

Patient Instructions for Accessing Telehealth

It is very important that you read the attached instructions carefully and complete the process ***PRIOR*** to your upcoming telehealth appointment to ensure a smooth process and optimal use of your appointment time.

If you are accessing telehealth services from your home computer, tablet or cell phone, you will need to download the Microsoft Teams application onto the device you plan to use for the appointment.

- If you have an iphone, go to the App Store. Search for Microsoft Teams app  . Click Download.
- For android phones, go to the Google Play Store icon  . Search for Microsoft Teams app  . Click Install.
- If downloading from a computer, type in this link: <https://teams.microsoft.com/downloads>. Scroll to the bottom of the page and select your device. (Do not use the web app)

*****You do NOT need to set up an account or sign-in to the app.*** You just need to have it downloaded onto your device. If prompted, allow access to your device's camera and microphone

The email address you provided to Springfield staff must be the email address you plan to use to access the appointment. You will receive an invitation via email that has a link to join the meeting. At the time of your appointment, your therapist will send an email invite for your telehealth session. Look for this email and click on the link, "**Join Microsoft Teams Meeting**" a few minutes before your scheduled appointment.

You must not have any work (or other) related security features that would block audio or video. Don't be surprised if you do not receive the email until shortly before your session time. Please be patient.

Again, it is important to do all of this prior to your appointment so you can have a smooth, useful appointment. Your provider will log in as soon as they are able. If they are not in the virtual room when you arrive, just wait. Sometimes a provider can run a little late.

Click on the video camera icon  and the microphone icon  to ensure your video and microphone are turned on. For Android phones, make sure you "Turn on Incoming Video".

The quality of the communication depends upon the sophistication and reliability of the telehealth medium used based upon your internet connection, your provider's internet connection, the program itself, or the program's internet cloud-based system. It may help to be closer to your router and or find a spot where your phone gets better reception.

Session Protocols

1. Telehealth sessions should be conducted confidentially. You will need to find a space that is private, without interruption, and without other people present.
2. At the beginning of each session your provider will ask you for your full name, date of birth, telephone number and current location/address. You will also be asked to provide the name and contact information of a local emergency contact in case of emergency. This is done for the purpose of confidentiality and safety.
3. Your provider may ask you at the beginning of the session if you consent to services being delivered by telehealth.
4. If/when you engage in telehealth sessions, they will be charged to your credit card on file.
5. Technology isn't perfect! We lose electricity, routers go down, computers crash, etc.

If you are engaged in a telehealth session "as usual" and it is interrupted:

Disconnect from the session. Your provider will wait 2 minutes and then re-contact you via the secure telehealth platform. If your provider is unable to re-connect with you re the telehealth platform within 2 minutes, he/she will call you on the phone number you provided at the beginning of the session

****If a session is interrupted and You are in Crisis****

Your provider will attempt to reach you on the phone number provided at the beginning of the telehealth session. If phone or telehealth connection is not established within 2 minutes, you should immediately call 911 or go to your local emergency room. Only after you have called or obtained emergency services, should you then attempt to reach your provider.