

# Telehealth Patient User Guide

This guide will detail how to use the Valant Telehealth for Patients with their Patient Portal Account.

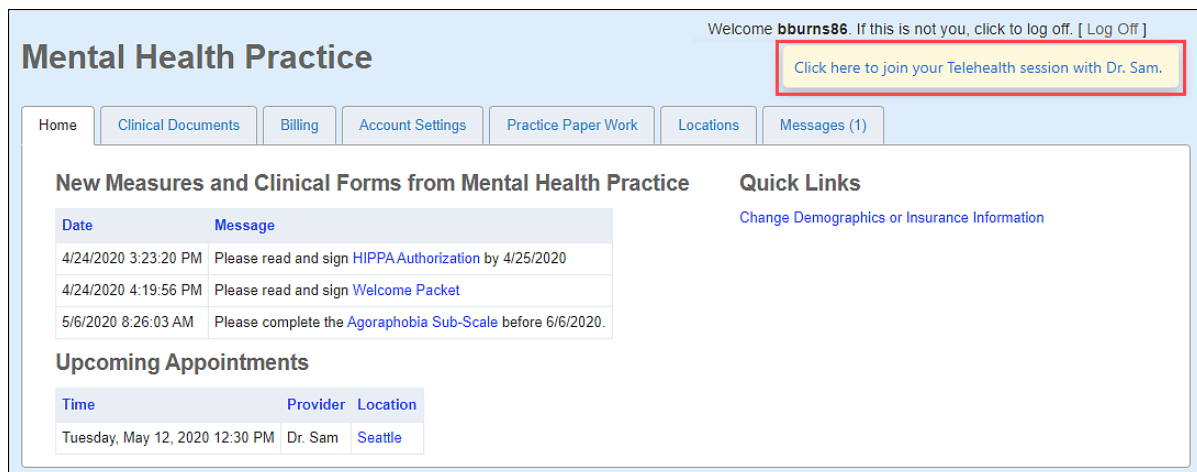
## Telehealth

The Telehealth feature allows Patients to access Telehealth sessions from their Patient Portal Account. Users will simply log into their Patient Portal account to start the session. There is no need to download or install any other additional software.

## Patient Portal View

All patients with an active Patient Portal Account can join a Telehealth session started by their Provider. Patients should log in to their Patient Portal Account. Once your provider starts a session:

1. Once the provider has started the session the patient will see a yellow banner in their Patient Portal Account, that when clicked will launch the Telehealth session.



Welcome **bburns86**. If this is not you, click to log off. [ Log Off ]

**Mental Health Practice**

Click here to join your Telehealth session with Dr. Sam.

Home Clinical Documents Billing Account Settings Practice Paper Work Locations Messages (1)

**New Measures and Clinical Forms from Mental Health Practice**

Date	Message
4/24/2020 3:23:20 PM	Please read and sign <a href="#">HIPPA Authorization</a> by 4/25/2020
4/24/2020 4:19:56 PM	Please read and sign <a href="#">Welcome Packet</a>
5/6/2020 8:26:03 AM	Please complete the <a href="#">Agoraphobia Sub-Scale</a> before 6/6/2020.

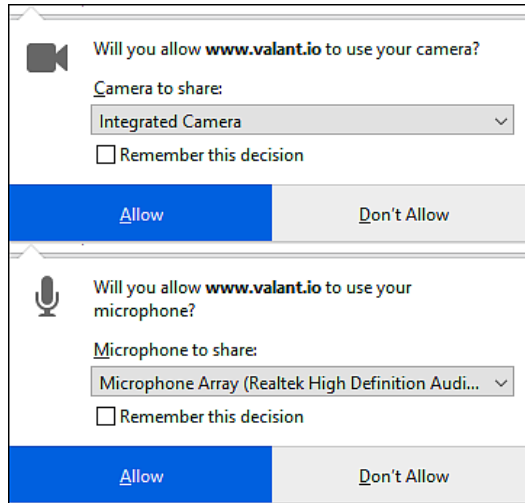
**Quick Links**

[Change Demographics or Insurance Information](#)

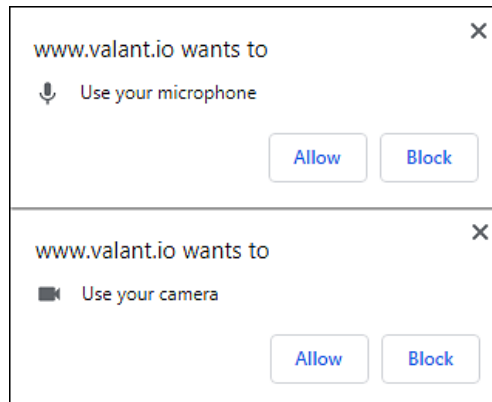
**Upcoming Appointments**

Time	Provider	Location
Tuesday, May 12, 2020 12:30 PM	Dr. Sam	Seattle

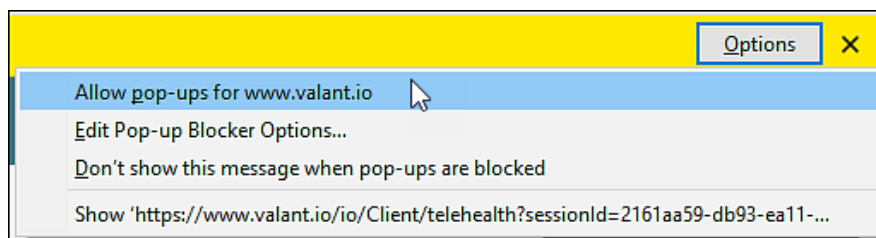
2. The window will open and the internet browser will ask your permission for [www.valant.io](http://www.valant.io) to use your Camera and Microphone. Below are examples of what the prompt will look like in Firefox and Google Chrome.
  - Firefox:



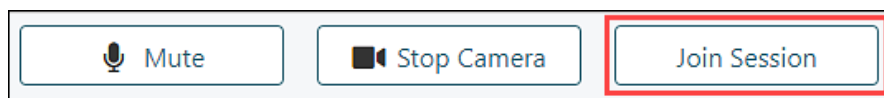
- Google Chrome:



- Firefox may prevent [www.valant.io](http://www.valant.io) from opening a new window and pop-ups. If a user gets the yellow menu bar they should click **Options | Allow pop-ups from www.valant.io**



3. After allowing access users will see a preview window and need to click **Join Session**.



4. Users will then be in the session. While in the session they can use Mute, Stop Camera, or Leave Session buttons.

## Self-Check-In

Your Provider has the option to allow you to check in for your appointment. This is only available on the day of the appointment.

Upcoming Appointments			
Time		Provider	Location
Tuesday, Jun 30, 2020 11:45 AM	<input type="button" value="Check-In"/>	Dr. Sam	Seattle

If you try to check in for your appointment more than 15 minutes early or late you will be asked to confirm you meant to check-in.

**Are you sure?**

Your computer or device time indicates that you are early for your Appointment. Are you sure you wish to check in for your 11:45 AM Appointment?

Once you have checked in your provider will be notified. Your appointment will have green checkmark next to it verifying you have checked in.

Upcoming Appointments			
Time		Provider	Location
Tuesday, Jun 30, 2020 11:45 AM	✓	Dr. Sam	Seattle

## FAQ

### Do I need to install or download any additional software for Telehealth?

- There is not any additional software for Patients to access Telehealth. The only necessary software is a support browser they use to access the Patient Portal

### What Browsers are available for use with Telehealth?

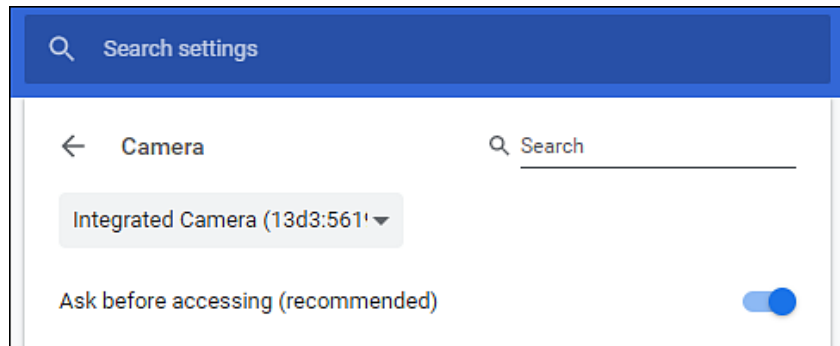
- Patients can access the Patient Portal for Telehealth using Google Chrome, Firefox, Safari, or Edge.

### What should I do if I get a message that says, “No camera is available...”?

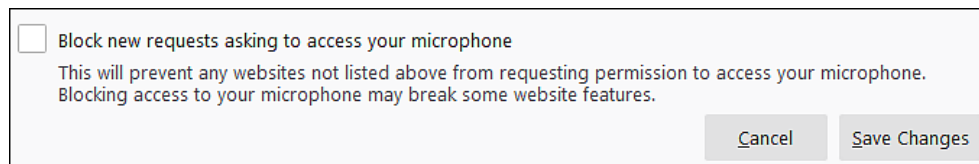


No camera is available; it may be in-use by another application or blocked by your browser settings. After allowing this website permission to access your camera, you may need to refresh this page for new settings to take effect.

- Is another video conferencing application already using your camera? If so, leave or end the other video conference and then refresh Telehealth (on a Windows computer press F5; on a Mac hold down the Command key and press R)
- If the above did not solve the issue, make sure your browser is set to ask for your permission to use the Camera
- In Chrome, click on the **three dots** in the top right corner | **Settings** | **Privacy and Security**. In the Privacy and Security section, select **Site Settings** | **Camera**. Alternatively, paste the following URL into a new tab: `chrome://settings/content/camera`
  - Make sure the setting is “Ask before accessing (recommended)”




- In Firefox, click the **Open Menu Button on the top-right** | **Options** (Preferences on a Mac) | **Privacy & Security**. Scroll down to the “Permissions” section, and for the Camera, click **Settings** button.
  - Make sure the “Block new requests asking to access your camera” is unchecked.

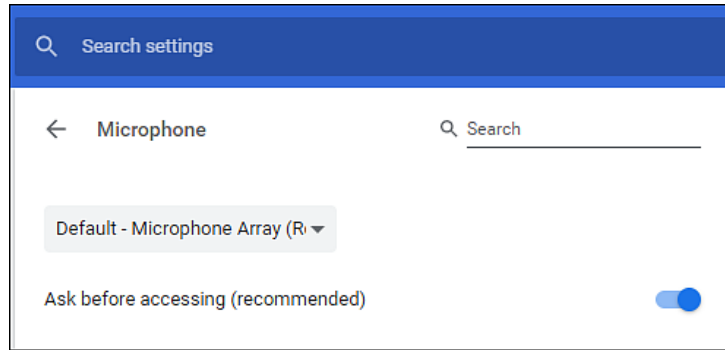


- After changing your browser settings, refresh Telehealth (on a Windows computer press F5; on a Mac hold down the Command key and press R).

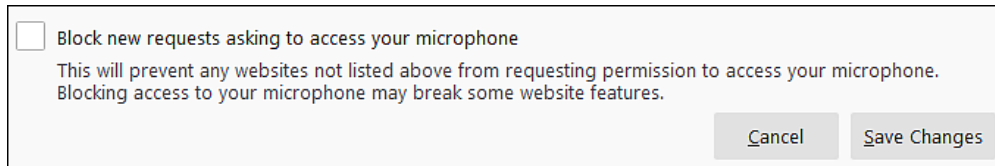
## What should I do if Telehealth says “No microphone available...”?

 No microphone is available; it may be in-use by another application or blocked by your browser settings. After allowing this website permission to access your microphone, you may need to refresh this page for new settings to take effect.

- In Chrome, click on the **three dots** in the top right corner | **Settings** | **Privacy and Security**. In the Privacy and Security section, select **Site Settings** | **Microphone**. Alternatively, paste this URL into a new tab: `chrome://settings/content/microphone`
  - Make sure the setting is “Ask before accessing (recommended)”



- In Firefox, click on the **Menu Button** in the top right corner | **Options** (Preferences on a Mac) | **Privacy & Security**. Scroll down to the “Permissions” section, and for the Microphone, click the **Settings** button.
  - Make sure the “Block new requests asking to access your camera” is unchecked.



- After changing your browser settings, refresh Telehealth (on a Windows computer press F5; on a Mac hold down the Command key and press R).

### How can I check my devices Audio/Visual capabilities?

- One way is to use the WebRTC Troubleshooter. It is a free tool that is available at <https://test.webrtc.org/>. This allows both providers and patients to check your computers Microphone, Camera, Network, Connectivity, and Throughput.