joining a virtual telehealth visit

Before your visit & check-in

Prior to your visit, you'll receive an appointment reminder message via email or text message, depending on your preferred method of contact on file with the practice (*so long as you have previously consented to such messaging with your healthcare provider's office*). This will include the details of your visit, as well as a URL for access to your telehealth session.

Before the appointment starts, practice staff will check you in over the phone, at which point, if you're unable to locate the link, you may request that it be resent. During check-in, you may click the link and test connection.

In the virtual waiting room

After clicking the link and verifying your connection, you should:

1. Enter your name, to be displayed when your provider joins the call
2. Consent to athenaTelehealth Terms of Use and Informed Patient Consent
3. Enter the private virtual waiting room and verify the details of your appointment
4. Preview and manage your device settings (testing audio and video, muting your microphone, or choosing a front- or back-facing camera on a mobile device). Please make sure that your camera and microphone access are not blocked in your browser settings.

Join the telehealth visit

As soon as your provider joins the room, the visit will begin automatically. Multiple providers may enter and exit the room throughout the visit, as appropriate. The practice staff should inform you when it's time to leave the session, or let you know to stay present and wait for anther provider to join the session.

When the visit is over and you leave the athenaTelehealth session, a "Thank you!" message will appear and inform you that you may close the window.

Browser requirements

The athenaTelehealth experience for patients works on desktop and mobile, but only via web browser. You don't need to download an application to your device. Browser requirements for use of athenaTelehealth include:

Desktop
- Google Chrome (latest three versions), for macOS and Windows
- Microsoft Edge (chromium-based, version 79 and later), for Windows
- Safari (version 12+) on macOS
- Firefox (latest three versions), for macOS and Windows

Mobile
- Google Chrome on android (latest three versions)
- Safari on iOS 12+ (This feature doesn't support other browsers such as Chrome on iOS)

FAQ

Q: Do I need to log into the Patient Portal to join my telehealth appointment?

A: No, you don't need to log into the Patient Portal or download any kind of application to join the visit. The URL will come directly to your preferred contact method (email or text, *so long as you have previously consented to such messaging with your healthcare provider's office*) and can be accessed via web browser (desktop or mobile).

Q: How long will I remain in the waiting room?

A: The provider will join the call as soon as they're able, but the virtual waiting room will expire after 30 minutes. Upon entering, you'll read a message stating that the call will begin when their provider or a practice staff member joins the call.

Q: Can I have a caretaker or interpreter join me on the call?

A: Yes, up to four total users can participate in the call simultaneously, including users from both the patient and the provider side. If you require an additional participant be present during the visit, such as a caretaker, the link to the visit can be forwarded or shared with another user.

Q: What if I become accidentally disconnected?

A: If you become accidentally disconnected in the middle of the visit, you can access the visit again using the same URL you were initially provided.

Q: Do I need to use video?

A: athenaTelehealth has the capability to be used as an audio-only call, but you should first check with practice staff about using only audio.