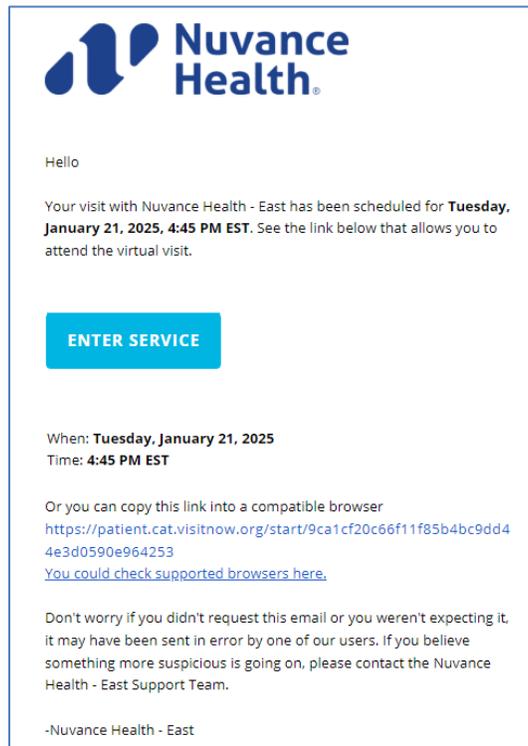


Solo Telehealth Visits for Patients Using Email

On the day of your telehealth appointment, if you provided an email address, you will receive an email containing a unique link as seen below.

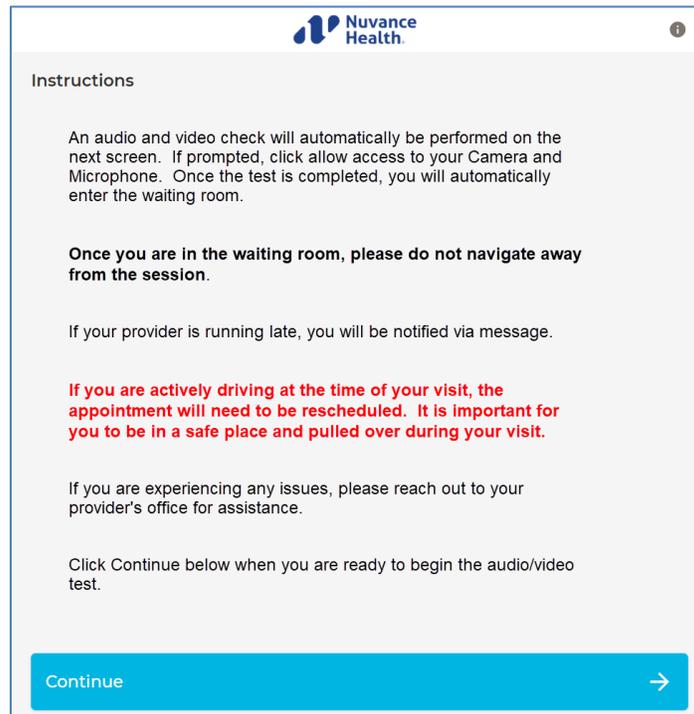


When you are ready for your appointment, click the ENTER SERVICE button in the email and click Continue at the bottom of the Welcome screen.

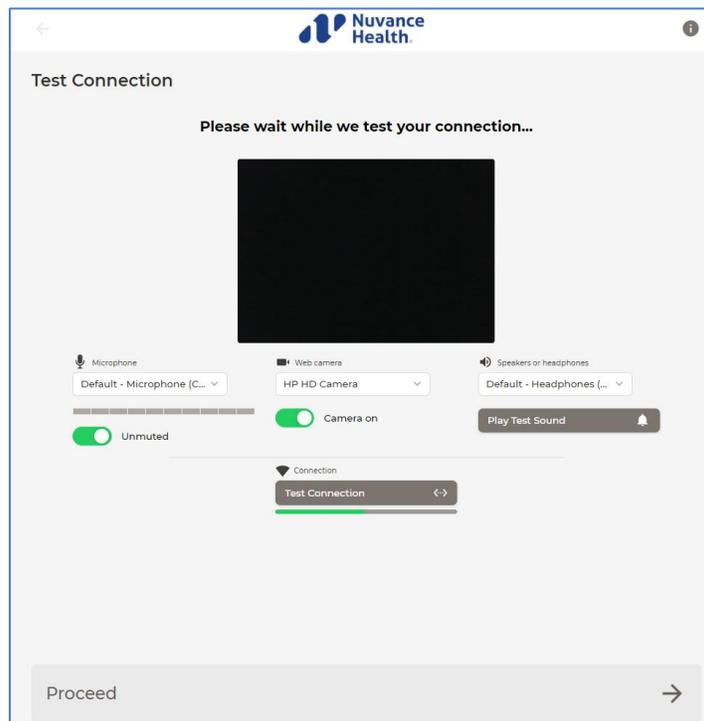


Solo Telehealth Visits for Patients Using Email

After reading the instructions, click Continue.



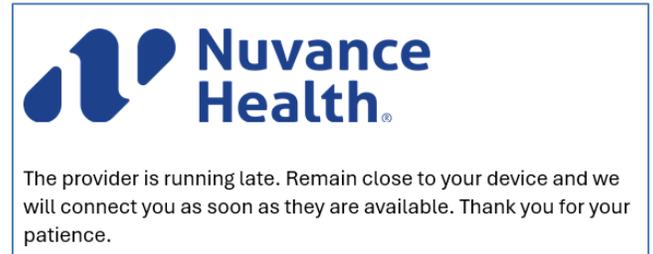
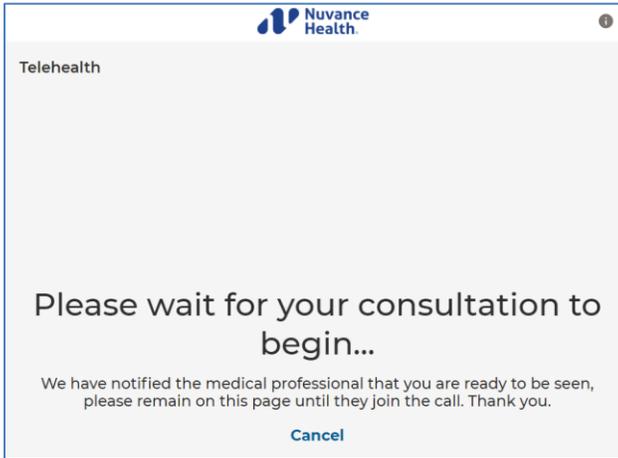
A quick "tech check" will start automatically to make sure your equipment is ready for telehealth. Once this check is complete, click Proceed at the bottom of the screen.



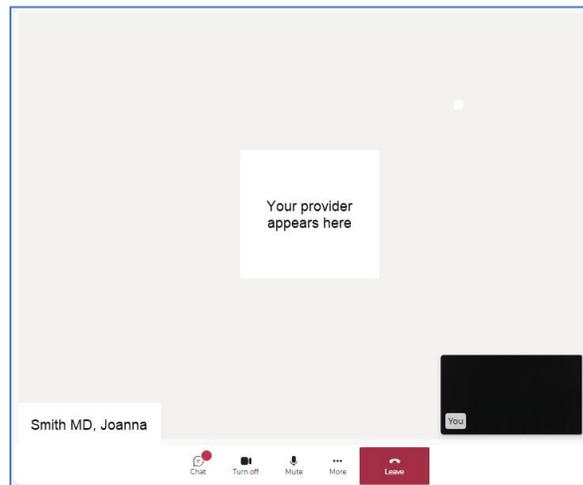
Solo Telehealth Visits for Patients Using Email

The provider will be notified that you are waiting.

If your provider is running late, you will receive a notification.



Your provider will appear in the center of your screen, and your picture will appear in the smaller box. Please allow access to your microphone and camera when prompted.



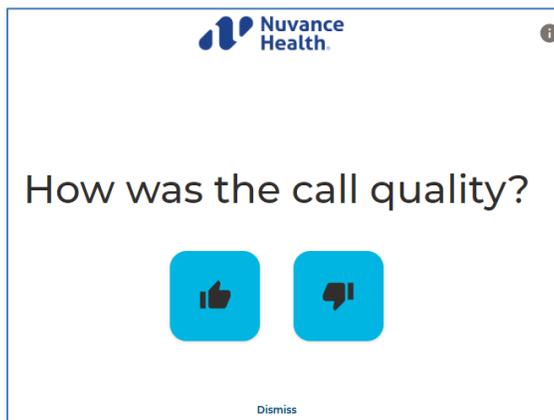
During your telehealth visit, you have several tools available at the bottom of your screen:

Chat feature: If you see a red dot, click on the Chat bubble to view messages your provider has typed to you. You can also reply to your provider using this Chat feature.

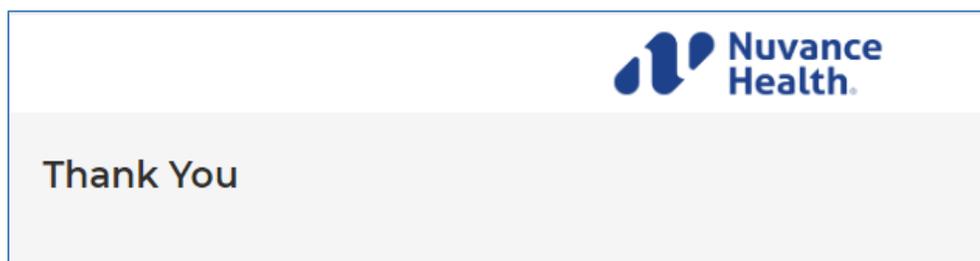
Red Phone/Leave: Click this button to end the visit. Or, your provider may also end the visit from their end.

Solo Telehealth Visits for Patients Using Email

Once the visit has ended, you have the option to provide feedback on the call quality or click Dismiss to skip this step.

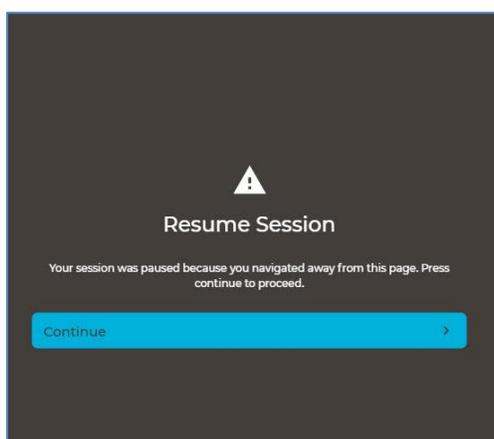


Once you've arrived at the Thank You screen, you are free to close your browser window!



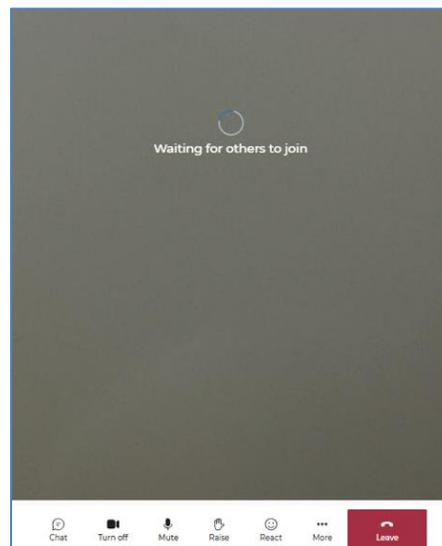
Troubleshooting:

If you need to navigate to another screen while waiting for the provider, you will see this screen when you return. Click Continue to rejoin the session.

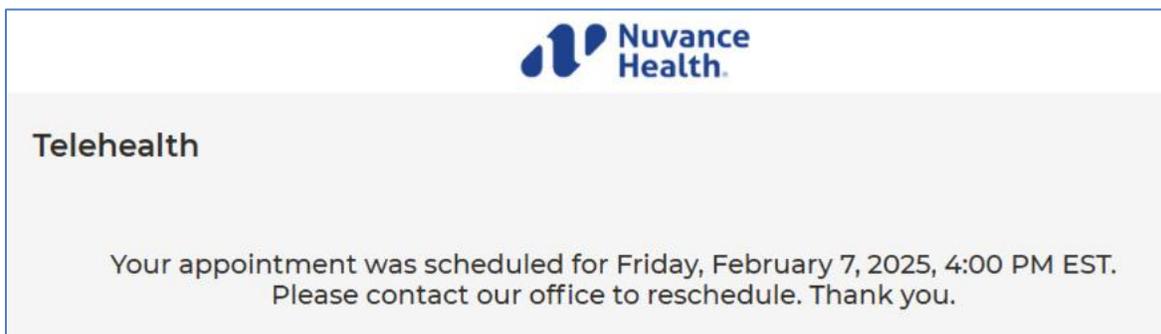


Solo Telehealth Visits for Patients Using Email

After the visit starts, if you see the screen below you have been placed on hold awaiting another provider or staff member to join the visit. Please do not navigate away from this screen.



If your link has expired or the appointment is not found, please contact your provider's office to schedule a new visit.



Need assistance before or during your visit?

Please call your provider's office directly.