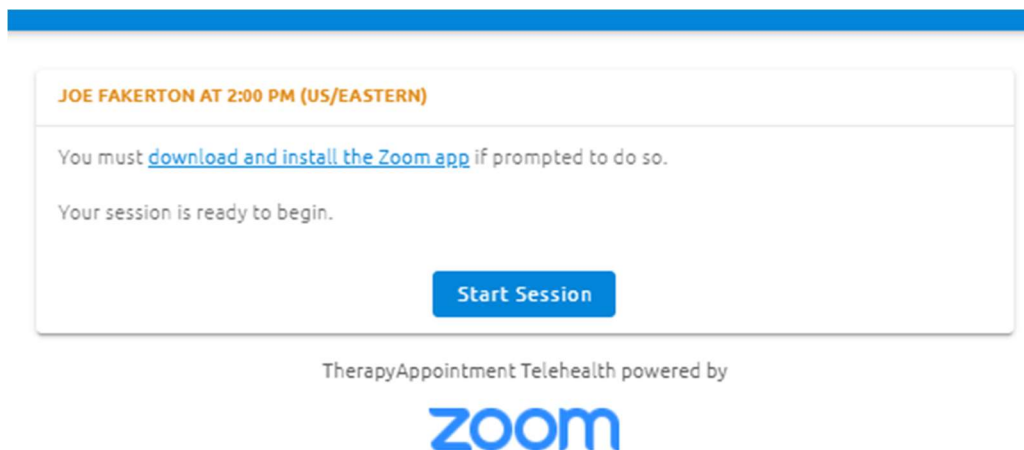


I. Telehealth Session Requirements

The client **must** have an email address and a client portal account created to access Telehealth.

If client is not already logged in and waiting for provider, TherapyAppointment will send a system email directing the client to click the link then sign in and launch telehealth.

- You will see the below screen displayed:



- The system will then load the Zoom link generating the meeting in a new tab. It should then load like any other normal Zoom meeting you join, opening the Zoom application with just you in the meeting.

II. Starting a Telehealth Session

15 minutes before the appointment time, both the Provider and the client can then launch the Telehealth session from their dashboard (does not mean you have to be 15 mins early).

The client must sign into their client portal account for Telehealth access.

Trying to sign in for telehealth access with your provider at Eastside Insight?


1. For direct portal access links, find your provider via [Our 2.0 Therapist Search Page](#)
2. Direct link to the client portal on the Eastside Insight website (eastsideinsight.com).
3. You can always use our default sign-in page, here: <https://portal.therapyappointment.com>

[TherapyAppointment] Telehealth Session Starting Inbox x  



no-reply@therapyappointment.com
to me

Thu, Jul 7, 12:04 PM ★ ← ⋮



Your Telehealth Session is Ready to Start

Join Session

Alternatively, you can log in to your client portal and click the blue "Launch Session" button on your homepage.

Regards,
Integrative Therapy Systems

Questions? Please contact your provider.

⚠ Note: Clicking the link above will still require a client to sign in for HIPAA and policy/security reasons.

Once signed in, the client portal Dashboard provides details related to the Telehealth session.

Johnny Appleseed
Therapy Hut 2.0

Dashboard : Welcome to TherapyAppointment

TELETHERAPY SESSIONS

The following teletherapy sessions are ready for you to join.

12/16/2020 – 4:30P

Launch

\$


550.00

Your Responsibility

Make Payment

View Account

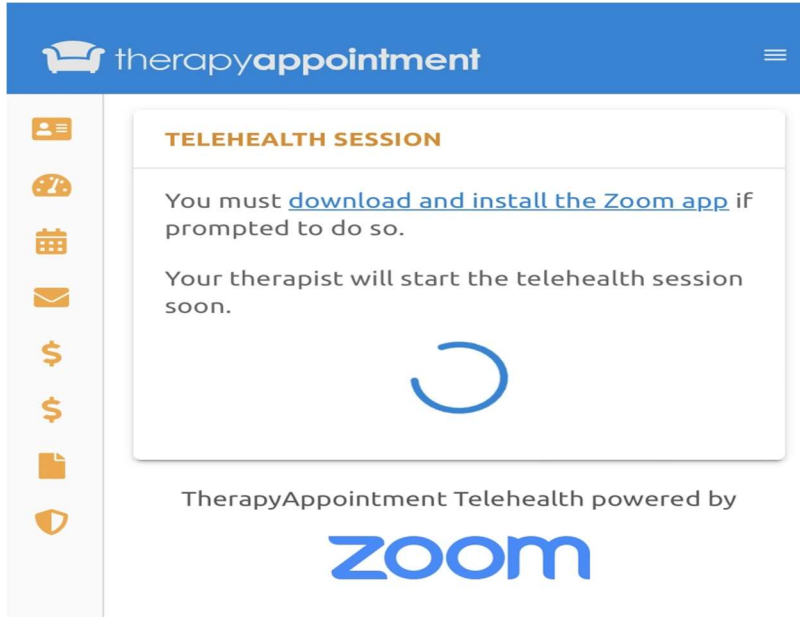
ACCOUNT SET UP

Important!
COMPLETE YOUR BIOGRAPHY 

Clicking the button brings the client to the waiting room seen below (see Sec. III).

III. Telehealth Waiting Room

If the client joins the waiting before the provider has started the session on their end, they will see this page with the spinning progress circle:



Once the provider joins the session, the client page will refresh and show this:



The client would then click the Zoom website used to launch the meeting will pop up in a new tab, and the Zoom application will take over from there, allowing you to join the meeting.

Note: if the client continues to see the rotating circle after you've launched Zoom, they can attempt to manually refresh the page, but this should not be necessary.

IV. Joining Members Not in the Same Location

Once the session has started with the client designated as the primary client, a link will be created that the provider can share by clicking on the check mark on the left of the screen, with will allow a copy of this link to be sent to the other member(s). The way this will be done is the therapist will send this link in a TherapyAppointment message to the other member, so as to ensure it has been passed through a HIPAA-compliant, encrypted interface. TherapyAppointment cannot send these links directly though, as this would be a breach of client confidentiality (TherapyAppointment is only a Behavioral Software, they do not have access to client information).

If there are ever members joining a session that are not clients, then this link will be passed by the therapist calling this joining member and sharing the link over the phone.

V. Having problems? Can't join?

If you run into an issue joining the session, you should now be able to automatically "refresh" the Zoom meeting.

Close the Zoom application as well as the Zoom meeting tab and navigate back to the TherapyAppointment tab. You should now see this automatic message on the screen with a button that says "Try Again."

Clicking it will prompt us to discard the existing Zoom meeting assigned to your appointment, and recreate it with a fresh, new meeting which should eliminate any issues.

(Mobile-Users) Having issues with Video or Audio? Manage Microphone and Camera Access for Zoom (Provider and Client)

For iOS users, navigate to Settings > Scroll to very bottom, click on "**Zoom**" and ensure settings are enabled for **microphone** and **camera** to ensure audio & video access for zoom client.

