



Telehealth Patient User Guide



PennState Health



Contents

Joining a Visit	1
Joining a Visit from Email Invitation or Text Message	1
In-Visit Video Controls	2
In-Visit Video Controls	3
In-Visit Apps	3
Participants	4
Pin Focus on a Participant	4
Adding Participants	5
Chat	6
More [...]	8

Joining a Visit

Once your scheduled video visit is confirmed, you will receive reminders based on your account settings.

*You can join your video visit through a web browser or mobile devices. You do not need to download an app. As a best practice, use **Google Chrome** for a Windows or Android device or **Safari** for a Mac or iOS device. Samsung A12 and A32 devices are not supported.*

JOINING A VISIT FROM EMAIL INVITATION OR TEXT MESSAGE

1. If you received an email invitation, select Join Visit in the email.

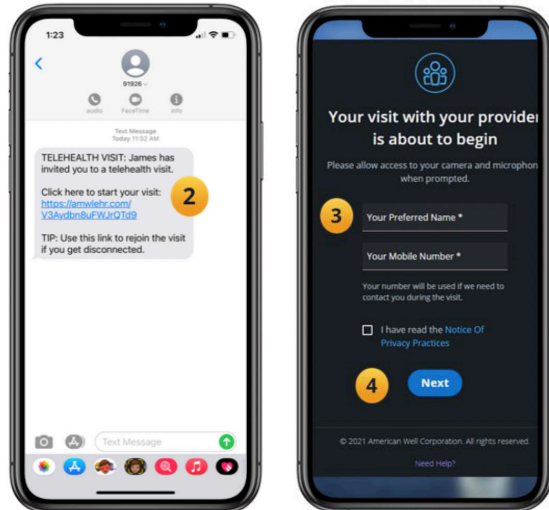
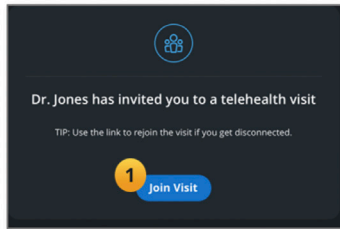
To ensure proper and timely delivery of these messages, your mail and spam servers should allow emails from @amwlehr.com.

2. If you received a text message invitation for your visit, select the link within the text to launch the visit.
3. You will then be brought to the Welcome Page for your visit. Enter your **Preferred Name, Mobile Number**, and check the box to acknowledge the **Notice of Privacy Practices**.
4. Select **Next**.
5. This will bring you through the pre-visit technology check.

The Tech Check ensures your audio and video are set up for a successful video visit. Select **Done** after you have tested your audio and video. The testing areas include:

- **Camera:** Can you see yourself?
- **Microphone:** Can you see the audio bar moving when you talk out loud?
- **Speaker:** Select play. Can you hear the test audio?

6. You will then be brought into your visit. Your visit will begin once the provider joins.



2



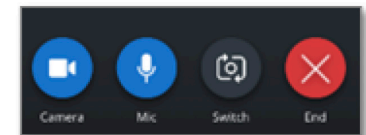
If at any point you are disconnected from the visit or the visit is interrupted, repeat the steps above to rejoin.

In-Visit Video Controls

Once your visit begins, you will be able to adjust your camera and microphone, pop out your screen and access a number of other settings noted below.

IN-VISIT VIDEO CONTROLS

1. **Camera** – The **Camera** button will turn your camera on and off.
2. **Mic** – The **Mic** button will turn your microphone on and off.



3

3. **Switch** – The **Switch** button will allow you to switch your camera from front-facing to backward-facing and vice versa.
4. **End** – The **End** button will allow you to end the visit.

In-Visit Apps

At the bottom of the visit window, below the in-visit video controls, you will have access to the Participants and Chat apps which you can utilize during your visit. You will also find an ellipsis [...] within the apps toolbar which will display additional in-visit settings, options and apps.

Participants

The Participants app will allow you to pin focus on a specific participant and add additional guests to your visit, such as family members. Invitations can be sent through text message, email or a phone call.

PIN FOCUS ON A PARTICIPANT

1. Select the **Participants** app at the bottom of the screen. This will display all visit participants.
2. In the **List** tab, you can pin a participant, so they stay focused on your screen.
3. Select the ellipsis [...] and select **Pin Focus**.

ADDING PARTICIPANTS

4. To invite a guest, select the Invite tab.
5. From the drop-down menu, select **Text Message**, **Email** or **Phone** and enter the details.
6. Select **Send Invite**. Your invite will now be sent to your visit guest.



Chat

The Chat app will allow you to chat with members of your visit, including the provider, staff and other visit participants.

1. Select the **Chat** app.
2. Type your chat in the message field.
3. Select **Send**.
4. The provider or staff will be alerted to your message. When they respond, you will receive a new message alert on the Chat app.





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