

Joining a virtual telehealth visit – athenaTelehealth

Browser requirements

You can join your telehealth visit from a desktop or mobile device. Just make sure you're using a supported browser:

Desktop:

- Google Chrome (latest 3 versions)
- Microsoft Edge (version 79+)
- Safari (version 12+)
- Firefox (latest 3 versions)

Mobile:

- Google Chrome on Android (latest 3 versions)
- Samsung Browser (version 12+)
- Safari on iOS 12+

(Note: Chrome on iOS is not supported)

Before Your Visit

You'll receive:

- A confirmation email with your appointment details and a link to join your telehealth session.
- A reminder message via email or text (based on your preferences and consent).

Your confirmation email also includes a device check link so you can test your camera, microphone, and connection ahead of time.

You can also find your telehealth link anytime by logging into the Patient Portal and viewing your appointment details.

If you can't find your link on the day of your visit, call the office and they'll resend it.

In the Virtual Waiting Room

Once you click the link:

1. Enter your name.
2. Consent to the Terms of Use and Informed Patient Consent.
3. Allow your browser to access your camera and microphone.
4. Complete any automated readiness checks.
5. Enter the private virtual waiting room.



Tip for a great visit:

- Find a quiet, private space.
- Use a strong internet connection.
- Close unused apps and browser tabs.
- Sit near your Wi-Fi router.
- Avoid streaming or gaming during your visit.

Joining the Visit

Your visit begins automatically when your provider joins the room.

- Multiple providers may come and go during the session.
- You'll be informed when the visit is complete or if you need to stay for another provider.

When the session ends, you'll see a "Thank you!" message and can close the window.

Frequently Asked Questions

Do I need to log into the Patient Portal to join?

No. You can join directly from the link sent to your email or text. You can also access it via the Patient Portal.

How can I test my device?

Use the device check link in your confirmation email to test your settings before your visit.

How long will I wait in the virtual waiting room?

Your provider will join as soon as they're ready. The waiting room will expire after 60 minutes.

Can I invite a caregiver or interpreter?

Yes! Up to four people can join the visit. Share your link with them, and they'll enter their name and relationship to you.

What if I get disconnected?

Just click the same link again or refresh your browser to rejoin.

Do I need to use video?

Video is preferred, but audio-only is available. Check with your provider if you need this option



Need assistance with your Patient Portal?

Call our help desk at 833-714-6395—we're here for you.



Your virtual visit with athenaTelehealth™

A step-by-step guide to help you join your visit with ease.

What to expect

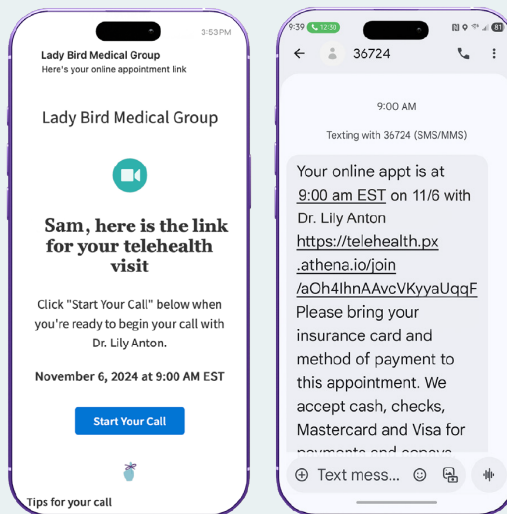
You'll receive a link to join your virtual visit by email or text message that can be accessed on your mobile device or computer. You can also find the link in your Patient Portal or in the athenaPatient® app. If you've signed up for reminders, you'll get a text message 15 minutes before your appointment.

How to join your virtual visit in 3 steps

Follow these steps when you are ready for your appointment:

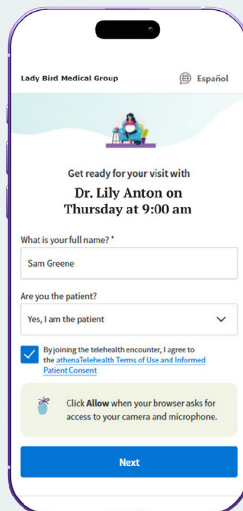
Step 1:

Click the link from your email, text, Patient Portal, or athenaPatient app. The visit will open in your internet browser, no downloads needed.



Step 2:

Enter your name, confirm your identity, and agree to the terms. Turn on your camera and join audio.



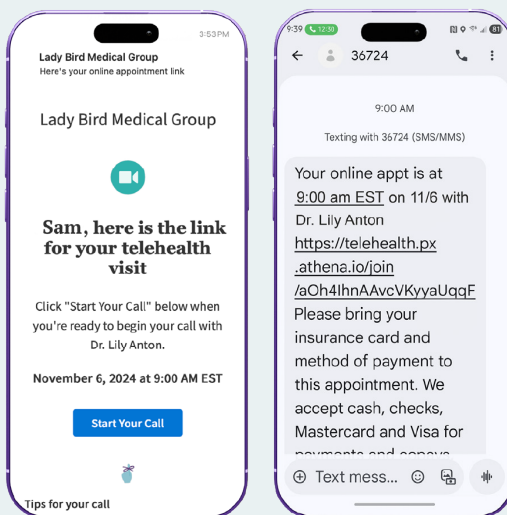
How to join your virtual visit in 3 steps (Cont.)

Step 3:

Wait on screen for your care team member to join. You'll see your own video while you wait.

Want someone to join you?

You can share your visit link with a caregiver, family member, or interpreter so they can join from their own device.



During your visit:

- A staff member may ask you some questions first, just like at an in-person visit.
- Then, your doctor or care team member will join.
- Use the in-call chat to send text messages anytime during your visit.

Quick tips for your virtual visit:

- Use a smartphone (iOS or Android), tablet, or computer with a camera, microphone, and audio.
- Make sure you have a strong internet connection.
- Use a web browser like Chrome, Safari, or Firefox—no app required.



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