# Patient Instructions for Accessing TeleHealth

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

Whether you are accessing TeleHealth services from your tablet/cell phone/PC/Mac device, you will need to download the Microsoft Teams application onto the device you plan to use for the appointment. (Do not use the web app.)

- For iphone/ipad go to the App Store . Search for Microsoft Teams app . Click Download.

- For android phone/tablet, go to the Google Play Store icon . Search for Microsoft Teams app . Click Install.

- For any computer (PC/MAC), type, click on, or copy & paste this link: https://teams.microsoft.com/downloads. Scroll to the bottom of the page and select your

  Desktop

■ Windows 64-bit
■ Windows 32-bit
■ Mac
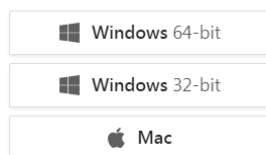
  device. (Do not use the web app.)

You may be asked to sign up for an account if you're using an Apple product (iphone/ipad/MAC). If prompted, allow access to your device's camera and microphone.

You will receive an invitation via email that has a link to join the meeting 1-2 days prior to your scheduled TeleHealth appointment. Look for this email and click on the link, "Join Microsoft Teams Meeting" a few minutes before your scheduled appointment. Please note, sometimes this email goes into you junk mail.

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 phone/tablets, make sure you "Turn on Incoming Video".)