

Telehealth: Getting Started

MOBILE DEVICE, SMARTPHONE OR TABLET

Thank you for scheduling a telehealth visit with your care team. This two-way video technology will allow you to speak with and see your care provider via a mobile device or computer, all from the comfort of your own home.

We want your first telehealth visit to be smooth and hassle-free. Here are some simple instructions to ensure you're ready on the day of your visit.

What you'll need:

You will access our telehealth video technology through the web or by downloading the "Microsoft Teams" application. The program is HIPAA compliant, meaning that your personal information is safe and secure. Here's what you'll need to get set up:

- An email address – You'll receive an email link for your visit.
- Internet access
- Computer with video capability **OR** mobile device with camera

Accessing Telehealth or "Microsoft Teams"

If using a mobile device, smartphone or tablet:

1. Prior to your appointment, download the "Microsoft Teams" app, which is available in your mobile device's app store.

*Note: Once the app is downloaded, you **DO NOT** need to create a sign-in address. You will access the application as a "guest" later in these instructions.*



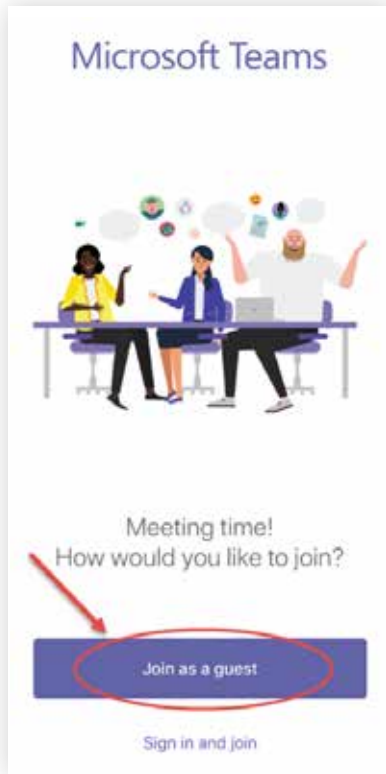
2. Prior to your scheduled appointment, you will receive a telephone call from one of our colleagues to validate registration information and make sure you can successfully access Microsoft Teams. Some locations may even conduct a test visit with you.

Please note: The timing and agenda of this call may vary depending on your care setting. Some areas may call in the days ahead, while others may call just prior to your scheduled appointment time. Your care provider's office will let you know what to expect.

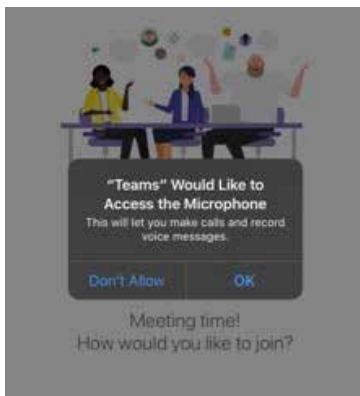
3. You'll receive an email at the address you provided. Open the email and click on the "Join Teams meeting" link.



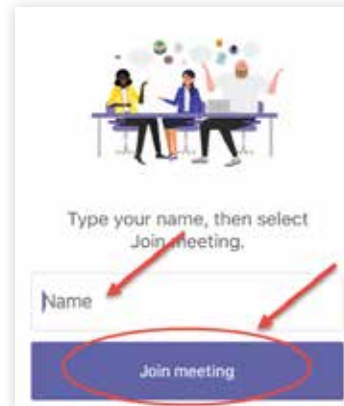
4. Click "Join as a guest."



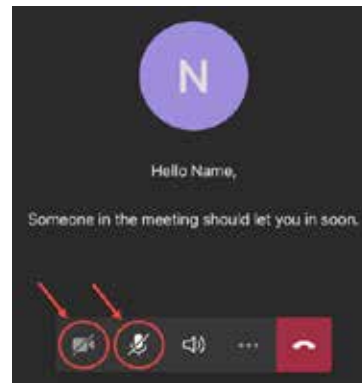
5. When prompted, allow access to microphone and camera.



6. Enter your name and click "Join meeting."
You will then connect to a two-way video conference with your care provider.



7. Once you've joined the meeting, you may see the message below as you await your provider to join the meeting. Your care team will be with you shortly to let you in and start your visit. Enable your video and audio by tapping the microphone and video buttons on your device screen as shown below. When the strikethrough disappears, your audio and video are enabled.



Questions or Troubleshooting

Our team is here to help. Should you experience any issues or have questions along the way, **contact your care provider's office directly** for assistance. We understand that you may have trouble the first couple times you access the technology and want to make the process as smooth as possible.

