

This guide includes tips and instructions on how you can successfully join a video appointment from your computer or mobile device.

What is Video Call / Telehealth?

Video calls / Telehealth sessions enable you, via a computer or mobile device (iOS app and Android app links), to securely meet with your provider on the go.

It allows you to conveniently connect with us, which saves you time and enables us to meet. All you need is an internet connection and a device.

Equipment Recommendations

To ensure a quality connection during our session, we recommend that you have one of the following:

- Desktop computer / laptop with a webcam, speakers, and sufficient memory OR
- Smartphone device with at least iOS 11 or Android 6.0 installed (you will need to download the Healthie iOS app or Android app)
 - You will not be able to connect to a telehealth session from the web browser (E.g., safari) if on your phone.
- A strong internet connection, that is at least 10 mbps in strength.
 - Note: We recommend testing your video chat prior to your first telehealth session, to confirm that you have enabled your microphone and camera.

Accessing video call from computer or mobile device (iOS app and Android app)

From a computer

- You will not need to download anything prior to a telehealth appointment on your computer / laptop.
- Log in to your Healthie account
- If you have an appointment scheduled, 10 minutes before your session begins, a bar will appear on your screen.

A screenshot of a notification bar with a green background. On the left, it says "You have current appointments:" in white text. To the right of this text is a blue button with the name "Ray" in white text.

- Click on this bar, and you will be taken to your appointment room

From your phone

- Download the Healthie app
- Click on the hamburger menu (three lines) in the top left
- Click on "Video chat" and you will be taken to the video conference room.

Downloading Zoom for some video call sessions

If session is being conducted via Zoom, you will need to download the Zoom app or follow the browser instructions offered by your provider.

Best Practices

- We recommend testing your video chat prior to your first video call session, to ensure that your camera / microphone is enabled.
- Please review this Telehealth troubleshooting guide if you are still having trouble connecting to a session
- If you are experiencing video choppiness, please make sure you have a strong internet connection. We recommend connecting to WiFi, depending on your specific region.

Telehealth FAQs

- How can I improve the quality of my video connection?
 - Test your internet connection speed to ensure it meets our recommended requirements
 - Close other windows and programs that you may have open. Make sure you are not simultaneously downloading large files / have anti-virus scanners running while using Telehealth
- Is my session secure?
 - Yes, our session together meets HIPAA-compliant standards, which is the highest level certification for how we encrypt and protect sessions together. Just as with in-person sessions, sessions conducted online are secure and private.

