

Comlink Telehealth Module

Patient Instructions

Hello!

Your Healthcare Provider offers you the option to conduct Telehealth appointments, or video appointments over the internet. This document shows how to participate in Telehealth sessions, including how to request one, how to log into it and operate the controls in the session.

You will need a desktop or laptop computer; tablets and cell phones are also supported with some feature limitations.

Chrome browser is pictured in this document. Other browsers are supported but they will look different! And because many of the mobile phone screens look significantly different from the desktop screenshots, we have the 'Mobile Appendix' at the end of this document that shows screenshots from an Android phone running chrome.

A telehealth session consists of four steps

1. Obtain the invite
2. Launch the telehealth session
3. Use conference room controls
4. End the session.

Each of these steps will be described below.

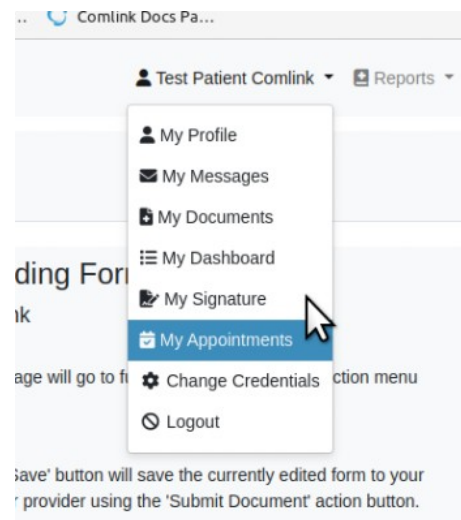
1. Obtain The Invite

You will obtain an invitation either after you request a telehealth appointment through your portal account or by receiving it when the provider makes the appointment.

Request a Telehealth appointment

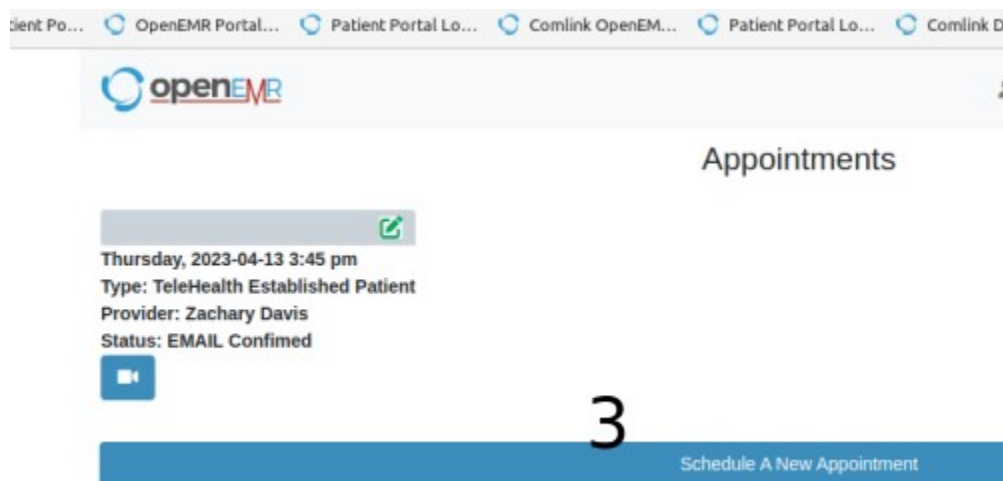
The Telehealth appointment is requested in the same way any appointment is requested.

1. Log into your Portal account
2. Go to My Appointments



(See steps numbered in following pictures)

3. Click the blue 'Schedule A New Appointment' bar



4. Choose from one of the two Telehealth options for the 'Visit' dropdown (next picture)

5. Select the provider you wish to make an appointment with

6. Click the 'Openings' button

7. Choose any of the available time slots (next picture below)

- If your provider has no openings no times will be listed

The screenshot shows the "Request New Appointment" form. The form has a title bar with a close button (X). The form fields are: "Visit:" with a dropdown menu showing "TeleHealth Established Patient" (labeled with a large number "4"), "Date:" with a text input field, "Time:" with a dropdown menu showing "PM" and a "Duration" field showing "15 minutes", "Patient:" with a text input field showing "Comlink, Test Patient" (labeled with a large number "6"), "Provider:" with a dropdown menu showing "Davis, Zachary" (labeled with a large number "5") and a green "Openings" button, and "Reason:" with a text input field. At the bottom left is a green "Save" button (labeled with a large number "8") and at the bottom right is a grey "Cancel" button.

8. Click 'Save' button (#8 in previous picture)

Request New **Find Date**

Visit: Telehealth
Time:
Patient:
Provider:
Reason:

Start date: 2023-04-13 **for** 7 **days** **Search**

Day	Available Times
Thursday 2023-04-13	AM 8:45 9:00 9:15 9:30 9:45 10:00 10:15 10:30 10:45 11:00 11:15 PM 12:30 12:45 1:00 1:15 1:30 1:45 2:00 2:15 2:30 2:45 3:00 3:15 3:30 3:45
Friday 2023-04-14	AM 8:45 9:00 9:15 9:30 9:45 10:00 10:15 10:30 10:45 11:00 11:15 PM 12:30 12:45 1:00 1:15 1:30 1:45 2:00 2:15 2:30 2:45 3:00 3:15 3:30 3:45
Monday 2023-04-17	AM 8:45 9:00 9:15 9:30 9:45 10:00 10:15 10:30 10:45 11:00 11:15 PM 12:30 12:45 1:00 1:15 1:30 1:45 2:00

Opening **Cancel**

- In your list of appointments the new one will show as 'Status: ^Pending' until your clinic confirms the appointment

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Appointments

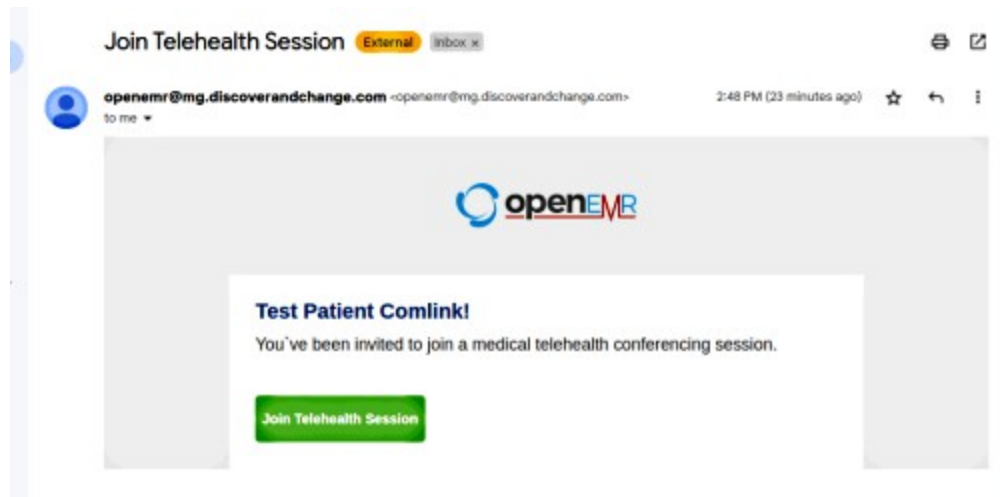
Thursday, 2023-04-13 12:30 pm
Type: TeleHealth Established Patient
Provider: Zachary Davis
Status: ^ Pending

Schedule A

Receive an emailed invite

If your provider makes the appointment you'll receive an emailed invite similar to the one below.

1. Click the green 'Join Telehealth Session' button

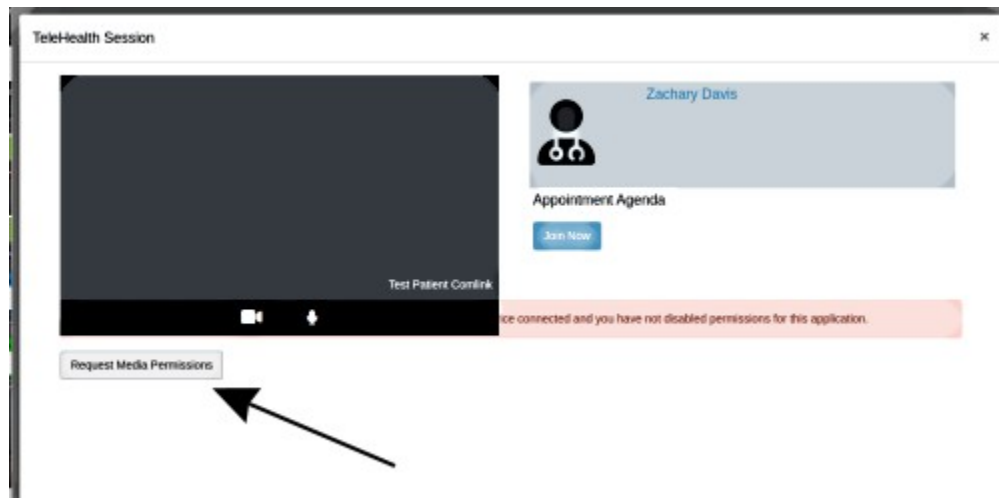


- Your browser will open to the Patient Portal login screen

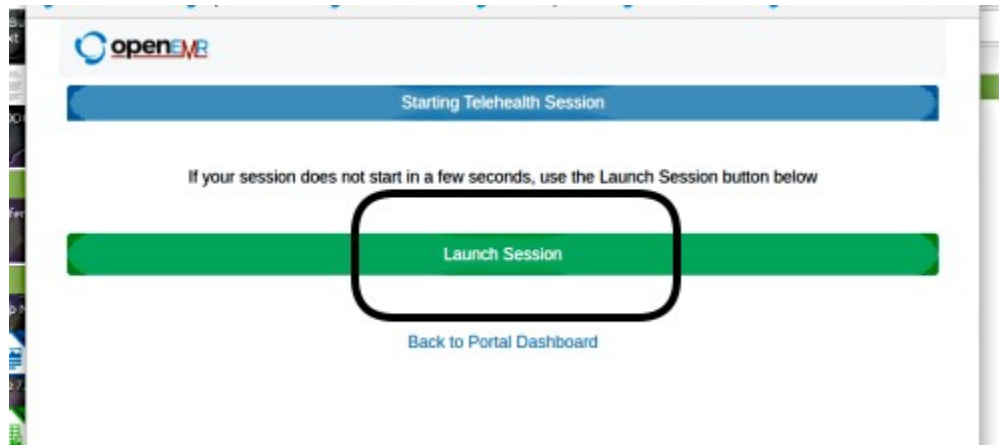
2. Log into your patient portal

A screenshot of the "Patient Portal Login" screen. It has a blue header with the text "Patient Portal Login". Below the header, there are three input fields: "Username" with the value "example@gmail.com", "Password" with masked characters "••••••••", and "E-Mail Address" with the value "example@gmail.com". Each input field has a green checkmark icon on the right. Below these fields is a "Language" dropdown menu showing "Default - English (Standard)". A green "Log In" button is located in the bottom right corner.

- The telehealth session may launch immediately
- Click the button to request permission to use mic and camera (arrow below)



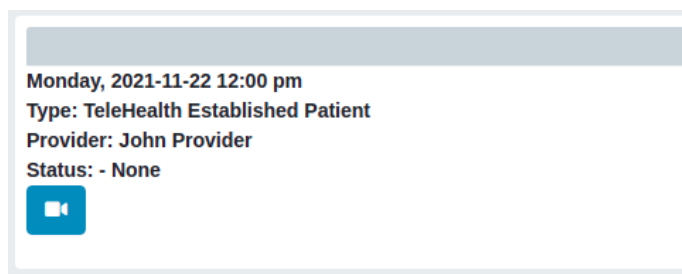
- If the session does not launch after a few seconds click the green 'Launch Session' bar.



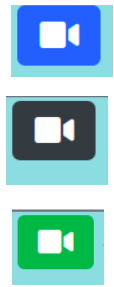
2. Launch the Telehealth Session

If you do not have the emailed invite you may launch the session manually through your portal account.

1. Log into your portal account (see step 2 above) and open the Appointments tab
2. Find the session you wish to launch

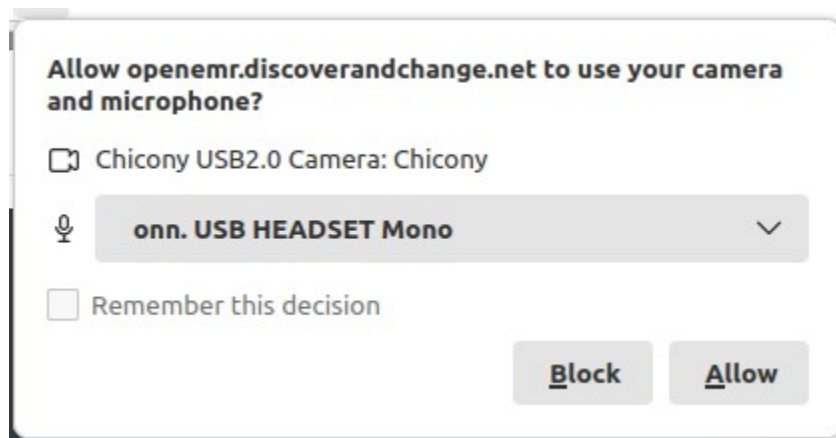


- Blue sessions are available to be launched
- Black sessions have passed the two hour launch window
- Green sessions are completed and can no longer be launched.



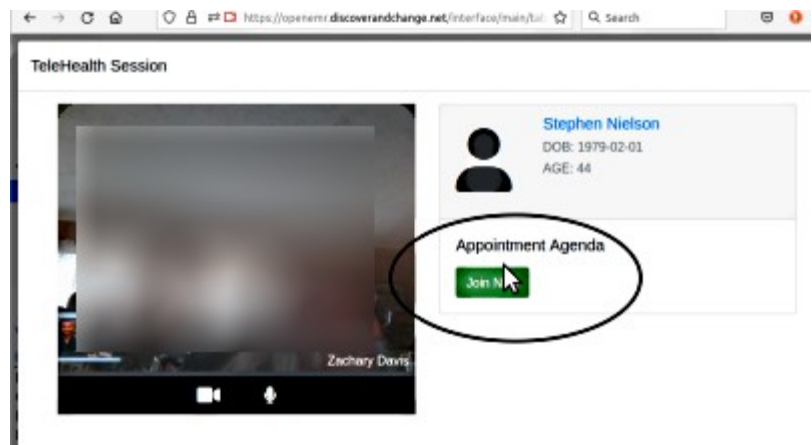
3. Click the blue video launch icon

4. Grant Access to your local microphone and camera
(your dialog will look different)



- When the provider starts the session the 'Join Now' button on your screen will activate

5. Click the 'Join Now' button
(oval)



Use conference room controls

Once you join the session all the icons appear along the bottom of your session window.

Show / Hide Room Controls

Controls disappear after five seconds of inactivity. Move the cursor to display the controls again.

Enable / Disable Video

Click to toggle camera off or on.



Enable / Disable Microphone

Click to toggle mic off or on.



Share Screen

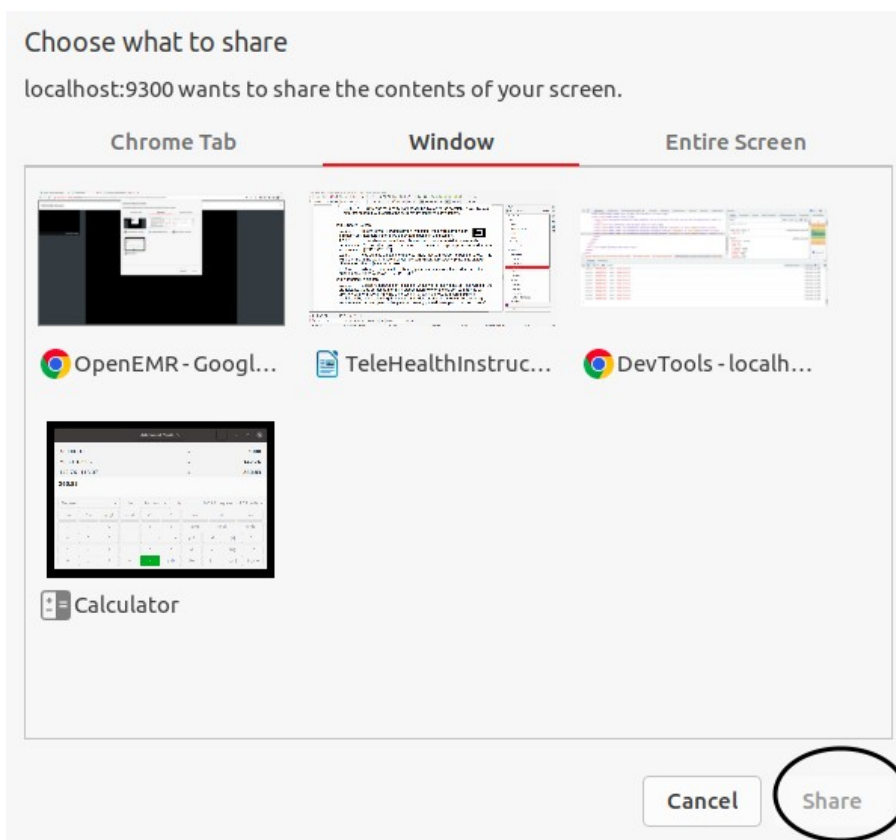
Click the share screen icon

- This icon only appears after joining an active session
- Does not appear when using a tablet or mobile phone

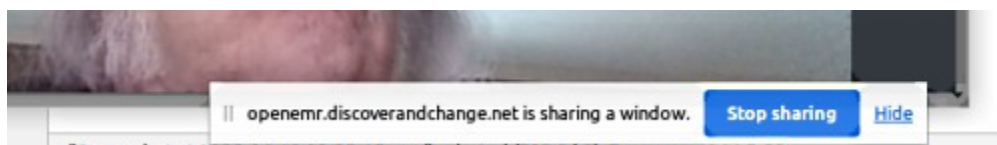


1. Click on the the screen you wish to share

2. Click 'Share.' (oval lower right)



3. To stop sharing click the blue 'Stop Sharing' button at the bottom of the window



4. End Telehealth Session

1. Click the hang-up button
2. Click 'Confirm' (not pictured)



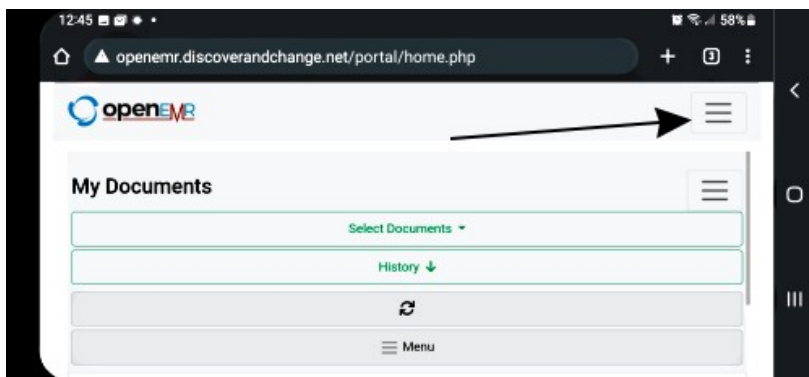
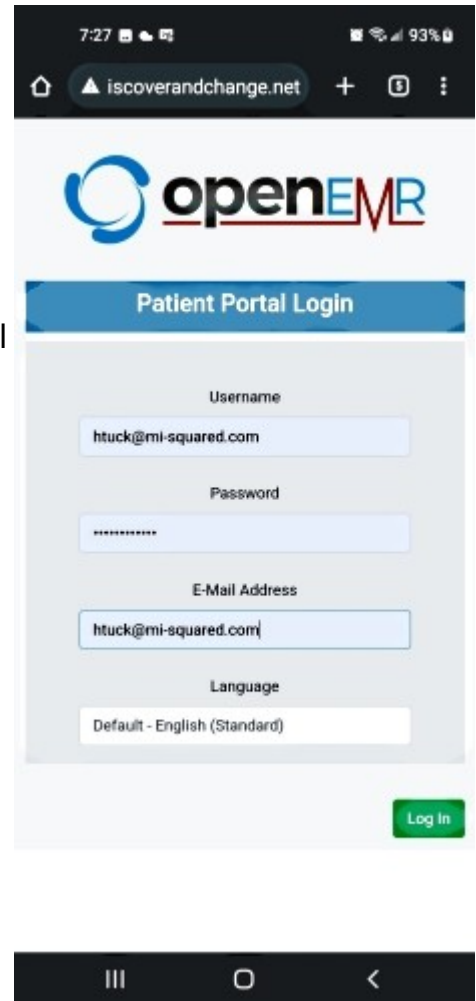
A few notes:

- If you leave the session before the provider closes it, you can sign back in by manually re-opening the session as shown above in step 2, 'Launch Telehealth Session'
- One other participant at a time may be invited to join the session. Just tell your provider during the session and they can bring them in.

Mobile Appendix

Mobile phones have different layouts for most of the Telehealth session screens.

- The screens will rotate if your phone is configured to do so, but may not show all the features in some orientations
- To save space in this document the pictures will have 'unused' space cropped off of the picture
- These pictures follow the instructions given above for desktops, but with fewer details



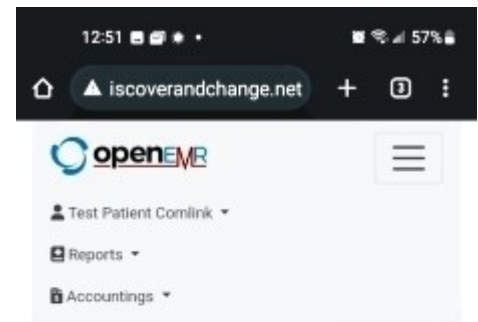
Initial portal screen – click the upper 'hamburger' to see menu

Click dropdown next to name
(oval)

Select 'My Appointments'
(arrow)



Make an appointment request: click the bar



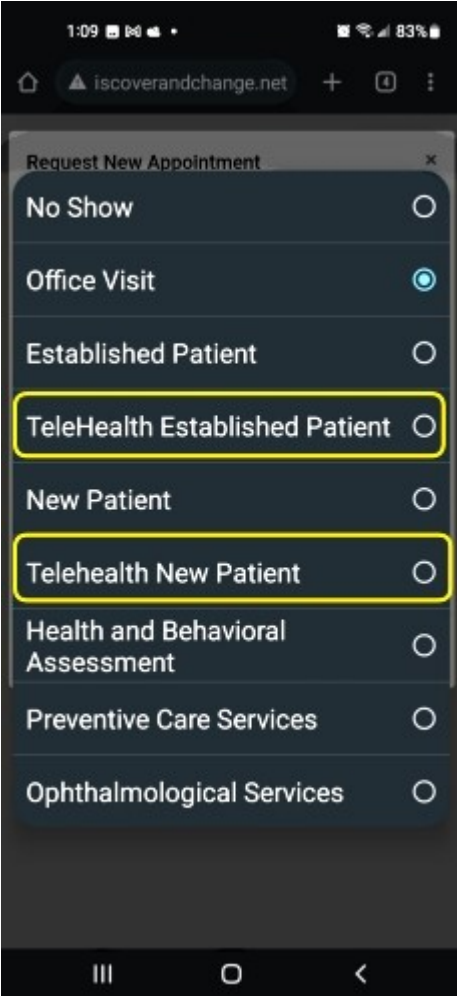
Appointments

Friday, 2023-04-14 3:45 pm
Type: TeleHealth Established Patient
Provider: Zachary Davis
Status: - None

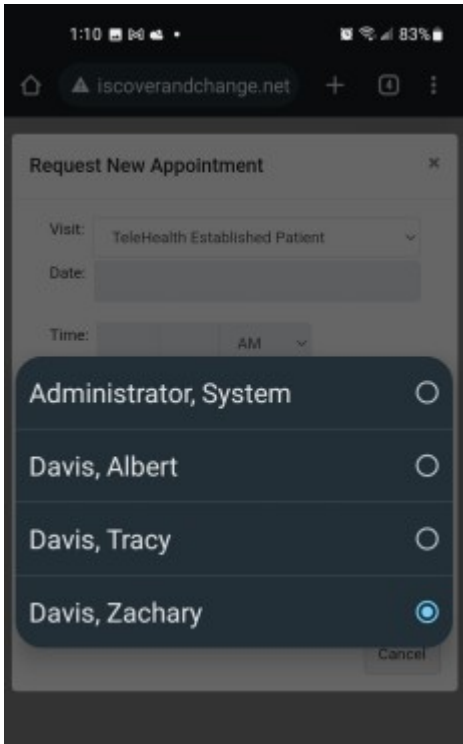
Schedule A New Appointment

Click the 'Visit Type' dropdown

Select one of the Telehealth visits- make sure it does not remain the default 'Office Visit'



A screenshot of a mobile application interface showing a 'Request New Appointment' form. The form is titled 'Request New Appointment' with a close button (X) in the top right corner. Below the title, there is a list of appointment types, each with a radio button to its right. The options are: 'No Show', 'Office Visit' (which is selected with a blue dot), 'Established Patient', 'TeleHealth Established Patient' (highlighted with a yellow box), 'New Patient', 'Telehealth New Patient' (highlighted with a yellow box), 'Health and Behavioral Assessment', 'Preventive Care Services', and 'Ophthalmological Services'. The background is dark grey, and the text is white.



A screenshot of a mobile application interface showing the 'Request New Appointment' form. The form is titled 'Request New Appointment' with a close button (X) in the top right corner. Below the title, there is a 'Visit:' dropdown menu showing 'TeleHealth Established Patient'. Below that is a 'Date:' field. Below that is a 'Time:' field with 'AM' selected. Below these fields is a list of providers, each with a radio button to its right. The options are: 'Administrator, System', 'Davis, Albert', 'Davis, Tracy', and 'Davis, Zachary' (which is selected with a blue dot). A 'Cancel' button is at the bottom right. The background is dark grey, and the text is white.

Select the provider you want to see

Click 'Openings' to select the time

1:10 83%

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Request New Appointment

Visit: TeleHealth Established Patient

Date:

Time: AM

Duration 15 minutes

Patient: Comlink, Test Patient

Provider: Davis, Zachary

Reason:

Openings

Save

Cancel

1:10 83%

discoverandchange.net

Find Date

Start date: 2023-04-18 for 7 days

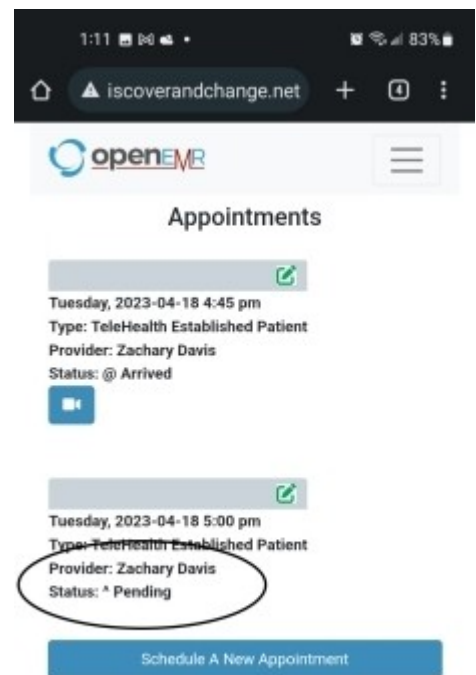
Search

Day	Available Times
Tuesday 2023-04-18	AM 8:45 9:00 9:15 9:30 9:45 10:00 10:15 10:30 10:45 11:00 11:15 PM 12:30 12:45 1:00 1:15 1:30 1:45 2:00 2:15 2:30 2:45 3:00 3:15 3:30 3:45 4:00 4:15 4:30 5:00 5:15 5:30 5:45 6:00 6:15 6:30 6:45 7:00 7:15 7:30 7:45 8:00 8:15 8:30 8:45 9:00 9:15 9:30 9:45 10:00 10:15 10:30 10:45
Wednesday 2023-04-19	AM 8:45 9:00 9:15 9:30 9:45 10:00 10:15 10:30 10:45 11:00

Cancel

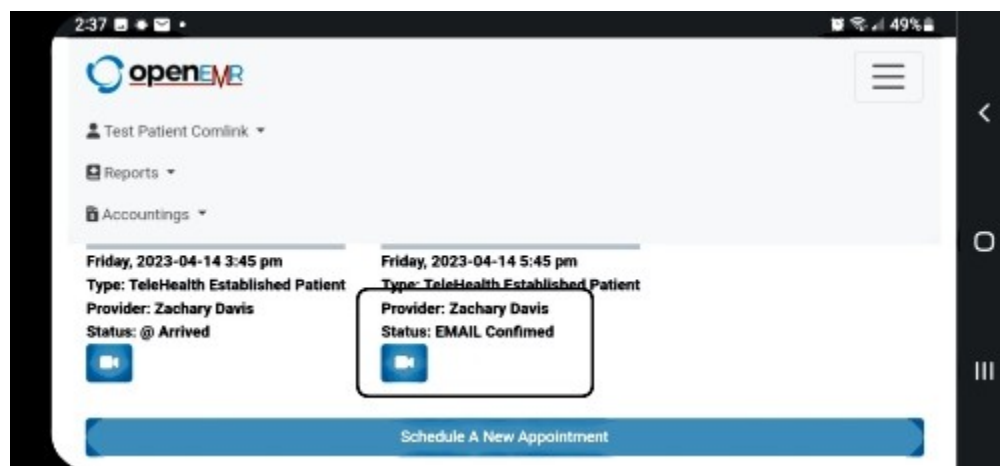
Select the preferred time

The new appointment request appears as ‘^Pending’



When starting the session go to your portal appointment list

Click the desired appointment's blue icon



This is the basic session window

- click the 'Appointment Information' button (arrow) to open agenda window

