

Patient Instructions for a Telehealth Visit

1. **Browser Check**

Before getting started on your telehealth visit you will need to ensure your device or computer is compatible. The telehealth experience works on desktop and mobile, but only via web browser. You don't need to download an application to your device. Before your appointment, check your browser for compatibility by visiting <https://telehealth.px.athena.io/device-check>

2. **Compatible Devices and Browsers**

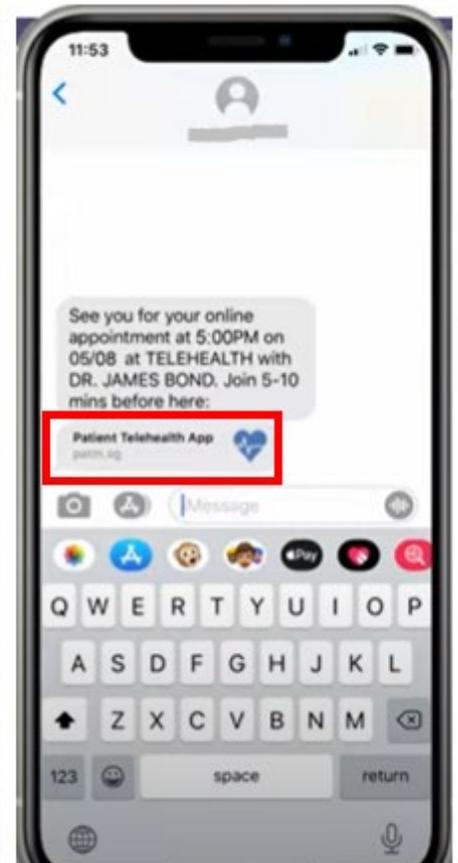
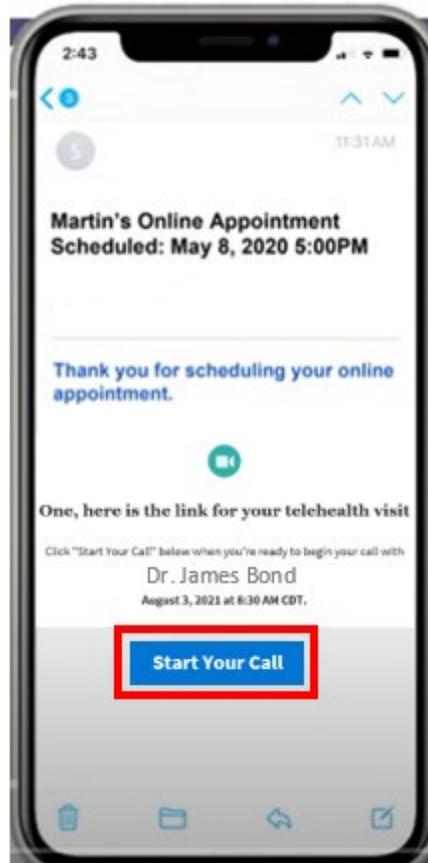
To see what devices and browsers are compatible for the telehealth appointment visit www.yoakumhospital.org, go to the Yoakum Family Practice tab. Under the Telehealth menu you can find documents on compatibility requirements and more detailed instructions.

3. **Check Email or Text**

You will receive an email and/or text reminder with instructions on how to join the online visit after scheduling your telehealth appointment.

4. **Click Appointment Link**

Click the appointment link from your email/text on your computer or mobile device 15 minutes before your appointment time.



5.

Type in your full name, indicate if you are the patient or what your relationship to the patient is. You will receive a checkbox to sign the informed patient consent form and agree to Athena Telehealth terms and conditions. Click checkbox to sign consent to telehealth visit, click the “next” button.

Within that prompt you will be asked to type in your name

If you are not the patient you will need to indicate in the drop-down box who you are: a family member, a friend, a caregiver etc.

You will be asked to click the checkbox to give informed patient consent to the telehealth visit and to agree to the Athenahealth terms and conditions of use. If you would like to read over these consents and terms of conditions, they are available by clicking the bolded text next to the checkbox

Once your name is entered, you’ve indicated that you are the patient (or other person), and you’ve marked the checkbox to agree to consent and terms of condition then click the “next” tab.

1:09 telehealth.px.athena.io

Get ready for your visit with
Dr. Test
on
Monday at 5:00 pm

What is your full name?
- Type your name -

Are you the patient?
Yes, I am the patient

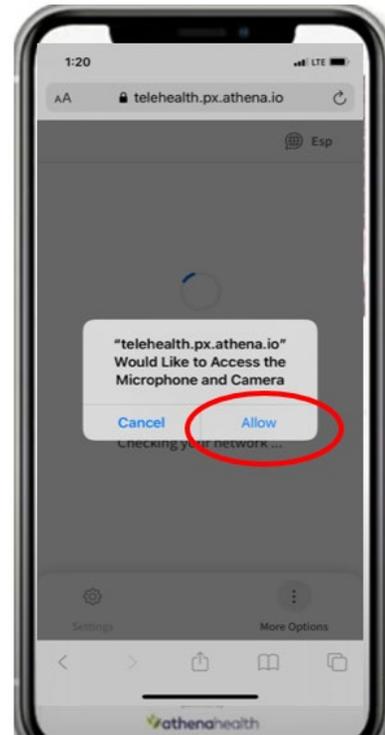
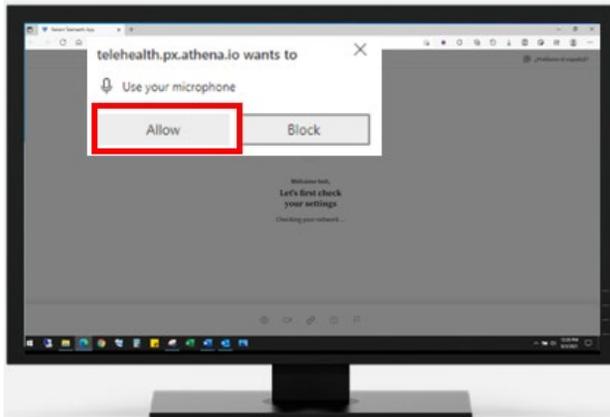
By joining the telehealth encounter, I agree to the **athenaTelehealth Terms of Use and Informed Patient Consent.**

Click Allow when your browser asks for access to your camera and microphone.

Next

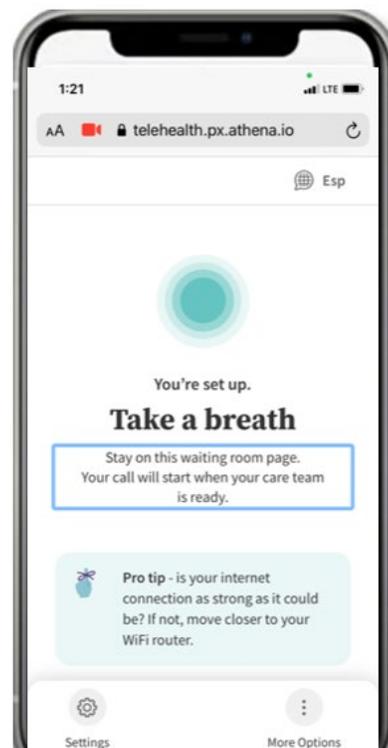
6. Allow Camera and Microphone

Click “allow” when your browser asks for access to your camera and microphone. Your device will check to make sure your audio and video settings are compatible. If you receive any prompts that you need to allow camera or microphone access, please click “Allow.” Telehealth visits will not work properly if these are not allowed.



7. Waiting Room

Once set up is complete you will be placed on a waiting room page. Stay on this screen and wait for staff to join.



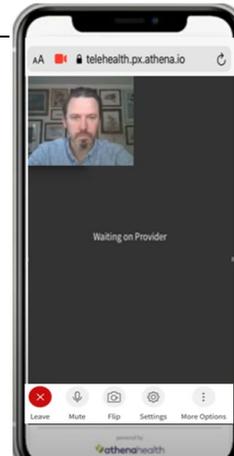
8. Nurse Visit

The nurse will appear on video in the virtual waiting room to go over your current health issue, medications, etc. just as they do at a regular office visit before you see the doctor. Once your visit with the nurse is over remain in the virtual waiting room for the provider.

Once the nurse joins the virtual visit you will see them appear on your screen as displayed here.



When the nurse leaves the online visit, you will see a grey screen that states, "Waiting on Provider." Stay in this waiting area and the provider will be with you shortly.



9. Provider Visit

Once the provider joins the online visit you will see their video pop up on your phone and you will be able to communicate with them back and forth through video chat.



10. Leave Call

Once you are done seeing the provider click the "Leave Call" button.

