Comlink Telehealth Module

Patient Instructions

Hello!
Your Healthcare Provider is offering you the option to conduct Telehealth appointments, or healthcare sessions over the internet. This document tells you how you can participate in Telehealth sessions, including how to request one, how to log nto it and operate the contriols in the session.
You will need a desktop, laptop or tablet computer. At this time cell phones are not compatible with the telehealth software.

Steps in a telehealth appointment

A telehealth session will consist of a few steps.

1. Obtain the invite
2. launch the telehealth session
3. Conduct the session – use conference room controls
4. End the session.

Each of these steps will be described below.

Obtain the invite

You will obtain an invitation either by requesting a telehealth appointment through your portal account or by receiving one when the appointment is made by the provider's staff.

Request a Telehealth appointment

1. The Telehealth appointment is requested in the same way as any appointment is requested
2. Log into your Portal account
3. Go to My Appointments
   [get new context pic for appoint req dialog using current pt names
4. Click the Schedule New Appointment screen
5. Choose from one of the two options for the Visit dropdown

Request New Appointment   ✕

Visit:	TeleHealth Established Patient ⌄	Date:	
Time:	☐ : ☐ PM ⌄	Patient:	Philsberry, Susan
Duration	15		minutes
Provider:	Provider, John ⌄		Openings
Reason:			

[Save]

6. Select your provider you wish to make an appointment with and hit the Openings button
7. Choose one of the available time slots. If your provider has not created any openings for the date range you choose you will not see any slots open.

Day	Available Times
Tuesday 2021-11-23	AM
	8:30 8:45 9:00 9:15 9:30 9:45 10:00 10:15 10:30 10:45 11:00 11:15 11:30 11:45
	PM
	12:00 12:15 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 4:45 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 11:00 11:15 11:30 11:45

8. Select desired time
9. Click Save button [wherever the btn is]

• In your list of appointments it will show as pending until your clinic has confirmed the appointment

Tuesday, 2021-11-23 9:30 am
Type: TeleHealth Established Patient
Provider: John Provider
Status: ^ Pending

10.   You will receive a notification that the appointment is approved.

Receive an emailed invite

[ck how this works! Do the appt w/ my email and take pics!]
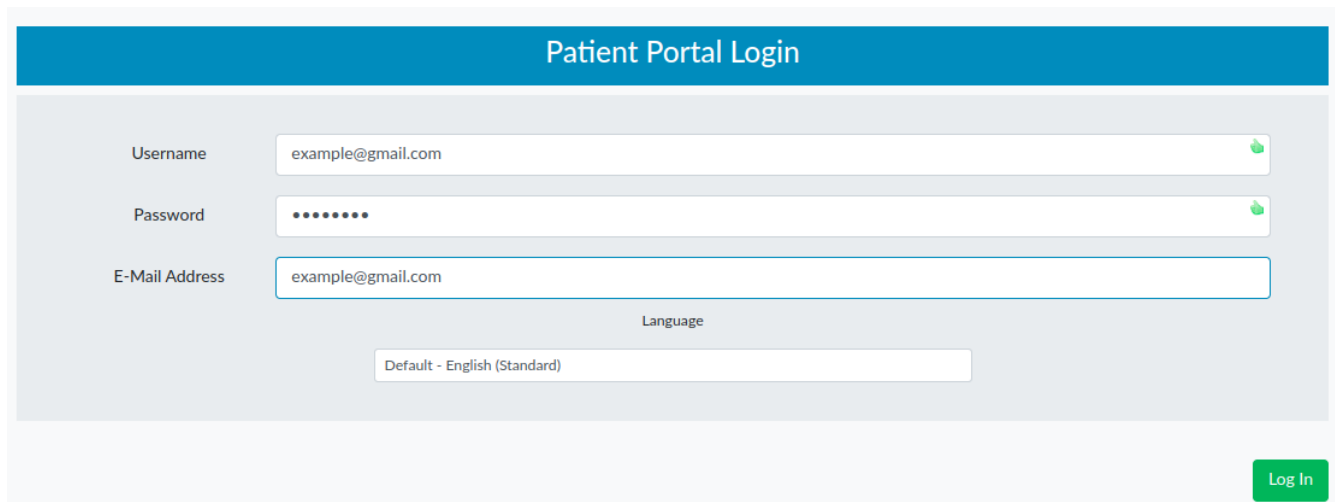If your provider makes the appointment you'll receive an emailed invite.
1. Click the link to open the portal login screen and when logged in, launch the session

Test User 4!

You`ve been invited to join a medical telehealth conferencing session.

Join Telehealth Session

2. Select the Join Telehealth Session button from your telehealth invitation link. If you never received this link. Contact your provider to resend it.
3. Log into your patient portal

Patient Portal Login		
Username	example@gmail.com	
Password	••••••••	
E-Mail Address	example@gmail.com	
	Language	
	Default - English (Standard)	
		Log In

4. Wait for your telehealth session to launch. If it doesn't launch after a few seconds press the Launch Session button.

Starting Telehealth Session

If your session does not start in a few seconds, use the Launch Session button below
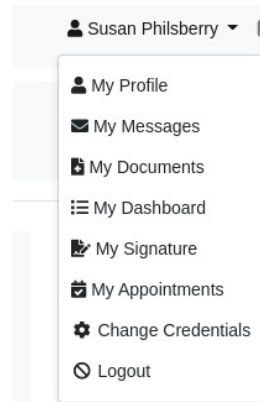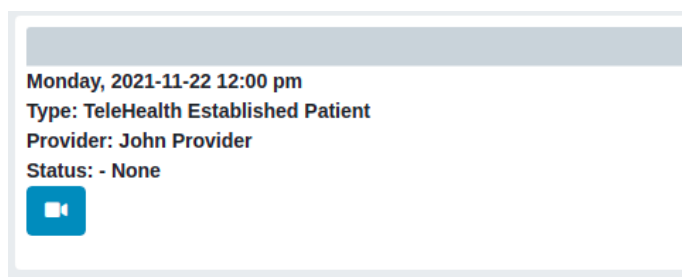
Launch Session

Back to Portal Dashboard

Launch the Telehealth session

If following the emailed invite the session should launch automatically.
Alternatively you may also launch it yourself .
1. Log into your portal account
2. Open the Appointments tab.

Susan Philsberry ▾

👤 My Profile
✉ My Messages
📄 My Documents
☰ My Dashboard
✍ My Signature
📅 My Appointments
⚙ Change Credentials
⊘ Logout

3. Find the session you wish to launch

Monday, 2021-11-22 12:00 pm
Type: TeleHealth Established Patient
Provider: John Provider
Status: - None

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

4. Click the video launch icon
5. Grant Access to your local microphone and camera.

[Find the pic]

6. Press the 'Join Now' button to start the Telehealth session
7. You are now in the Telehealth Appointment waiting room where you can wait for the patient to join the call.
8. [find the pic]
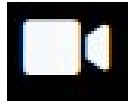
Telehealth Session Conference Room Controls

The controls are very similar to other remote session applications so this should all be pretty easy.

Show / Hide Room Controls

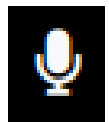• Controls disappear after five seconds of inactivity. Move the cursor to display the controls again.

Enable / Disable Video

• Click to toggle camera off or on.

Enable / Disable Microphone

• Click to toggle off or on.

Share Screen

1. Click the share screen icon
• This icon only appears if there are other participants in the session.
2. Click on the the screen you wish to share
   [get the pic]
3. Click 'Share.'
• A dialog will appear to state that your screen is being shared.
   [Get the pic'

4. To stop sharing click the blue 'Stop Sharing' button

End Telehealth Session

1. Click the hangup button:
2. Click 'Confirm'
[get the pic]

A few notes:

- if you leave the session before the provider closes it, you can sign back in by clicking the camera icon as in step #x above
[think of more]