

Telehealth Patient User Guide

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

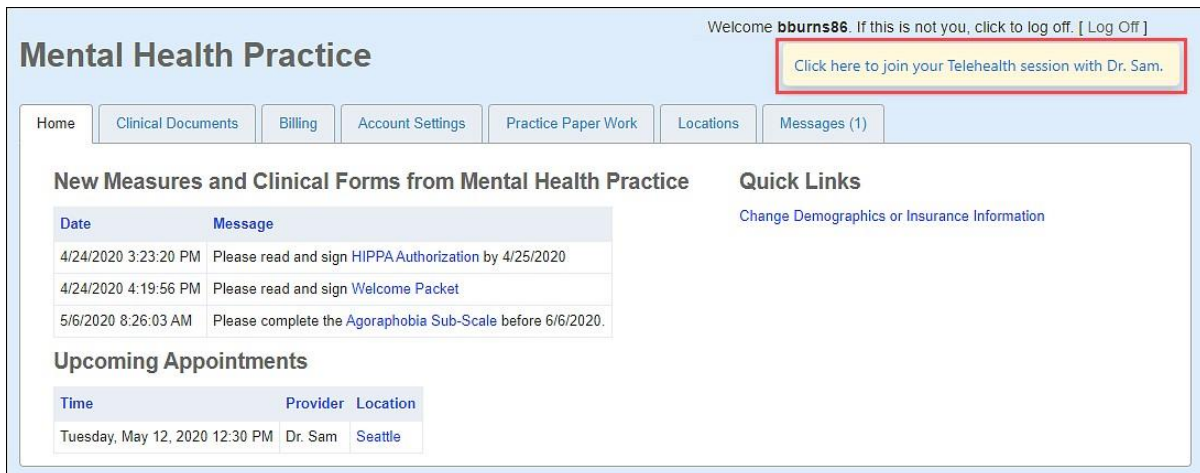
Telehealth

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]

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.

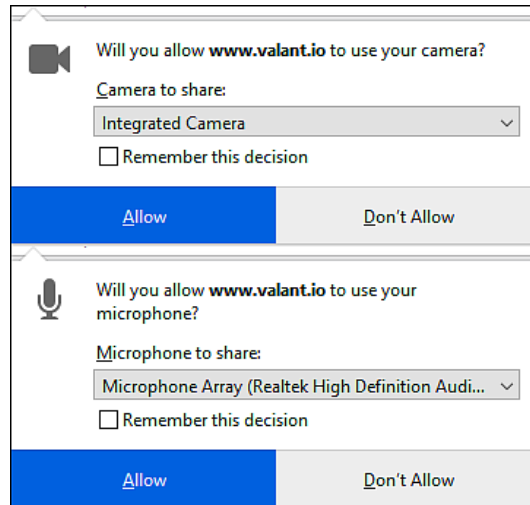
Quick Links

[Change Demographics or Insurance Information](#)

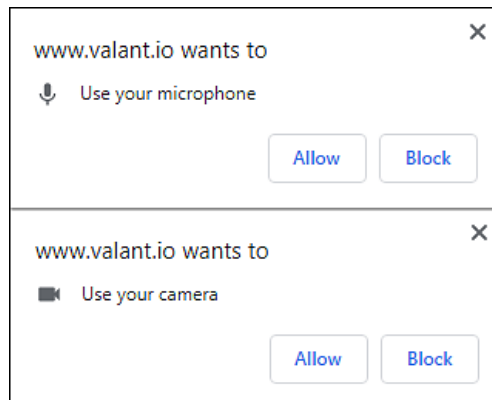
Upcoming Appointments

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

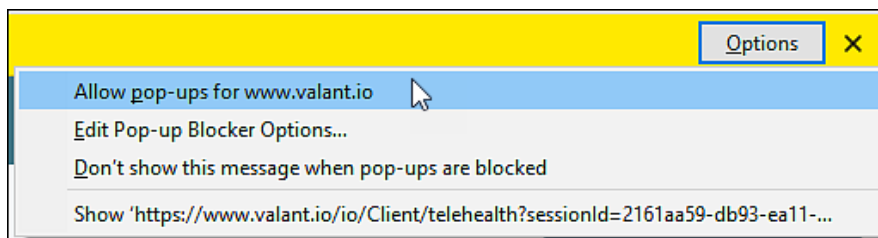
2. The window will open, and the internet browser will ask your permission for www.valant.io to use your Camera and Microphone. Below are examples of what the prompt will look like in Firefox and Google Chrome.
 - Firefox:



- Google Chrome:



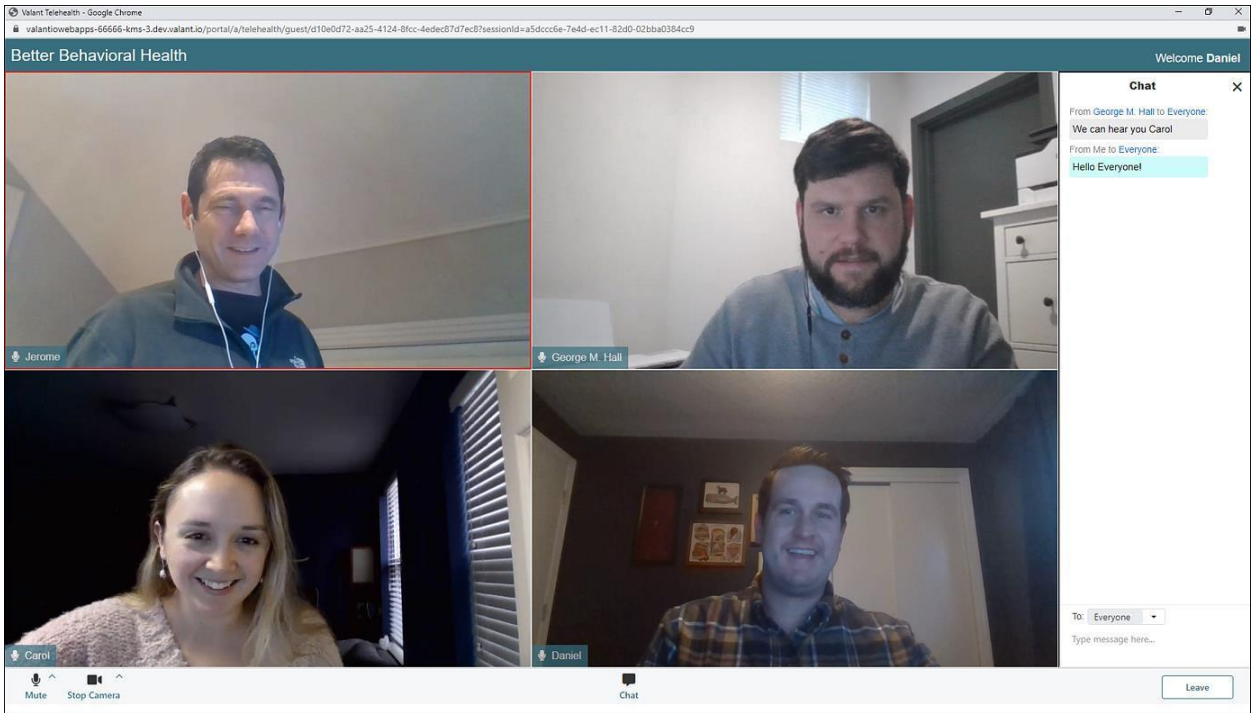
- Firefox may prevent www.valant.io from opening a new window and pop-ups. If a user gets the yellow menu bar they should click **Options | Allow pop-ups from www.valan.io**



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



- Users will then be in the session. While in the session they can use Mute, Stop Camera, or Leave Session buttons. Based on your providers settings there may be other options to share your screen, chat, or other options controlled by your provider.



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?

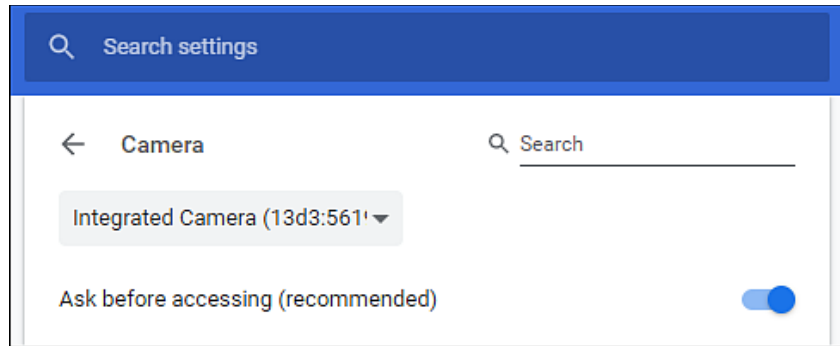
- Patients can access the Patient Portal for Telehealth using Google Chrome, Firefox, or Edge. Telehealth will also work on mobile browsers. However, some telehealth features like screen sharing and whiteboard work better on a laptop or computer.

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

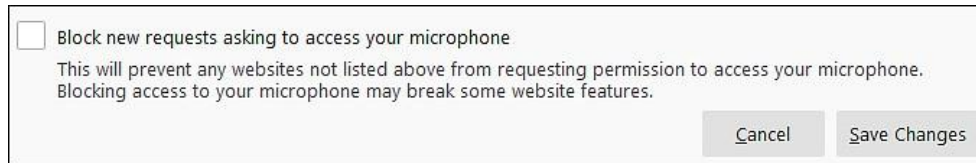


No camera is available; it may be in-use by another application or blocked by your browser settings. After allowing this website permission to access your camera, you may need to refresh this page for new settings to take effect.

- 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)”

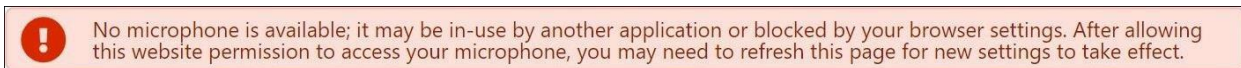


- In Firefox, click the **Open Menu Button on the top-right | Options** (Preferences on a Mac) | **Privacy & Security**. Scroll down to the “Permissions” section, and for the Camera, click **Settings** button.
 - Make sure the “Block new requests asking to access your camera” is unchecked.

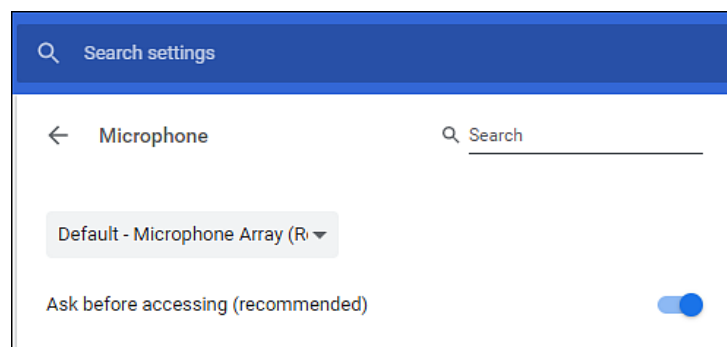


- After changing your browser settings, refresh Telehealth (on a Windows computer press F5; on a Mac hold down the Command key and press R).

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

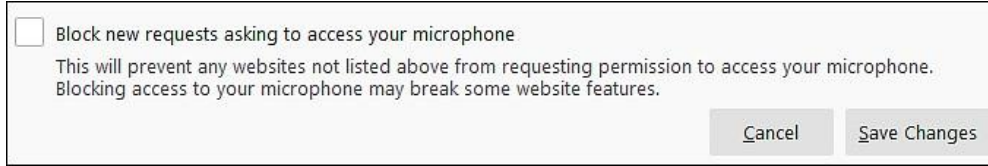


- In Chrome, click on the **three dots** in the top right corner | **Settings | Privacy and Security**. In the Privacy and Security section, select **Site Settings | Microphone**. Alternatively, paste this URL into a new tab: <chrome://settings/content/microphone>
 - Make sure the setting is “Ask before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

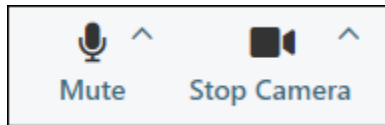
- Make sure the “Block new requests asking to access your camera” is unchecked.



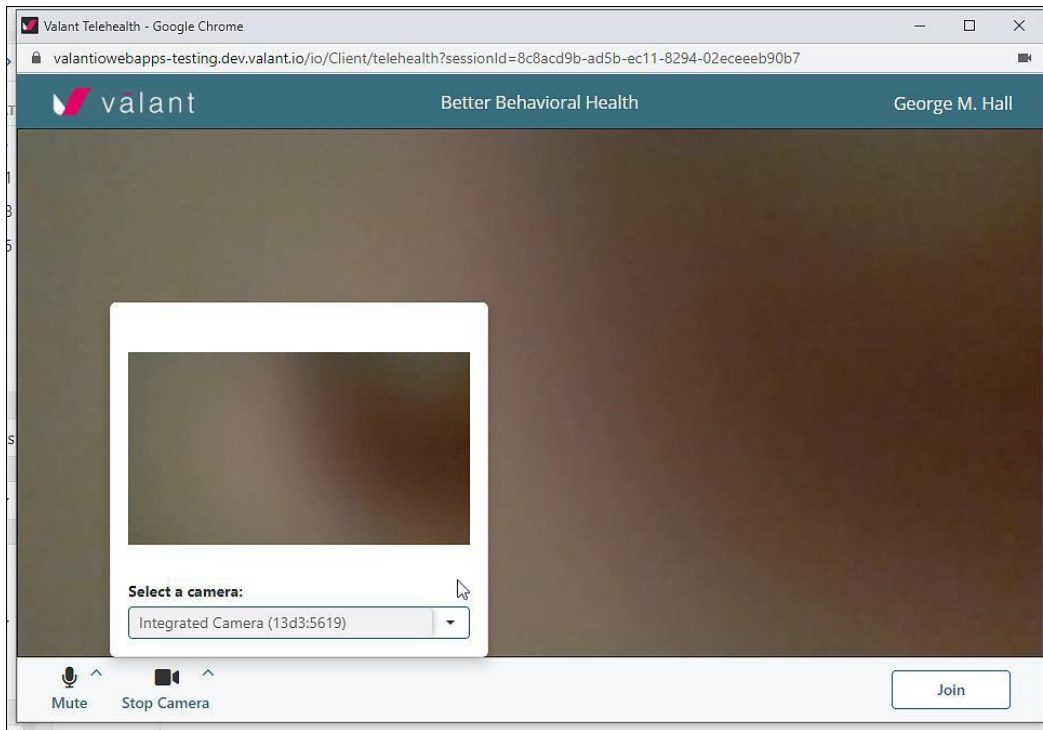
- After changing your browser settings, refresh Telehealth (on a Windows computer press F5; on a Mac hold down the Command key and press R).

Device Settings

The updated Valant Telehealth solution allows users to see their device settings for their camera and microphone. Clicking on the caret next to the Mute or Stop Camera buttons allows the user to see which microphone and camera the device is using.



Clicking on either caret will open a menu that shows what device your computer is using, and the drop-down menus can be used to select other options if available. For example, if you have a 3rd party webcam connected to your device for better quality picture than the built-in camera on your device you may need to use the camera setting to select the correct camera.



If you use a headset or have other audio input or output devices you may use the audio options to select the appropriate options. Microphone and audio output can be tested either before joining or session or while in a session by clicking "TEST".