PATIENT'S GUIDE
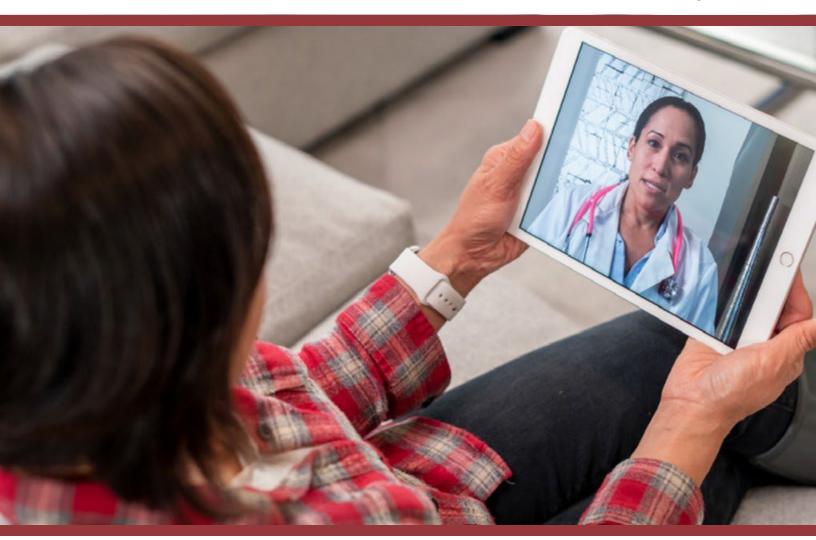
JOINING YOUR UPCOMING
TELEHEALTH APPOINTMENT

2024

JOINING YOUR TELEHEALTH SESSION

STEP 1

CLICK OR TAP THE LINK

Open the confirmation email that was sent to you and click or tap the link in your email inbox.

Hello Marc,

This is a confirmation of your Telehealth appointment with Young,Kathy R.

When: Friday, September 9, 2022 3:00 PM MST (Mountain Standard Time).

To join the appointment click this link: Join the appointment

Thank you,
C.H.E.K - Institute

(760) 477-2620

Confirm Patient Identity

Patient's Last Name *
Bern

Birth Date *
04/17/1987

Confirm

STEP 2

VERIFY YOUR IDENTITY

Enter your Last Name and Birth Date then click "Confirm".

STEP 3

PLEASE ACCEPT THE TERMS & CONDITIONS

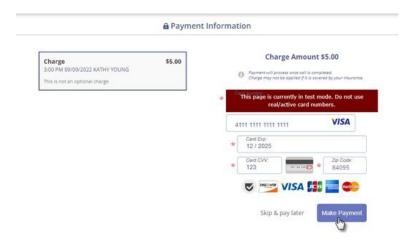When the Terms and Conditions are displayed, you must agree to the conditions by clicking "Accept" before you can continue.

Terms & Conditions

If you think you may have an emergency situation call 9-1-1. Do not use Patient Portal for emergencies.

We are pleased to offer you information via this web-based application called Patient Portal. We think it is important for you to know how we handle information we communicate via the Internet and what you can do to keep your information secure. We reserve the right to revoke access at any time, for any reason, with or without cause.
updated T&C check

Decline **Accept**

🔒 Payment Information

Charge	$5.00
3:00 PM 09/09/2022 KATHY YOUNG	
This is not an optional charge	

Charge Amount $5.00

ⓘ Payment will process once call is completed. Charge may not be applied if it is covered by your insurance.

This page is currently in test mode. Do not use real/active card numbers.

4111 1111 1111 1111   VISA

Card Exp:
12 / 2025

Card CVV:
123

Zip Code:
84095

DISCOVER VISA JCB AMEX MasterCard

Skip & pay later   **Make Payment**

STEP 4

AUTHORIZE PAYMENT

If prompted, enter your credit card information in order to authorize the payment for your visit. Your card will not be charged until the payment is x`captured after your visit.

STEP 5

CLICK OR TAP THE "JOIN" BUTTON

When the provider starts the session the "Join Call" button will become active and you will be able to enter the call.

Waiting Room

4:00 PM

September 22, 2023

WAYNE BEST

Join Call

If you get disconnected, try refreshing the page or rejoin by clicking or tapping the link in the confirmation email and following the same process.

Once your visit is complete, we will end the session. You can then close the Telehealth window or tab. Any further contact with the provider will need to go through their office.

TROUBLESHOOTING TIPS

TRY THESE STEPS IF YOU'RE HAVING DIFIFCULTY ESTABLISHING THE CALL:

- Confirm your network connection is currently available.
- Ensure Zoom is installed on your device.
- Review the app version and upgrade if necessary.
- Uninstall Zoom, then download and reinstall it

For more help troubleshooting video issues visit: https://support.zoom.us/hc/en-us/sections/201740126-Troubleshooting-Zoom-Meetings

BEST PRACTICES FOR VIDEO SESSIONS

1. Confirm that any external webcam or mic is correctly attached and ensure they are selected in the device settings.
2. Try testing your video to make sure your camera is working properly: https://support.zoom.us/hc/en-us/articles/201362313-Testing-your-video
3. Check to ensure the microphone is not mute (some have a hardware mute button on the device itself) and the speaker volume is turned up.
4. Video conferencing technology requires a high speed and low latency network connection. Test your network speeds at speedtest.net and aim to improve scores.
5. Reduce network activity not related to your Telehealth session or use a separate network for Telehealth workstations.
6. Try using a wired connection or move closer to your wi-fi router or base station.
7. Reduce ambient noise such as nearby speakers or fans.
8. Adjust the distance of the microphone from the mouth - if the microphone is too close it can cause audio clipping.
9. Adjust microphone levels in the computer's sound settings.
10. Ensure the computer's resources (CPU & RAM) are available to process a call.
11. Close un-needed applications and browser tabs

AdvancedMD