

Telehealth Patient Instructions

Step 1: While you're scheduling your appointment with a Cumberland Healthcare staff member, be prepared to provide:

- Demographic (Full name, date of birth, address) and insurance information
- Email address and/or cell phone number

Step 2: Prepare your home environment for your telehealth appointment

- Set-up phone, tablet, or computer (whatever means you are using to telehealth; this only requires a device with internet access and a web cam.) You may use another individual to hold the device.
- Quiet area (limit back ground noise)
- Depending what your area of care is, you may be asked to sit, stand, and/or lay down. Be prepared to be in these positions with appropriate camera set up. If you have any questions regarding set-up needs please connect with your provider prior to your scheduled appointment date/time.

(If you will be connecting via cell phone, request a text message invitation. If you are connecting via I-pad or laptop, an email invitation may be easier).

Step 3: Near scheduled appointment time you will receive an email or text message from provider with a link invitation to your telehealth appointment. Link will work with Chrome, Firefox, and Safari Browsers (does not work with Internet Explorer). See below for an example of the email you will receive from your provider.

Subject: Telemedicine meeting invitation

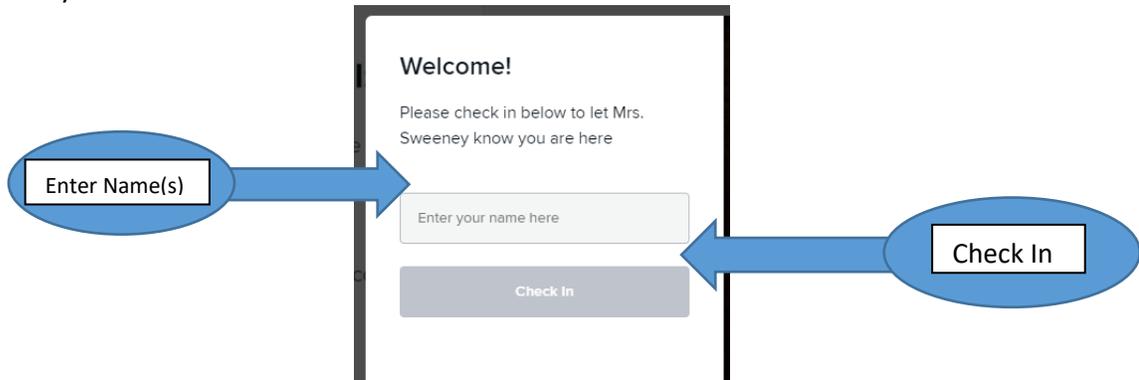
Hello, this is Mrs. Speros - please join me for a secure video call:

<https://doxy.me/ashleysperosot>

Use a computer or device with a good internet connection and webcam. If you run into issues connecting, restart your computer or check out the Doxy.me <http://help.doxy.me>

Simple, free, and secure telemedicine powered by <https://doxy.me>

Step 4: Once you open link in browser you will be instructed to enter your name. Please enter names of all parties attending telehealth. For example if a caregiver is present during appointment please include his/her name. Once name is entered click "Check In." If your computer or phone prompts you, be sure to enable your camera and microphone. You will then be in your provider's virtual waiting room, and your provider will initiate appointment at your scheduled time.



Welcome!
 Please check in below to let Mrs. Sweeney know you are here
 Enter your name here
 Check In

Step 5: At end of session, close out of browser.