

# Telehealth: Getting Started

## DESKTOP COMPUTERS AND LAPTOPS

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

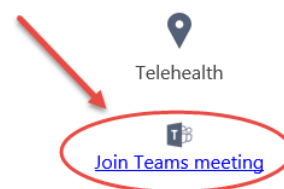
### Accessing Telehealth Microsoft Teams

#### If using a PC or laptop:

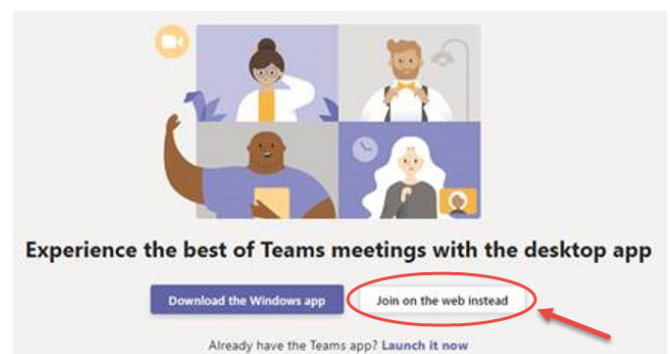
1. Prior to your scheduled appointment, you will receive a telephone call from one of our colleagues to validate registration information and make sure you can successfully access Microsoft Teams. Some locations may even conduct a "test" visit with you.

*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.*

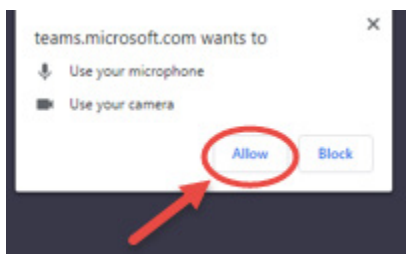
2. You'll receive an email at the address you provided. Open the email and click on the "Join Teams meeting" link.



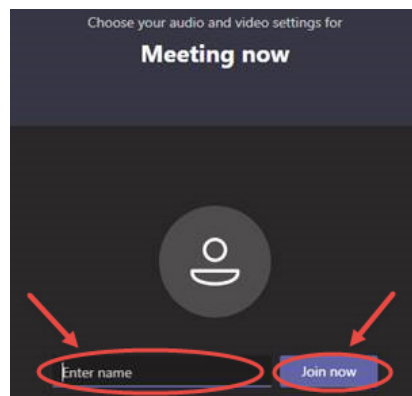
3. Click on "Join on the web instead."



4. A pop-up will appear requesting permission to use your microphone and camera. Click "Allow." (Note: If your PC or laptop does not support audio, your care team will call you on a cellular or home telephone to speak with you during the call.)



5. The meeting screen will appear. Enter your name and click "Join now." You should now be connected to a two-way video conference with your care team.



## 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.

