



Quick Tips for Telehealth Visits

1. **Browser Check** - 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** - Check your email/text messages for the appointment link.
4. **Click Appointment Link** - Click the appointment link from your email or text message 15 minutes before your appointment time.
5. **Check-in** – Type in your full name, indicate if you are the patient or what your relationship to the patient is, click checkbox to sign consent to telehealth visit, click the “next” button.
6. **Allow Camera and Microphone** - Click “allow” when your browser asks for access to your camera and microphone.
7. **Waiting Room** – Remain in the virtual waiting room 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.
9. **Provider Visit** – The provider will appear on video in the virtual waiting room for your visit where you can video chat with them.
10. **Leave Call** – Once you are done seeing the provider click the “Leave Call” button