

PATIENT'S GUIDE

# HOW TO JOIN YOUR UPCOMING TELEHEALTH APPOINTMENT

2022



# JOINING YOUR TELEHEALTH SESSION

Telehealth can be accessed anywhere you have an internet connection, web cam, mic, and speakers. Since Telehealth operates directly in your web browser you do not need to download any external application. We do recommend you use **Chrome** or a Chromium based browser for the best possible experience as some functionality and performance is limited in Safari.

## STEP 1

### CLICK OR TAP THE JOIN LINK.

Open the confirmation email that was sent to you and click the link in your email.

rc,  
confirmation of your Telehealth appointment with Young, Ka  
riday, September 9, 2022 3:00 PM MST (Mountain Standard  
ie appointment click this link: [Join the appointment](#)  
u,  
Institute  
'-2620

### Confirm Patient Identity

Patient's Last Name \*  
Bern

Birth Date \*  
04/17/1987 

**Confirm**

## STEP 2

### VERIFY YOUR IDENTITY

Enter your Last Name and Birth Date then click "Confirm".

# STEP 3

## PLEASE ACCEPT THE TERMS & CONDITIONS

When the Terms and Conditions are displayed, you must agree to the conditions by clicking "Accept" before continuing.

### Terms & Conditions

If you think you may have an emergency situation call 9-1-1. Do not use Patient Portal for emergencies.

We are pleased to offer you information via this web-based application called Patient Portal. We think it is important for you to know how we handle information we communicate via the Internet and what you can do to keep your information secure. We reserve the right to revoke access at any time, for any reason, with or without cause.

updated T&C check

Decline Accept



### Payment Information

Charge 3:00 PM 09/09/2022 KATHY YOUNG \$5.00  
This is not an optional charge

Charge Amount \$5.00

Payment will process once call is completed.  
Charge may not be applied if it is covered by your insurance.

This page is currently in test mode. Do not use real/active card numbers.

4111 1111 1111 1111 VISA

Card Exp: 12 / 2025

Card CVV: 123 Zip Code: 84095



Skip & pay later

Make Payment

# STEP 4

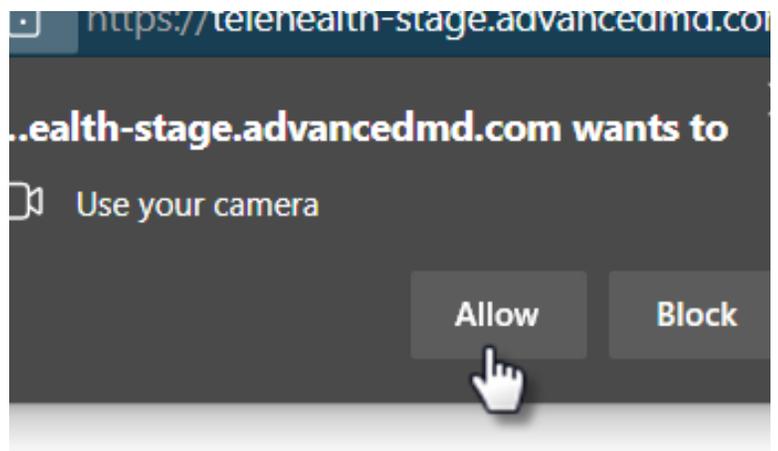
## AUTHORIZE PAYMENT

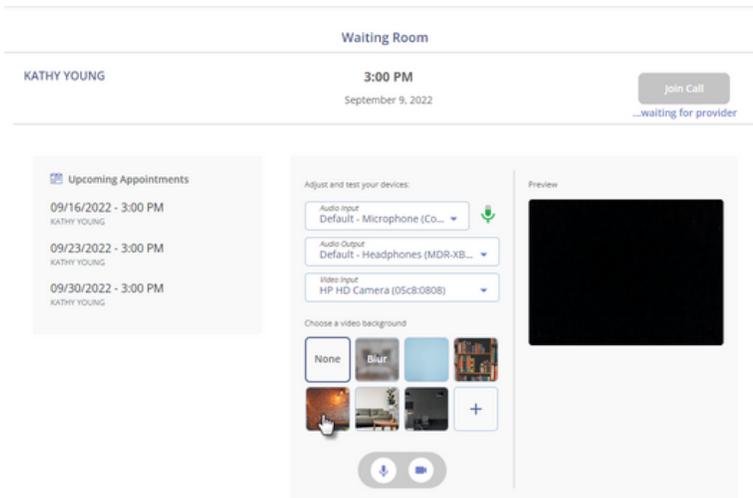
If prompted, enter your credit card information in order to authorize the payment for your visit. Your card will not be charged until the payment is captured after your visit.

# STEP 5

## ALLOW CAMERA AND MIC ACCESS

Your web browser may request access to your mic and camera with a pop-up toward the top of the browser window. Click the "Allow" option when it is displayed.





## STEP 6

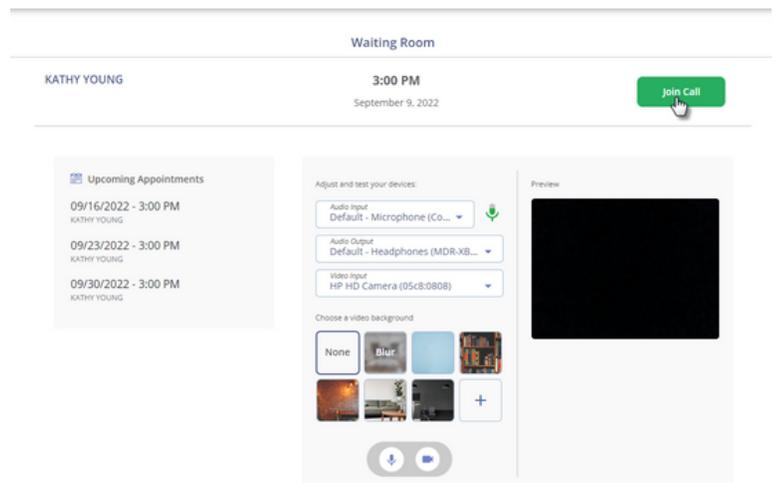
### CONFIGURE YOUR CAMERA, MIC, AND BACKGROUND

Before the session has started you can update your device settings and view upcoming appointments.

## STEP 7

### CLICK OR TAP THE "JOIN" BUTTON

When the provider starts the session the "Join Call" button will become active and you will be able to enter the call. Your face will appear in the little window at the top right of the screen and you should be able to hear and talk to your provider.



**If you get disconnected**, try refreshing the page or rejoin by clicking or tapping the link in the confirmation email and follow the same process.

Once your visit is complete, we will end the session. You can then close the Telehealth window or tab. Any further contact with the provider will need to go through your provider's office.

# TROUBLESHOOTING

## UNABLE TO ESTABLISH THE CALL

- Confirm your network connection is currently available.
- Open the privacy permissions in your browser's settings and make sure that you allow sites to ask for access to your camera and mic.

## NO AUDIO OR ONE-WAY AUDIO

- Confirm that any external webcam or mic is correctly attached and ensure they are selected in the device settings.
- Check to ensure the microphone is not mute (some have a hardware mute button on the device itself) and the speaker volume is turned up.

## CALL AUDIO/VIDEO CUTTING OUT OR STOPS

- Video conferencing technology requires a high speed and low latency network connection. Test your network speeds at [speedtest.net](https://www.speedtest.net) and aim to improve the scores.
- Reduce network activity not related to your Telehealth session or use a separate network for Telehealth workstations.
- Try using a wired connection or move closer to your wi-fi router or base station. Connection jitter or packet loss can produce choppy or "robotic" sounding call audio.
- If using Safari, try downloading and using Chrome

## CALL AUDIO IS GARBLED

- Use a headset instead of built-in computer microphone.
- Reduce ambient noise such as nearby speakers or fans.
- Adjust the distance of the microphone from the mouth - too close can cause audio clipping.
- Adjust microphone levels in the computer's sound settings.
- Ensure computer has resources available to process a call.
  - CPU and RAM are not over-utilized
  - Close un-needed applications and browser tabs
  - Try disabling antivirus software
- Try using a wired connection or move closer to your wi-fi router or base station. Connection jitter or packet loss can produce choppy or "robotic" sounding call audio.