

Telehealth User Guide

This user guide will detail how to use the Valant IO Telehealth Module.

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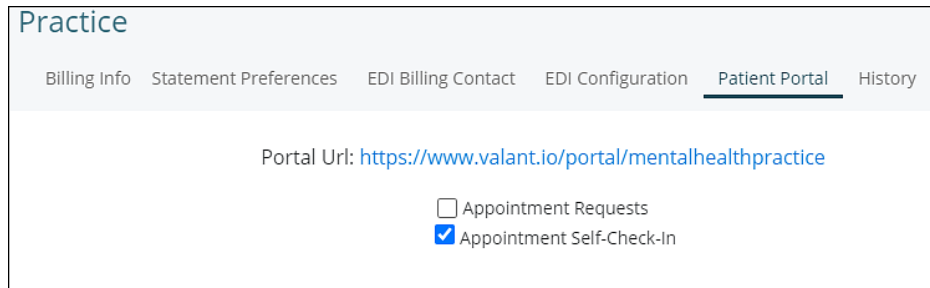
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Telehealth Setup

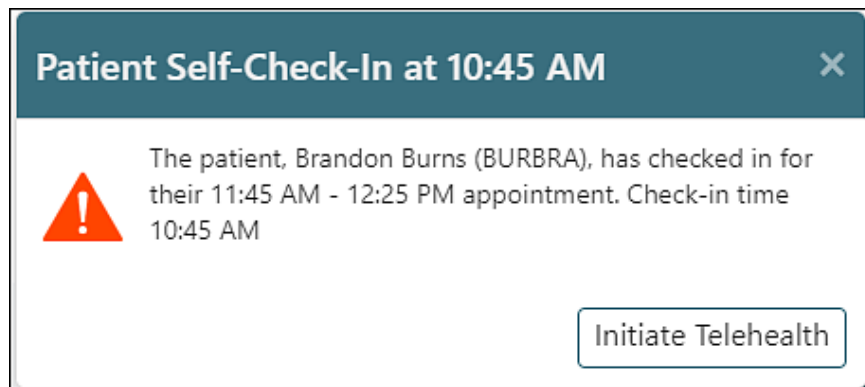
Practices who using Telehealth will have the Telehealth Module turned on by Valant. This will allow all providers at a practice to initiate telehealth sessions with any patients that have an active Patient Portal Account. There is no need to download or install additional software.

Self-Check-In

Practices can choose to allow patients to self-check-in for appointments through their Patient Portal Account. Self-Check-In can be enabled by selecting **Persons and Institutions | Practice | Appointment Self-Check-In**.



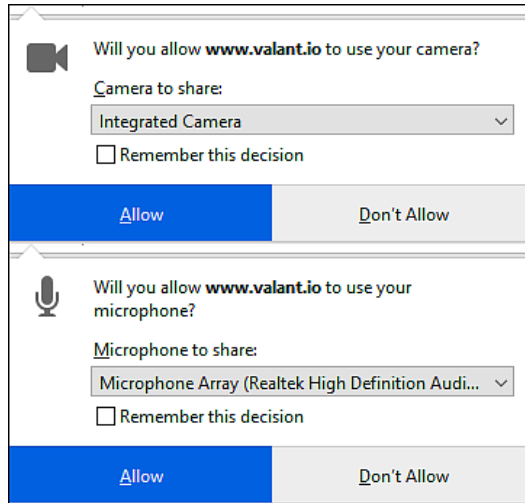
Patients will be able to log in to their Patient Portal Account and click Check-in for an appointment on the day of. Once they have done that the appointment will have the green check mark on the scheduler and the provider assigned to the patient will receive a pop-up notification with an option to initiate Telehealth.



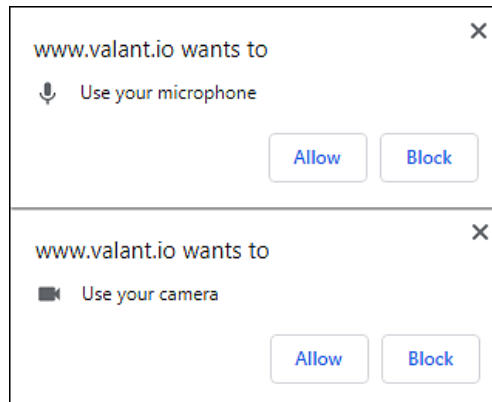
Browser Configuration

Internet Browsers may ask your permission for www.valant.io to use your Camera and Microphone. Telehealth will require access to the microphone and camera. This can be configured when using Telehealth the for the first time. Below are examples of what the prompt will look like in Firefox and Google Chrome.

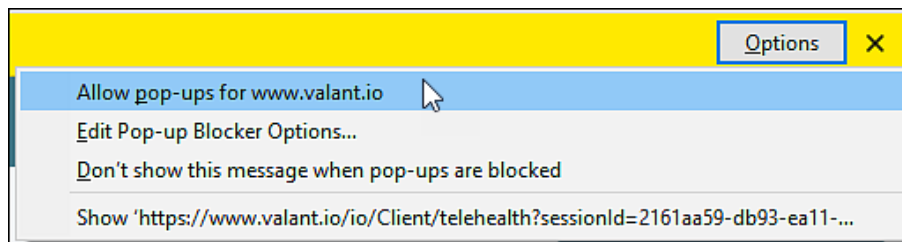
- Firefox:



- Google Chrome:



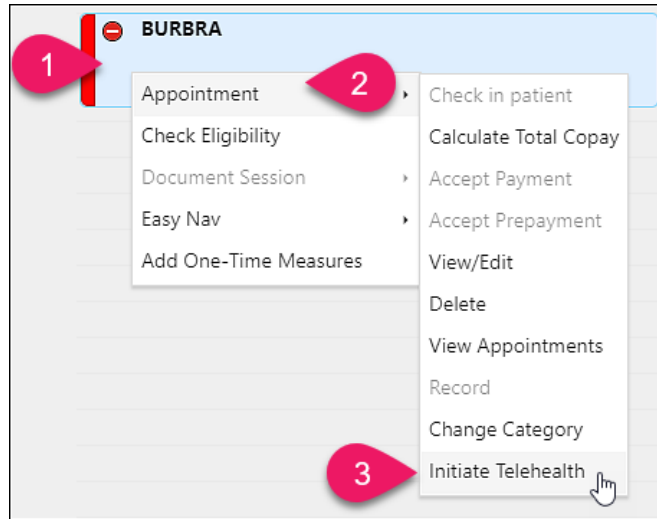
Firefox may also prevent www.valant.io from opening a new window and pop-ups. If a user gets the yellow menu bar they should click **Options | Allow pop-ups from www.valant.io**



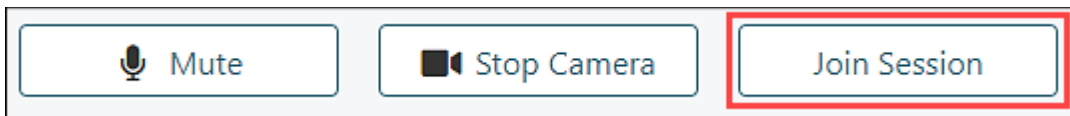
Telehealth: Providers

To initiate a Telehealth session, users should follow the following steps from the Calendar View:

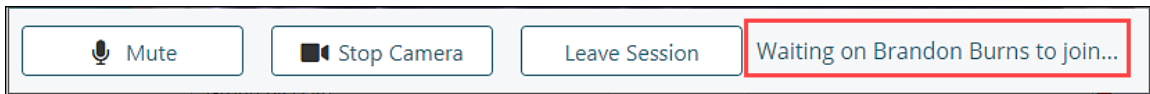
1. Right-click an appointment | **Appointment | Initiate Telehealth**



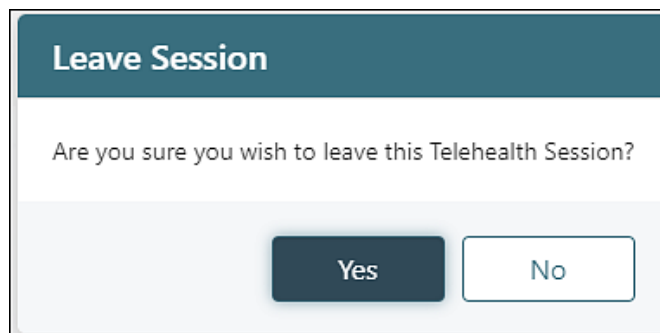
2. This will open the “Valant Telehealth” window with a preview of the webcam with options to Mute, Stop Camera, or Join Session. Click **Join Session** to start the session.



3. Once the Provider joins the session they will be in the session and see a message “Waiting on (Patient Name) to join...”. When the session is started the patient will receive a notification in the portal that says, “Click here to join your Telehealth session with (Provider Name)”.



4. When the patient joins the session, the Provider will see the patient video take up most of the window and a view of their own camera take up a small portion of the window.
5. When they are ready to end the session, they click **Leave Session** and a message asking the provider to confirm they would like to leave the session.



Patient Perspective of Telehealth

All patients with an active Patient Portal Account can join a Telehealth session by logging in to the Patient Portal Account. Once a provider joins a session:

1. When a provider joins a session, a yellow banner will appear in the Patient Portal 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 HIPPA Authorization by 4/25/2020
4/24/2020 4:19:56 PM	Please read and sign Welcome Packet
5/6/2020 8:26:03 AM	Please complete the Agoraphobia Sub-Scale 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 patient will need to allow their browser to access their camera and microphone.
3. After allowing access users will see a preview window and need to click **Join Session**.

Mute Stop Camera Join Session

- Patients will be required to give access to their microphone and camera the same way providers are asked.
4. Users will then be in the session. While in the session they can use Mute, Stop Camera, or Leave Session.

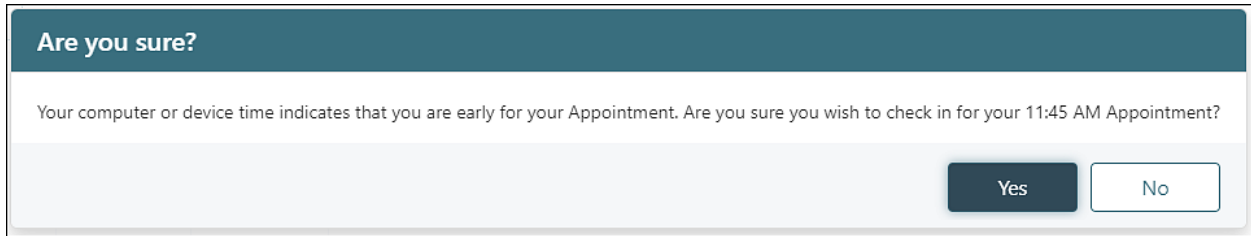
Self-Check-In

When Self-Check-In is enabled users will have the ability to click the **Check-In** button next to the appointment. The button will only appear on the day of the appointment.

Upcoming Appointments

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

If a patient attempts to check in more than 15 minutes early or late, a pop-up dialog will indicate that they are early or late and ask for confirmation before continuing to check-in.



Once the patient checks-in the green check mark will appear next to the appointment.

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 Providers or Patients to access Telehealth. The only necessary software is the Browser to access the EHR or Patient Portal.

What Browsers are available for use with Telehealth?

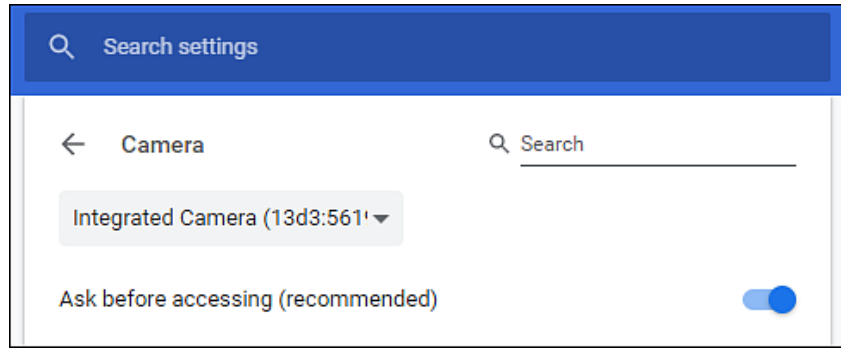
- Providers can use Google Chrome or Firefox to access Telehealth Sessions.
- Patients can access the Patient Portal for Telehealth using Google Chrome, Firefox, Safari, or Edge.

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

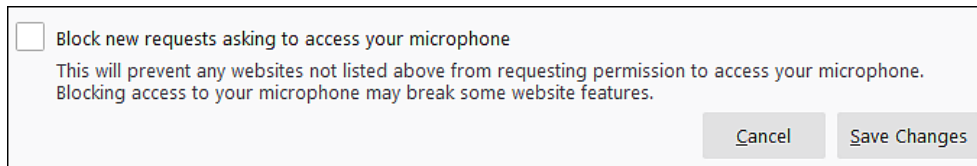


No camera is available; it may be in-use by another application or blocked by your browser settings. After allowing this website permission to access your camera, you may need to refresh this page for new settings to take effect.

- 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.

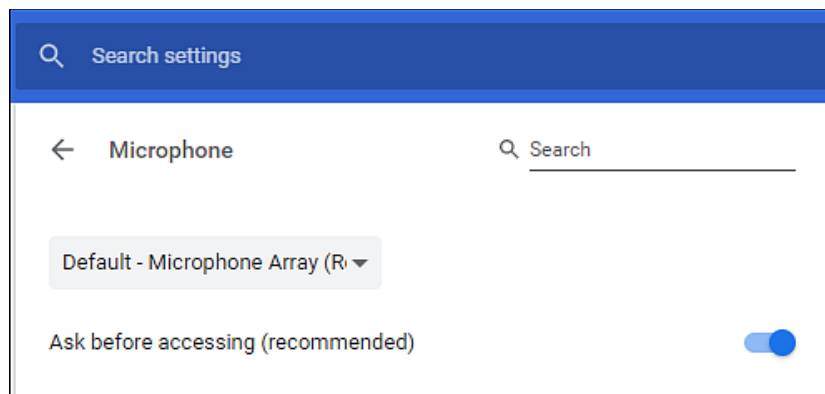


- After changing your browser settings, refresh Telehealth (on a Windows computer press F5 on a Mac, hold down the Command key and press R).

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.

Block new requests asking to access your microphone
This will prevent any websites not listed above from requesting permission to access your microphone.
Blocking access to your microphone may break some website features.
Cancel Save Changes

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