

# Preparing for Your Aligned Health TELEHEALTH (video chat) with Rev Jacqueline Bowman PhD MMSc

## Schedule

Schedule your appointment online or by connecting with your practitioner.

From [www.AlignedHealth.ca](http://www.AlignedHealth.ca) go to the **OUR TEAM** menu at the top of the page. Choose **Jacqueline Bowman**. Choose **SCHEDULE AN APPOINTMENT**. **Select your appointment** from the list. **Select the available time** that you'd prefer. **Follow the prompts**.

**Note: Telehealth/Distance sessions** begin with TELEHEALTH in the description.

From your welcome email you will see a button (link) to **set up your account**.

In the Jane window you will be prompted to create a **user name** and **password**.

If you didn't see a welcome email, contact practitioner or clinic and another email can be sent.

If you booked your appointment online you are already good to go as you have been through this process already.

## Before you Connect

**Before your appointment** (after your booking is scheduled) you will receive an invoice via email.

**Payment must be received in full 24 hours prior** (to your appointment to ensure your time does not get removed) via ETransfer. You will receive a receipt acknowledging this.

**Here are a couple helpful hints for you to get the most out of your Telehealth session:**

## Let's make sure you're good to go

- Our beta release is best experienced on a computer or laptop using Chrome or Firefox. Android devices work best with Chrome. Our iOS support (iPhone, iPad) will be released any day now.
- Check your internet connection at [fast.com](http://fast.com). You will need a result of 15Mbps or higher. If you're seeing a number measured in Kbps, that's not good news. If your internet connection isn't great, you will have the option to shut off the video and do an audio only session.
- Make sure you're somewhere private and nobody behind you will be surprised to be visible on camera.
- Check your battery! Might be best to be plugged in.
- For your security and privacy, this system is not designed to record or store audio or video and all electronic audio and video communication will be encrypted in transit.

## How does the test work?

- You'll likely be asked for permission to use your microphone and video camera.
- You should see your own face on the screen.
- That's it! Just close the window when you're done. If you're running into trouble, [check out our guide](#) for tips

## Connect

Begin your online appointment via your appointment reminder.

### Enter your login details.

From your Appointments tab, find your appointment. Click **Begin** (blue button to the right with a camera icon) to start video connection.

Jane will prompt you with a **video consent** for the clinic to be able to continue

The video will open. Be sure to allow access to your mic and your camera.

**If issues persist call 519.489.0637.**