

## **Covid-19 Medical Appointment Update: Telehealth Visits**

**Esperanza Health Center now offers TELEHEALTH visits** with your Medical, Behavioral Health, and Dental clinicians to support our patient needs! Call us for more information.

Telehealth is a secure telephone appointment that saves you from coming into the office during the current covid-19 situation. For best results, we will establish a video link with you using a smartphone, tablet or laptop with a webcam. It's a safe and easy way to consult with your health care provider without having to come into the office.

To schedule a telehealth visit with a clinician, you will need to do the following:

1. Call us to schedule a medical appointment, or request an appointment online through the Patient Portal.
2. Make sure we have your current cell phone number on file.
3. You will need to use [Chrome](#), [Firefox](#), or [Safari](#) browser.
4. **Please update your browser settings to allow webcam and microphone.**
5. On the day of your appointment, you will receive a test initiated by Doxy.me.

To begin the telehealth visit with your clinician on Doxy.me:

1. Shortly before your appointment, your clinician will send you a text invite in English. The phone number and link will be specific to your clinician. You can connect with the clinician from your phone, or you can copy the "https://" address into your web browser. Here is an example of the text invite:

2. Click on the link to start the process. Once you open the link, the app in your phone will give instruction in whatever language you have set in your phone browser.

3. Type your name into the welcome box when it appears. This will be your "check-in"

4. Choose "enable camera" for a video call if needed. Note: it is best to change this permission prior to initiating the call.

5. You will be in a "virtual waiting room" for a short period of time while your clinician finishes with the patient before you. The screen will say "Welcome! I will start the video call in a moment." PLEASE DO NOT HANG UP! As soon as your clinician arrives, you will automatically be connected and able to see each other!

