

## **For patients**

### **Q: How will patients access athenaTelehealth appointments?**

A: Patients don't need to download an app or log into the Patient Portal. They will receive a URL sent via their preferred ReminderCall contact method (email or SMS), so long as they have consented to such types of communications, and they can access the appointment via web browser (desktop or mobile). We recommend that you still contact the patient by phone about an hour before their appointment, to check them in. At that point, the patient will confirm they have received the URL; if they haven't, you can send it at that time after verifying their identity and contact information. We also recommend that the patient test the URL, as well as their audio and video settings, during check-in.

### **Q: How does the patient begin the telehealth visit?**

A: When a patient clicks the provided link, they will initially need to consent to using athenaTelehealth appointments. The patient will see universal consent language on the screen before joining the online appointment. By entering their name and joining the online appointment, the patient consents to the terms and conditions. As the providers rendering medical care via telehealth, you are responsible for obtaining appropriate patient consent to render the services; we recommend you review the terms of the universal consent embedded in the functionality and, to the extent you deem appropriate, obtain any additional patient consent that may be required. Once the patient has provided consent, they will enter a private virtual waiting room, where they can verify the appointment details on this screen to confirm that they have joined the right session, preview and manage device settings, and verify that their video is not blocked by the browser.

The actual video call will only begin when a user from your organization enters the call. If their browser crashes, or the patient becomes accidentally disconnected, they can easily access the virtual room again through the same link.

### **Q: How long can a patient stay in the waiting room?**

A: The virtual waiting room will expire after 30 minutes. Patients will see a message stating that the call will begin when their provider or a practice staff member joins the call. Your patient joins the call automatically as soon as you do.

### **Q: Can the patient have a caretaker on the call?**

A: Yes. Up to four total users can participate in the call simultaneously, which includes the patient and the provider side. If the patient requires that an additional participant be present during the visit, the link to the visit can be forwarded to another user, as long as the identify and contact information of the additional user has been verified. The patient's intent to forward the link to another user should be also be documented within the visit. Additional users that obtain the link will be able to

join the virtual waiting room together, prior to the start of the visit.