

Telehealth Instructions

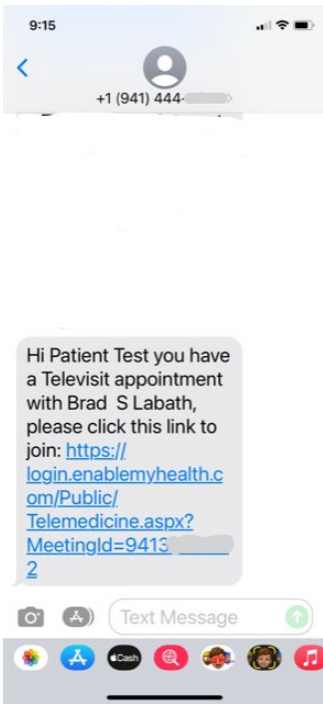
You can do your telehealth/televisit session via your mobile device, laptop, tablet or desktop computer as long as it has audio and video capabilities.

IMPORTANT TO FOLLOW:

Step 1:

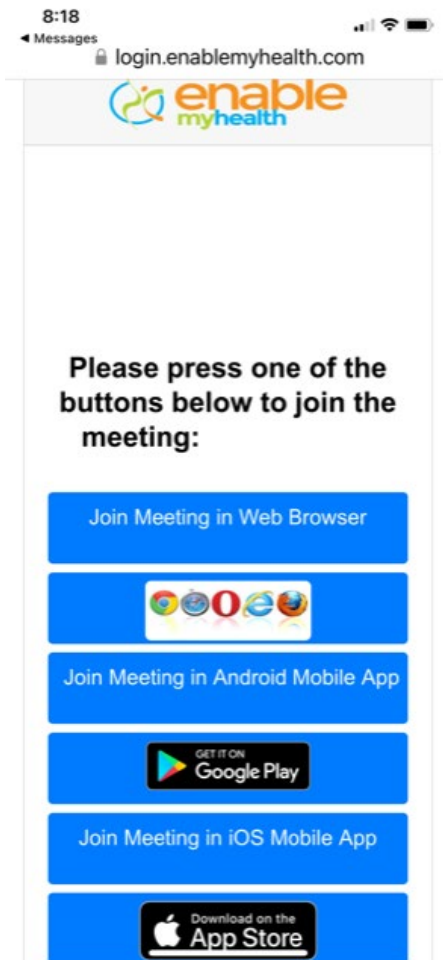
You will receive a text or an email from your provider around the same time as your scheduled appointment. If you prefer email link, please let the front office staff know you want to use this option).

- 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: Joining your telehealth meeting using your device via web browser.

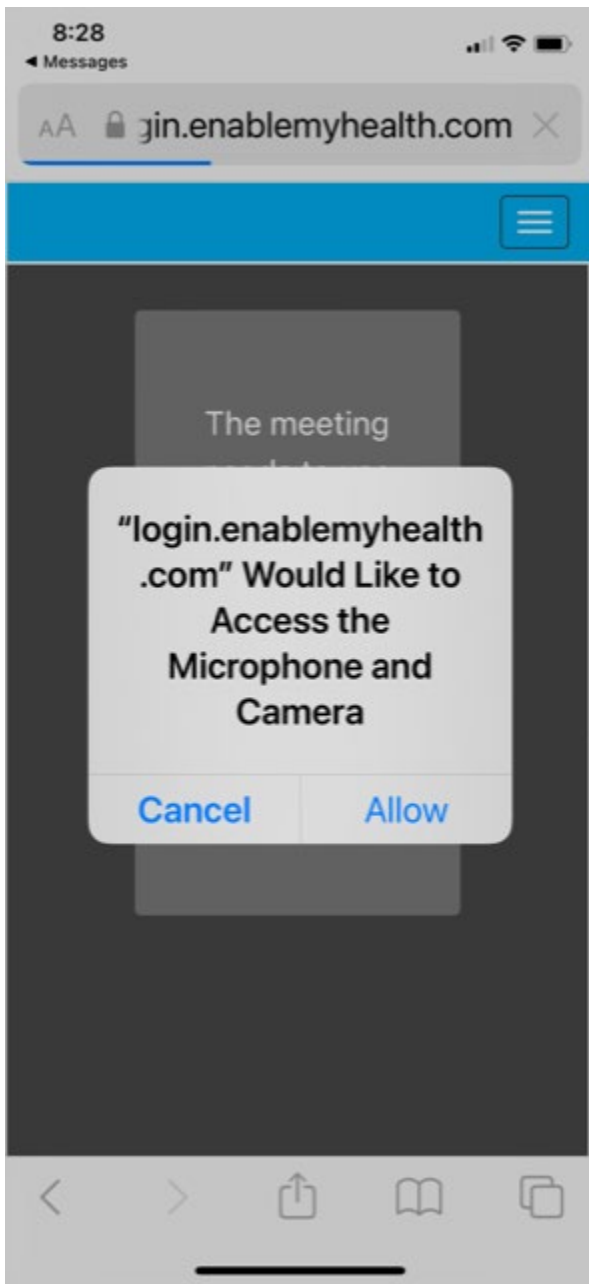
(NOTE: EMHA Virtual Care Mobile app for iPhone or Android devices is NOT WORKING. Do not select those options to join meeting as it will not work)

- Click on the first button link at the top titled **“Join Meeting in Web Browser”** and proceed to next step.

Step 3:

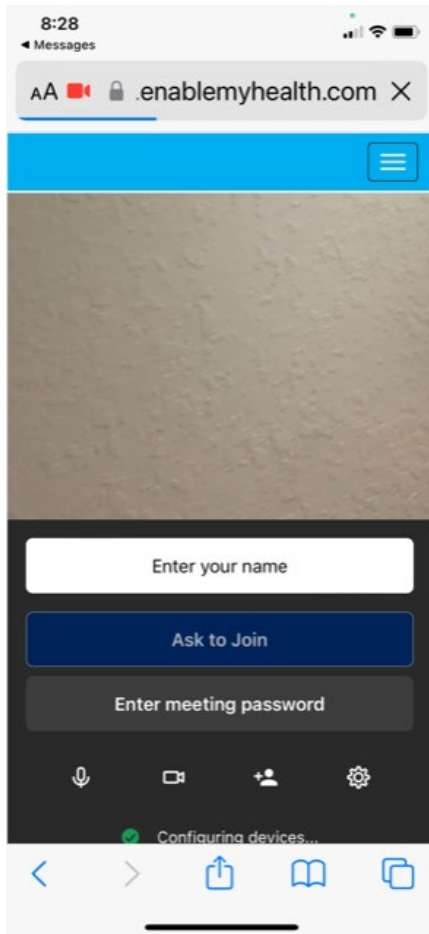
After clicking on the “Join Meeting in Web Browser” button, you will be prompted this screen below:

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.
- Make sure your phone is updated with current software updates and App updates
- If you have issue with audio and/or camera....turn your phone off and re-boot it; and click on telehealth link again. Also, check your microphone and camera settings are set to ALLOW in your browser settings (i.e. Safari for iPhone and Google Chrome for Android devices).