## Behavioral Health Partners Telehealth Instructions

Behavioral Health Partners is pleased to offer telehealth services to eligible University employees. Telehealth is the delivery of psychiatric assessment and care through videoconferencing.

During your initial BHP assessment, your therapist will speak with you about telehealth to determine whether it is a good fit for you. Your therapist will review the telehealth consent form with you, and answer any questions you may have. Following your appointment, you will need to complete a few steps in order to prepare for your first telehealth appointment.

In preparation for your telehealth appointment, please follow the instructions included in this packet to:

- Sign up for URMC MyChart
- Download the Zoom App

At the time of your scheduled appointment:

- Go to a private, quiet, well-lit location with good internet connection
- Five minutes before your appointment time, open the MyChart message containing your appointment information
- Click the link in the message that says "Join from PC, Mac, Linux, iOS or Android"
- You will then be connected with your therapist

➤ If you have technical difficulties, please contact our Outpatient Access Specialists at (585)276-6900, Monday-Friday anytime between 8am and 5pm.

# Installing Zoom on an iOS Device (iPhone/iPad)

**Step 1:** Open the App Store and download the Zoom Cloud Meetings App.
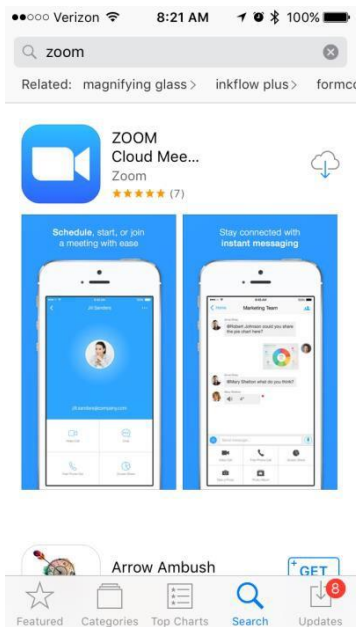


**Step 2:** Once installed, you will see the 'Open' option. You do not have to open the app. The next step is to retrieve the email sent to you via URMC MyChart or email.

**Step 3:** From the message/email, please tap/click on the Zoom hyperlink in blue. See below as an example.

Dear First Name Last Name,

Below are the instructions for your scheduled appointment through our secure videoconferencing platform, Zoom.

Step 1: Read the attached telehealth consent document.
       a. If you are not agreeable, contact the EAP office to request an in person appointment
       b. Otherwise, by participating in the telemedicine appointment, you are giving your verbal consent

Step 2: At least two hours prior to your first Zoom meeting
       a. From your mobile device (iPad, iPhone, Android tablet, etc.), go to your App Store and download the free Zoom Cloud Meetings App onto the device you will be using. The Zoom Cloud Meeting icon looks like this:

       b. You only need to download it to your device once, after that you can skip this step in future sessions.

Step 3: The Zoom Meeting Location

       a. Go to a private, quiet, well lit location where you are getting a good Internet connection for this appointment.

       b. PLEASE NOTE: It is highly recommended to use WiFi/internet at your home or work. If you are meeting over a cellular network (example: 3G, 4G etc.), this will use a considerable amount of your data.

Step 4: Zoom Meeting
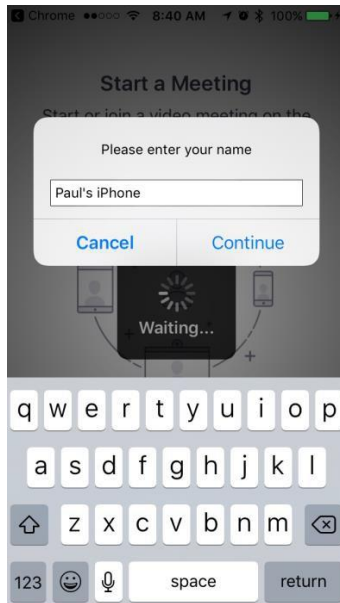       a. About 5 minutes before your appointment time below, click on the blue link below:

Time: INSERT DATE/TIME
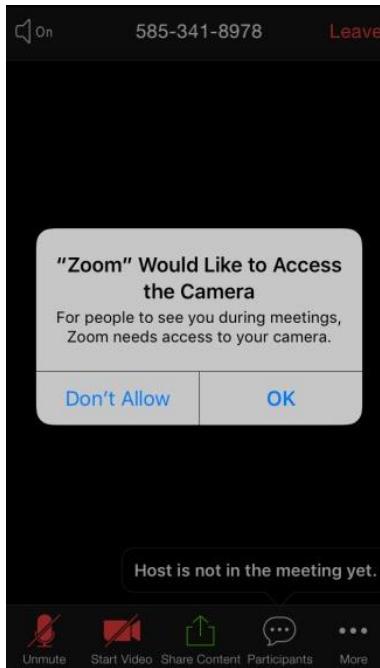Join from PC, Mac, Linux, iOS or Android: https://urmc.zoom.test/j/791906712

**Step 4:** After you click/tap on the blue Zoom link, Zoom will now open. If prompted to open in with the Zoom App, please approve.
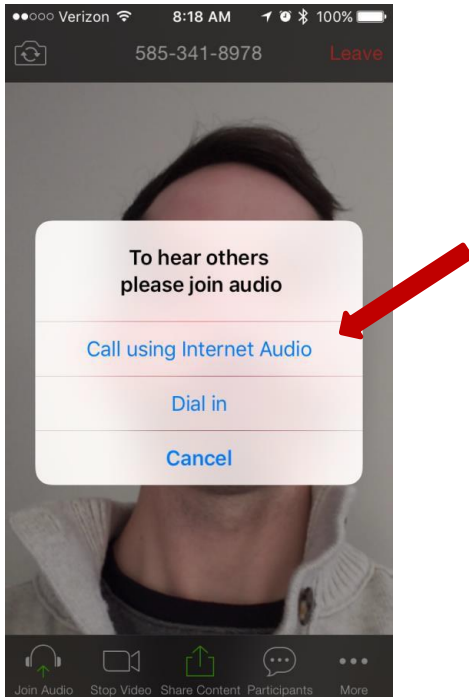
**Step 5:** Please enter your name.

**Step 6:** Zoom will ask permission to access the device's Camera and Microphone as seen below, please click OK to allow for both.
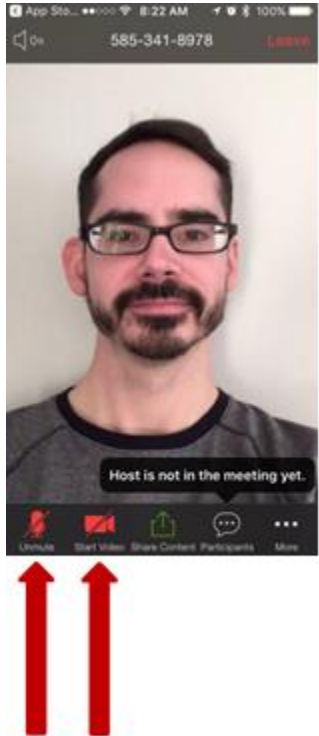


**Step 7:** Please join the audio by tapping/clicking the 'Call using Internet Audio.'

**Step 8:** You are now in the Zoom Meeting!

***TIP*** If the participant cannot hear or see you, please check the below microphone and camera mute settings to ensure they are NOT red.



**Step 9:** To leave the meeting, tap/click the 'Leave' button in the top right corner