

# Harrington

HEALTHCARE SYSTEM

*Compassionate Quality Care*

## **TELEHEALTH Instructions: How to Access Your Appointment**

[Invited by text message](#)

[Invited by email](#)

[Request to dial-in to the session](#)

[Provided instructions](#)

To connect with your Harrington HealthCare provider for your TELEHEALTH videoconference appointment, please begin following the steps below at least 5 minutes before your scheduled appointment time:

Invited by text message:

1. Find the TELEHEALTH session invitation text message.
2. Click on the link to join the session.

*Text example:*

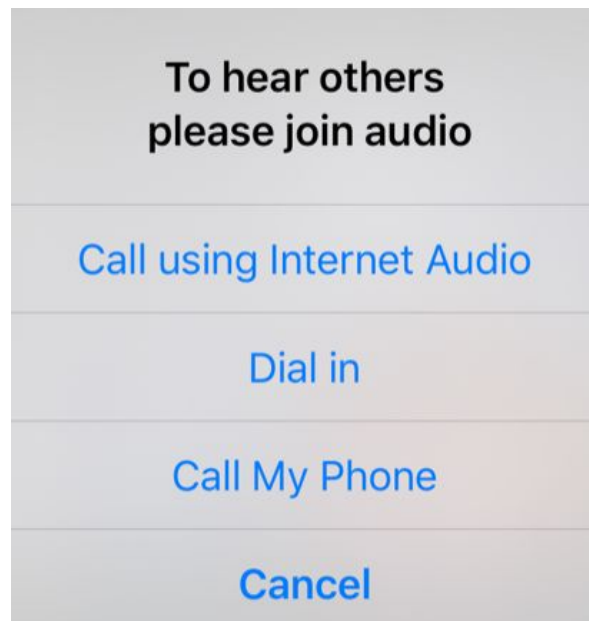


3. On the browser page that opens, click on the “Enter Waiting Room” button at the time of the scheduled visit.



4. If this is the first time you are joining a TELEHEALTH session on the device you are using, you will be prompted to download and install Zoom.

Depending on your operating system or browser, you may then see a message asking your permission to allow the secure Zoom application to launch. You will need to give Zoom permission to use your microphone and camera. When done installing, click to launch Zoom.



Invited by email:

1. Find the TELEHEALTH session invitation – depending on the preference you indicated at the time you made your appointment, this invitation will either be in your email or in your text

messages.

2. Click on the “Join Session” link:

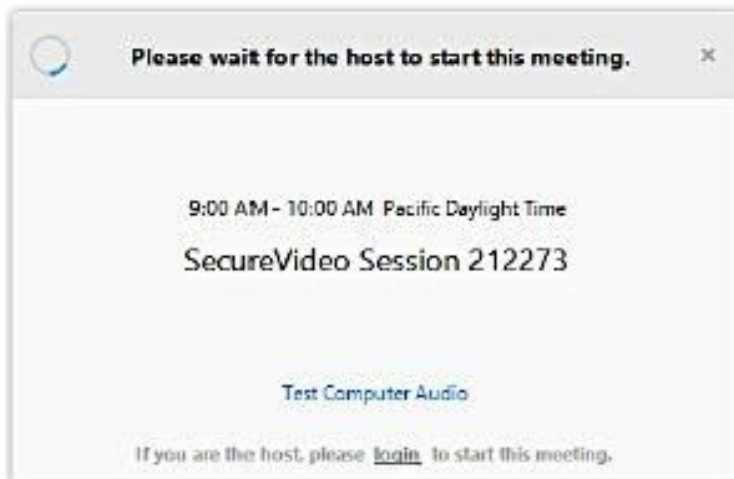
*E-mail example:*



3. On the browser page that opens, click on the “Enter Waiting Room” button at the time of the scheduled visit.
4. If this is the first time you are joining a TELEHEALTH session on the device you are using, you will be prompted to download and install Zoom.

Depending on your operating system or browser, you may then see a message asking your permission to allow the secure Zoom application to launch. You will need to give Zoom permission to use your microphone and camera. When done installing, click to launch Zoom.

5. When Zoom has successfully launched, you will see the message below. Now, simply wait for your provider to join the conference with you.



6. Once your provider is also connected, you will be prompted to choose how to enable your audio. Click “Join Audio by Computer” to use your computer’s microphone and speakers.



Request to dial-in to the session:

1. Find the “Dial Into Session” button on the browser page. You will see a Dial-In number. Enter the number provided as this will connect you to your provider.
2. **DO NOT** enter the “Meeting ID” instead, press the “#” button twice.
3. Enter in your “Passcode” to connect with your provider.

Dial-In Number:

Then Enter Meeting ID:

Then Enter Passcode:

Provided instructions:

If your phone does not have the capabilities to download the Zoom application and/or receive text messages, we ask that you contact the provider’s office directly. On the day of the appointment, our team will provide you with a dial-in phone number and passcode to connect you with your provider.