

See a provider from the comfort of your home.

Trinity Telehealth



Addressing health concerns and scheduling regular preventive care are important for overall well-being. Visit a Trinity Health doctor with ease and convenience from your home. You can see your doctor from your smartphone, tablet, or computer using a service called Webex. Here's how to take advantage of Trinity Telehealth:

CALL YOUR DOCTOR'S OFFICE.

Ask to schedule a Trinity Telehealth appointment.

GET THE WEBEX APP BEFORE YOUR APPOINTMENT.

First, download the Webex app on your smartphone in the Apple app store or Google Play, or on a computer at the Webex website.



Webex Meetings



Smartphones/tablets:

- Go to app store for iPhones, or to Google Play for Android phones.
- Search for Webex. Select the app "Cisco Webex Meetings."
- Select "Get" the app on iPhone, or "Install" on Android.

On a Windows computer:

- Go to <https://www.webex.com/downloads.html> and select the blue "Download for Windows" button.
- You will see a pop-up box at the bottom of the screen that asks if you want to run or save the app. Select **Run**.
- At the welcome screen, select "Next". Then select the "I accept" button and select "Next".
- At the "Ready to Install" page, select "Install."
- Webex will install — this will take several minutes. It alerts you when it is done. Then simply select "Finish."

Now that you have the Webex app, you're ready to access your telehealth appointment at the scheduled time. The following instructions tell you how to join your appointment!

JOINING THE APPOINTMENT



You will receive an email inviting you to a Webex meeting. That's your appointment. **Wait to join until 15 minutes before your appointment.** If you try to join sooner, the system will not allow you to join. So, about 10-15 minutes before your appointment, **go to that email.** Select "Join Meeting."

If you have already installed the Webex app on the smartphone, tablet, or computer, you'll be able to join the meeting from the email. Just click the join link, and it will take you to the Webex meeting.

Be sure to select the **microphone button** to be able to speak with the doctor, and select the **video camera button** so the doctor can see you.



If the visit hasn't started yet, you'll wait in the virtual "lobby" until the doctor admits you into the visit.

ENJOY YOUR VISIT WITH YOUR TRINITY HEALTH DOCTOR!

What if I didn't download the Webex app?

If you weren't able to install the Webex app before your telehealth appointment you can still join your visit with a few extra steps. Please allow extra time to do this so you can be on time for your virtual appointment.

On your smartphone or tablet, you'll be asked to download the app when you click the "Join Meeting" link in the email.

On a computer, after you click on the green "Join Meeting" button in your Webex Meeting email, you'll need to complete the following steps:

- Select the "Join from your browser" link at the bottom of your screen.
- Enter your first and last name and your email, and hit "Next".
- A pop-up menu will ask you to allow or block the use of your microphone and camera. Select "Allow".
- Now it's time to get into the appointment. At the bottom of the next screen, select "Call me", then select "Using computer for audio".
- You did it! You're ready to join the Telehealth visit! Now you just have to make sure you can be seen and heard.
- For the doctor to hear you, please select the red microphone button. This "unmutes" you.
- For the doctor to see you, please select the red video camera button. This starts your video camera.
- To join the appointment, please select "Join Meeting".
- You are in your telehealth appointment! If the visit hasn't started yet, you'll wait in the virtual "lobby" until the doctor admits you into the visit.

If you are having trouble accessing your Trinity Telehealth appointment, call your doctor's office for assistance.