

Telehealth Instructions

System Requirements:

iPads – iPad Air 2, iPad mini 4 or newer iPhone – iPhone 6 or newer
Android Tablets and Phones – Android 5.0 or later with enough processing power to transcode video

How to see your provider via a Telehealth Visit:

- Not to be used for Urgent Care or ER visits.
- You must have access to a Smartphone with a “Selfie” or rear facing camera.
- You must be connected to your Wi-Fi or use your mobile data.
- If using your computer or laptop, you must have camera access.

1. At the time of your appointment, an MCHC caregiver will call you to review your medications and get some brief information.

2. When your provider is ready to see you, you will either receive a text message (if using your phone) or an email (if using your phone or computer).

NOTE: In Step 3 you should get a pop-up to allow access to your device’s camera and microphone. If you do not get the pop-up, you may have this set to Deny or Blocked on your device. iPad and iPhone users, please skip to page 2. Android device users please skip to page 3.

3. *Phone users* - click on link in the text message. *Computer, tablet or laptops users* – click on the link in the email. The email link must open in the Google Chrome browser.

4. Agree to terms and accept.

5. You may get pop-ups to Block or Allow camera access. Allow each pop up.

6. It may take several seconds to connect to your provider, but they will show up on your screen.

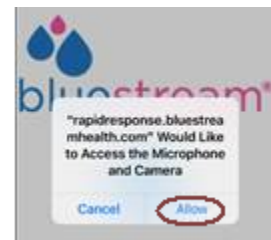
7. If poor connection, we may use the Chat option in the lower right corner.

8. When the visit is done, your provider will hang up and you may close out of the program.

Yesterday 9:59 AM

Provider Name invited you to a virtual care session. Please click to join https://1click.blue/stream/_16f5ea.

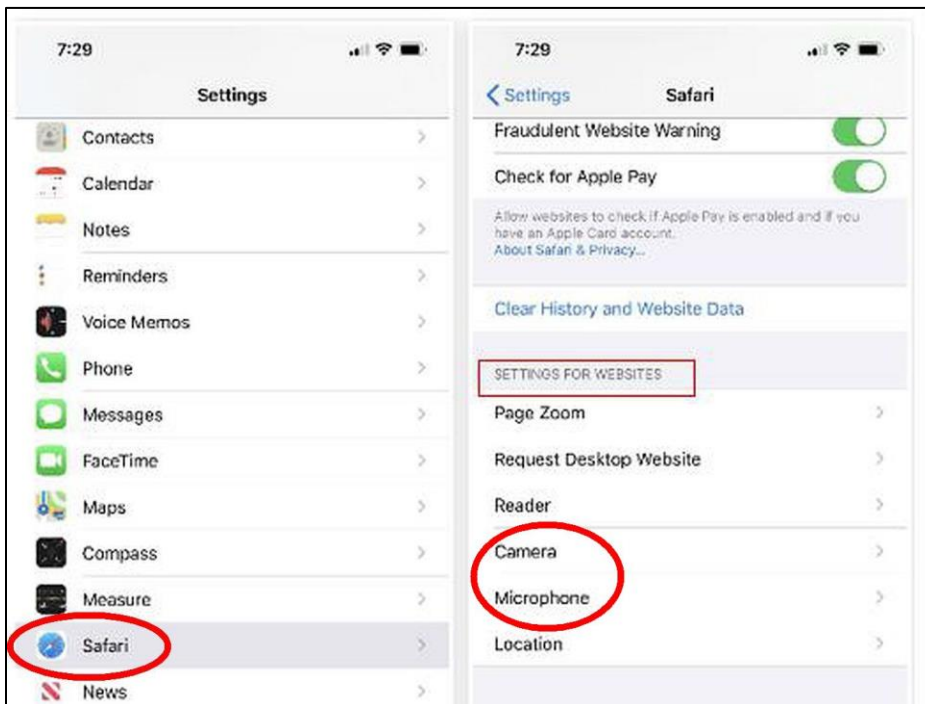
video visit



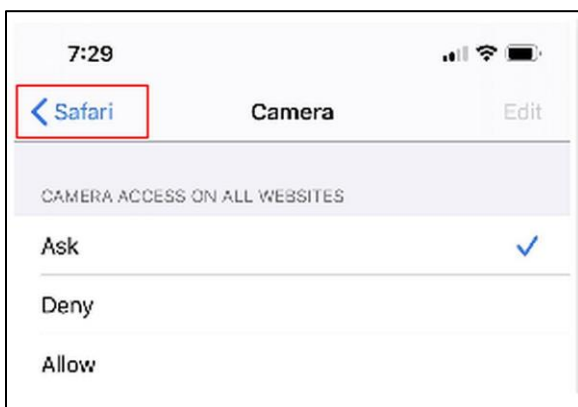
For iPad and iPhone:



- Go to Settings app on your iPhone or Ipad.
- Tap on Safari.
- Find the **Settings for Websites** section.



- Tap camera and choose 'Ask'
- Click on the back arrow in the upper left corner.
- Tap microphone and choose 'Ask'




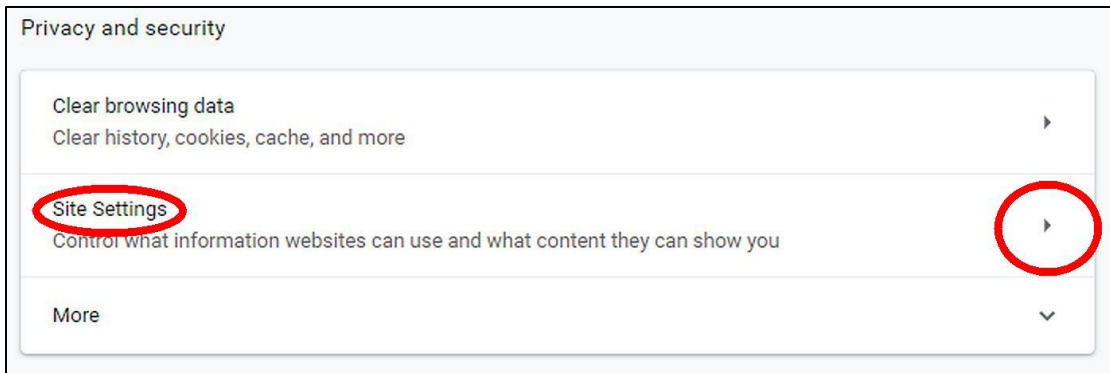
Now click on the link that was sent to you at the start of your session, or your provider may need to start a new session by sending you a new invitation.

Return to number 3 on page 1 of these instructions.

For Android Devices:



- Open Google Chrome
- At the top right, click on  in the upper right corner of the screen and choose Settings.
- Under the 'Privacy and Security' section, click on Site Settings.



- Click on Camera and unblock the camera by clicking on the toggle button.
- Once the Camera is unblocked, click the back arrow next to the word Camera.
- Click on Microphone and unblock microphone by clicking on the toggle button.



Now click on the link that was sent to you at the start of your session, or your provider may need to start a new session by sending you a new invitation.

Return to number 3 on page 1 of these instructions.