



## Joining a Telehealth Visit

**Browser Requirements:** AthenaTelehealth works on both desktop and mobile.

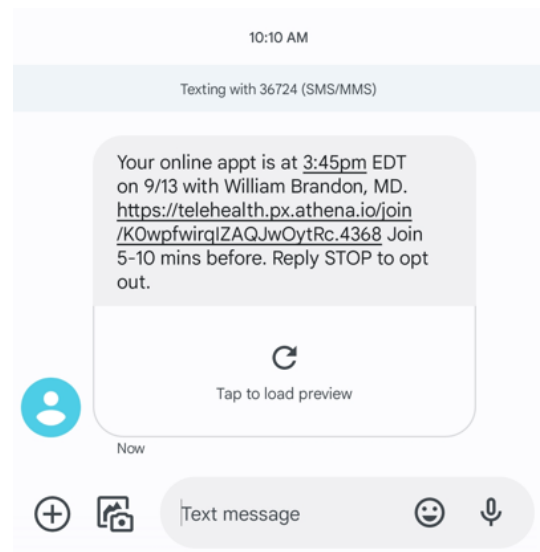
### Desktop:

- Google Chrome (latest three versions), for MacOS and Windows
- Microsoft Edge (chromium-based, version 79+)
- Safari (version 12+)
- Firefox (latest three versions), for MacOS and Windows

### Mobile:

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

**Before your Visit & Check In:** Prior to your visit, you'll receive the link for your AthenaTelehealth visit via e-mail and/or text, depending on your preferred method of contact. The e-mail may also include a link to a pre-appointment device check, which gives you the option to test and troubleshoot your device settings before your visit. You can also see the link for your visit on your Patient Portal. If for some reason you cannot find the link the day of your visit, you can call the office to have it resent.



**To have a great virtual visit:**

- Check your device settings at <https://telehealth.px.athena.io/device-check/>
- Be in a private place where you feel comfortable, and free of other distractions
- Make sure your internet connection is as strong as it can be – close any unused applications, browser tabs, move as close to your router as possible.

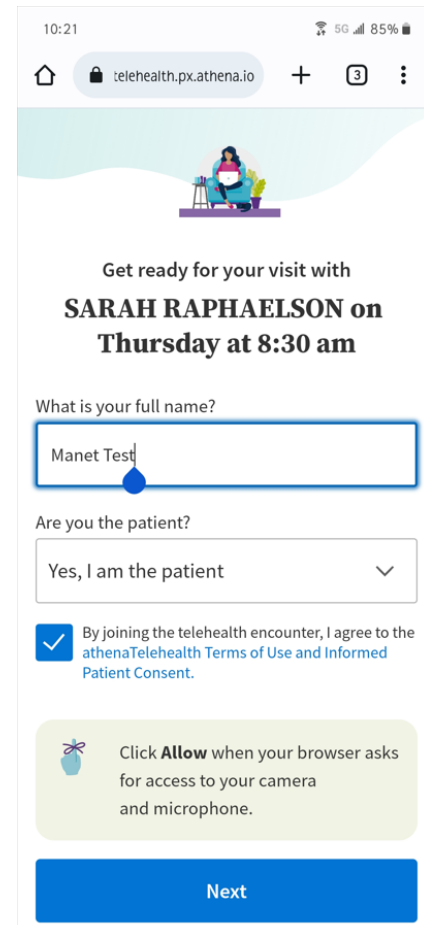
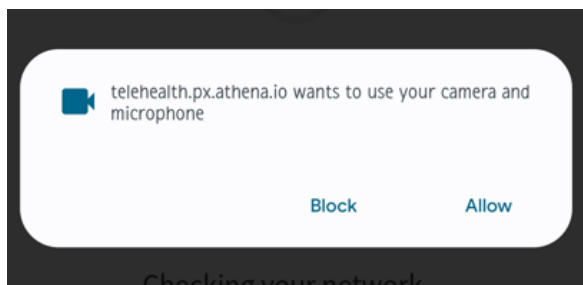


## Joining a Telehealth Visit

### On the day of your appointment:

After clicking your link, you will need to:

- Enter your name
- Consent to AthenaTelehealth Terms of Use and Patient Consent
- Indicate who you are (i.e., patient, family member)
- Make sure you give your browser access to camera/microphone
- Enter the waiting room
- That's it! Your visit will start as soon as a clinical team member is ready



**During your Visit:** You can also securely chat with your provider if needed, mute, unmute, or share your telehealth link with other people who may need to join, such as an interpreter or family member. The visit can have up to 4 participants at one time.

Just click "leave" when your visit has finished!

