

Joining a Virtual Telehealth Visit

Browser requirements

The athenaTelehealth experience works on desktop and mobile. Browser requirements include:

Desktop

- Google Chrome (latest three versions), for macOS and Windows
- Microsoft Edge (chromium-based, version 79 and later), for Windows
- Safari (version 12+) on macOS
- Firefox (latest three versions), for macOS and Windows

Mobile

- Google Chrome on Android (latest three versions)
- Samsung Browser (version 12+) on Android
- Safari on iOS 12+ (This feature doesn't support other browsers such as Chrome on iOS)

Before your visit & check-in

Prior to your visit, you'll receive an appointment confirmation email and a reminder message via email or text message, depending on your preferred method of contact on file with the practice (so long as you've previously consented to such messaging with your healthcare provider's office). These messages will include the details of your visit, and the URL to access your telehealth session. The initial confirmation email will also include a link to a pre-appointment device check, which gives you the option to test and troubleshoot your device settings any time before your appointment. In addition, you can access the URL for your telehealth session any time by viewing your appointment details on the Patient Portal.

On the day of your appointment, the office staff may check you in over the phone prior. At that point, if you're unable to locate the link, you may request that it be resent. You may also call the office to request your link be re-sent.

In the virtual waiting room

After clicking the link and verifying your connection, you should:

1. Enter your name, to be displayed when your provider joins the call.
2. Consent to athenaTelehealth Terms of Use and Informed Patient Consent.
3. Make sure that you allow your browser to access your camera and microphone if prompted to do so. Correct any issues found during automated readiness checks.
4. Enter the private virtual waiting room.
5. Relax! Your visit will start when a second participant arrives.

To ensure you have a great virtual visit, you should:

1. Be in a private place where you are comfortable asking questions about your health.
2. Make sure your internet connection is as strong as it can be.
 - a. Close any unused apps and/or browser tabs.
 - b. Move as close to your router as possible.
 - c. Make sure no one in your location is streaming videos or playing video games during your appointment.

Join the telehealth visit

As soon as a second participant joins the room, the visit will begin automatically. Multiple providers may enter and exit the room throughout the visit, as appropriate. The practice staff should inform you when it's time to leave the session, or let you know to stay present and wait for another provider to join the session.

When the visit is over and you leave the athenaTelehealth session, a "Thank you!" message will appear and inform you that you may close the window.

FAQ

Q: Do I need to log into the Patient Portal to join my telehealth appointment?

A: No, you don't need to log into the Patient Portal or download any kind of application to join the visit. The URL will come directly to your preferred contact method (email or text, so long as you've previously consented to such messaging with your healthcare provider's office) and can be accessed via web browser (desktop or mobile). However, you can also access the link for your athenaTelehealth appointment on the Patient Portal.

Q: How can I test to make sure my device is compatible?

A: Automated readiness checks are built into your virtual visit. In the confirmation message that contains details about your appointment, you'll also be provided a link to a pre-appointment device check, which will allow you to test your device settings and troubleshoot audio or video issues. This link will not be available in any reminder messages.

Q: How long will I remain in the waiting room?

A: The provider will join the call as soon as they're able, but the virtual waiting room will expire after 60 minutes. Upon entering, you'll read a message stating that the call will begin when your provider or a practice staff member joins the call.

Q: Can I have a caretaker or interpreter join me on the call?

A: Yes, up to four total users can participate in the call simultaneously, including users from both the patient and the provider side. If you require an additional participant be present during the visit, such as a caretaker, you can share your visit link with them.

When your second participant joins the call, they should enter their name and select their relationship to you from a dropdown (e.g. Jane Doe, Interpreter).

Q: What if I become accidentally disconnected?

A: If you become accidentally disconnected in the middle of the visit, you can access the visit again using the same URL you were initially provided or by refreshing your browser page.

Q: Do I need to use video?

A: athenaTelehealth has the capability to be used as an audio-only call, but you should first check with practice staff about using only audio.