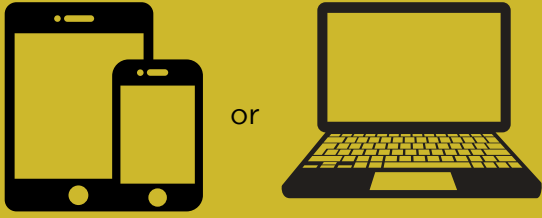


PATIENT TELEHEALTH CHECKLIST



What you will need

The Ingham Community Health Centers are proud to offer you a Telehealth visit with our care teams. You will need a computer, tablet or smartphone with reliable internet connection. Have your cell phone with you in case your care team needs to call you.



How to prepare

60 min before your visit you will receive a notification with a link to make sure your device is ready for your visit, click on that link and review the information. 5 min before your visit you will receive a notification to join the visit with your care team. You can invite one other person to your visit, just let your care team know.



Starting your Telehealth visit

Click on the link sent to you by text or email to join the visit. If your care team has not joined the call, you will be directed to a virtual waiting room to set up your microphone and camera. Your visit will start when your care team has joined the visit.



Tips for a great Telehealth visit

Ensure your device is suitable for a Telehealth visit by reviewing the Patient User guide on our website. Ensure you are in a private, quiet place, and are connected to the internet. Driving in a car, or connecting to the internet over a public WiFi is not ideal. Ensure you have good lighting and have questions ready.



If you have trouble connecting to your Telehealth visit

- Do not join your session until your appointment time
- If you can't see or hear the members of your care team reload your page
- Make sure you are using an internet browser that is supported by LumaHealth (see the Patient User Guide on our website)
- If all else fails, you may need to reschedule your visit