

Making Telehealth a Success

What is Telehealth?

It's a video call. A telehealth virtual video visit with your provider. Similar to FaceTime or Skype.

Devices

You'll need a smart phone, tablet, computer or laptop with a camera and microphone. A stable reliable internet connection is required. Wired or a Strong Reliable Wi-Fi connection is recommended. Cellular service can be unreliable. Plug your device into a power source.

Follow Instructions

A text with a link will be sent to your cell phone, or an email sent to your email inbox.

- Click the Link
- Verify Date of Birth
- If prompted, give access to Microphone and Camera

Your provider will start the visit.

HELP

If you need help connecting to your session go to <https://portal.mendfamily.com> and select the "Need Help?" button.

Be Sure to:

- Log on at least 5 minutes before your appointment start time
- Check your internet connection and make sure you are using Chrome
- Test your speakers on your device prior to your visit. Make sure your volume is turned up
- Use the Pre-Call Test
 - Follow the link in your text or email or go to:
<https://portal.mendfamily.com/test>
- Avoid holding your phone or tablet. Prop-up or lean your device up prior to starting the session.



Tips

- Be sure to have adequate lighting, but try not to have a light source behind you
- If using Wi-Fi being closer to your Router or Modem may ensure a more stable connection
- If using Cellular data and connection is unstable, please try moving towards an outside wall or by a window in your building.