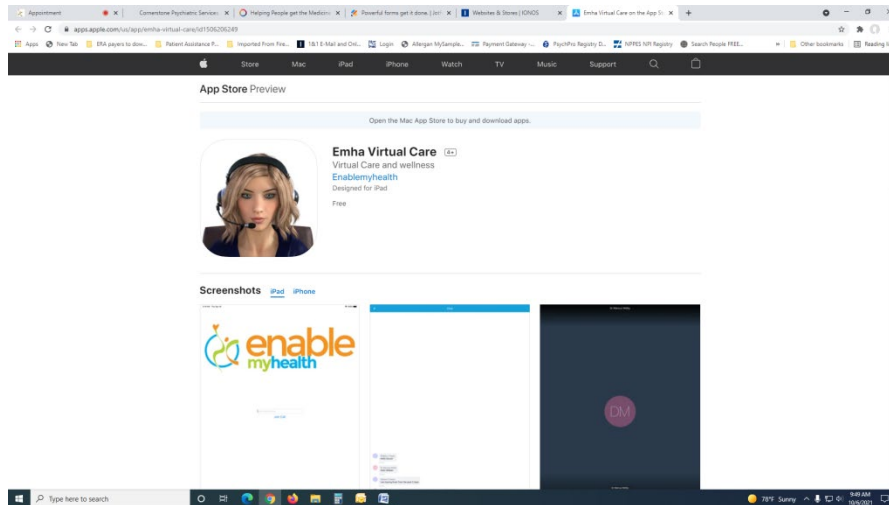
#### Notes:

- 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.

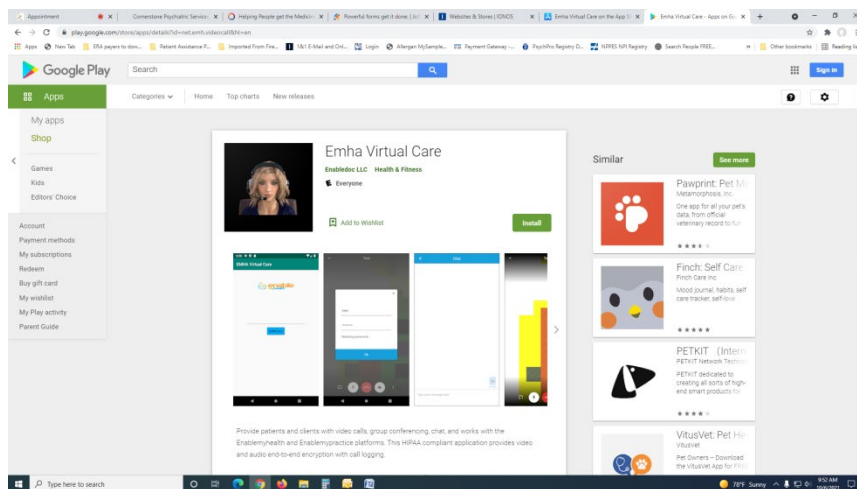
## Telehealth Instructions if using the EMHA Virtual Care App

Before your appointment, download app from Apple App store or Google Play App store or go to our website at [www.cornerstonepsychiatric.com](http://www.cornerstonepsychiatric.com) and you can download the app from there. You can also use the Download mobile app button links on the web browser screen after you clicked on text link to join meeting.

**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.videocall&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 Mobile App Instructions

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

### Step 1:

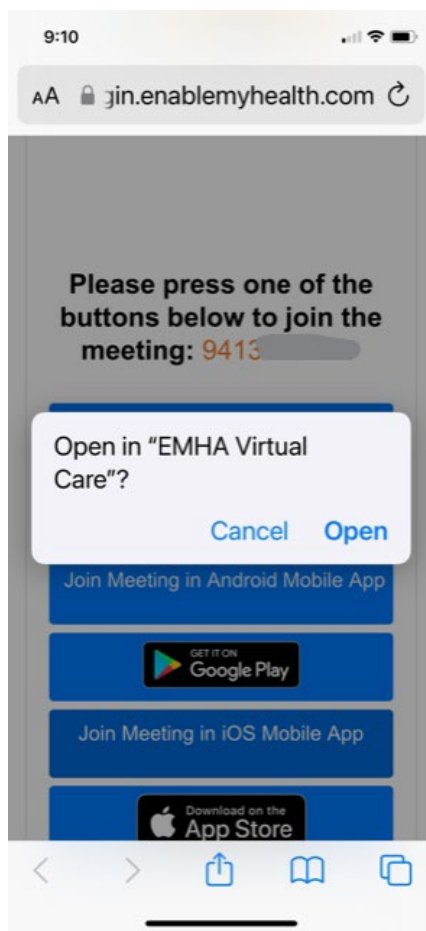
**Always make sure you have checked and installed any app updates before your appointment.**

From Page 2 mobile screen options, depending on if you are using Android or iPhone device, you will click on the desired device type to join the telehealth visit meeting:

Android device: Click on “**Join Meeting in Android Mobile App**” button link.

iPhone device: Click on “**Join Meeting in IOS Mobile App**” button link.

After you click on your device link, then you will see this screen and then click “OPEN”.



## Step 2:

- Click on **Join Call**. (the meeting id is auto-assigned, do not remove this id)



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## 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.

