

## Netsmart Telehealth User Guide

Please see the following guide to assist you in accessing and using WellPower's new telehealth platform through Netsmart. If, after consulting the user guide, you are still encountering issues, you can reach out to your care team or contact user support. Contact information for this team is at the end of this guide.

### Getting Started

Once a telehealth appointment, or series of appointments, is scheduled, you will receive email and/or text notifications for each session from the following.

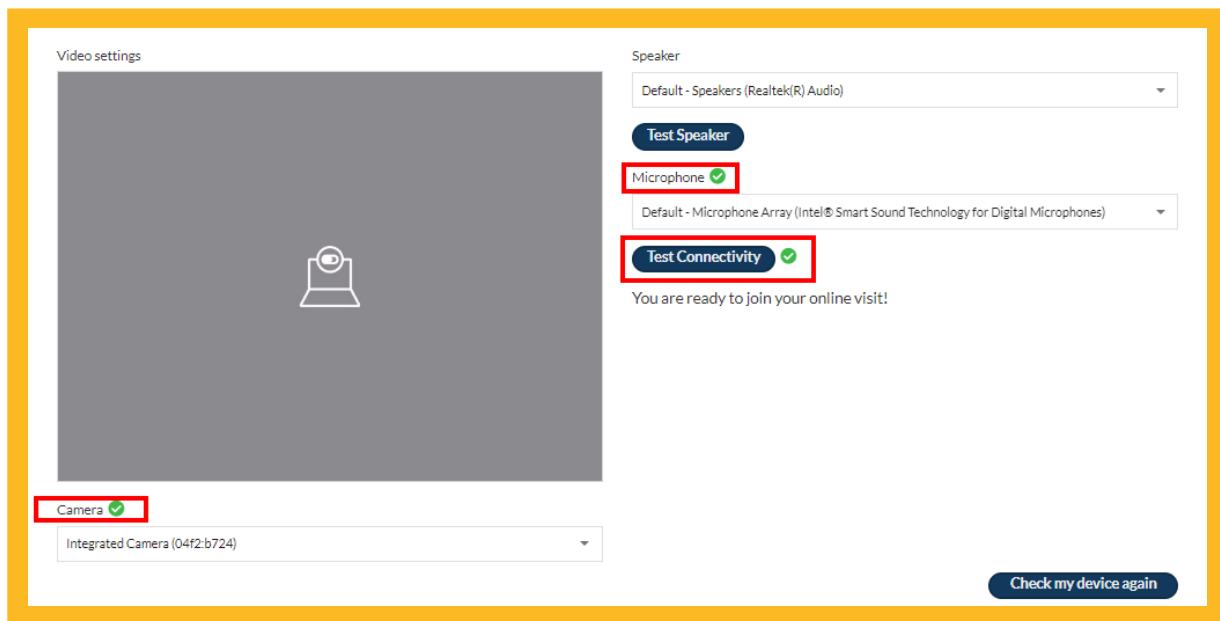
- Emails from: **noreply@telehealth.netsmartcloud.com**
- Email Sender: **WellPower**
- Texts from: **(850) 876-5958**

OR you may be prompted to join a telehealth session via phone call

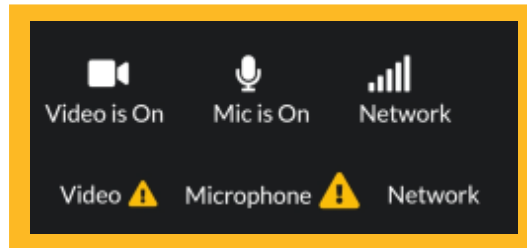
- Phone call from: (785) 571-9019

**To prepare for your session** – Please sign on early to check the phone, tablet, computer or device you will be using to join the session. When possible, please connect to wi-fi instead of cellular data to ensure a more secure connection. The following link can be used ahead of time to test your equipment:

- <https://telehealth.netsmartcloud.com/meeting/select-devices>
  - If you receive 3 Green Checkmarks you are ready for your session!

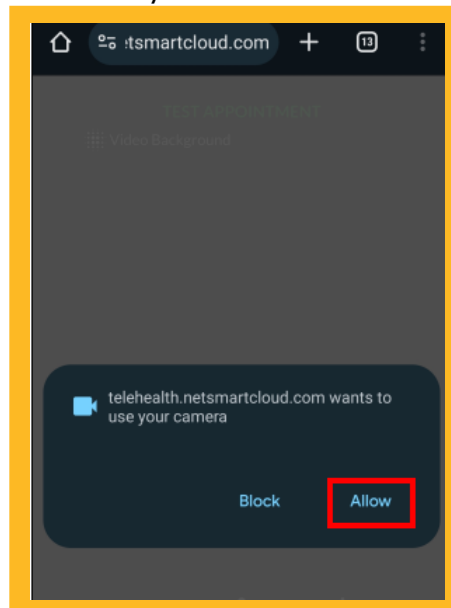


- If you receive a yellow hazard icon, please see the following steps:

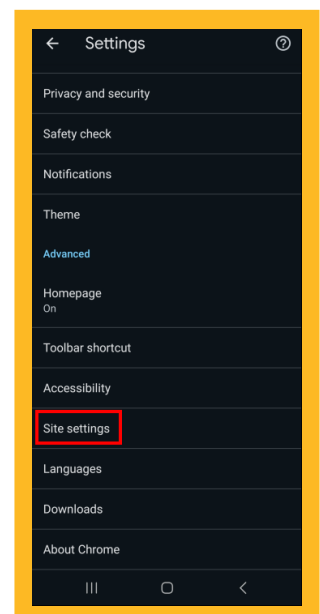
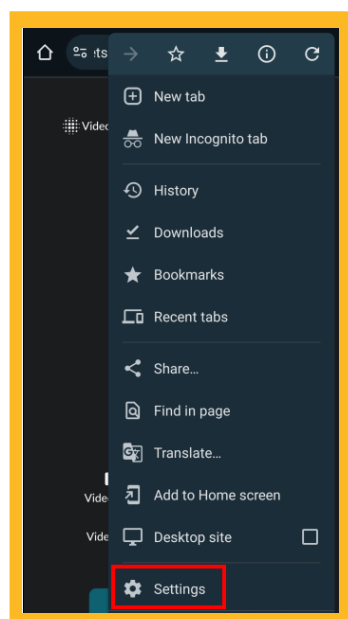
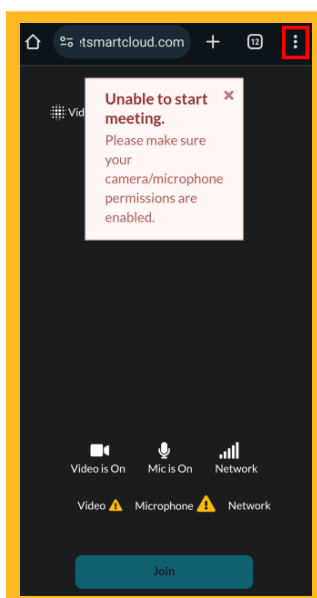


- **Android / Google Chrome browser**

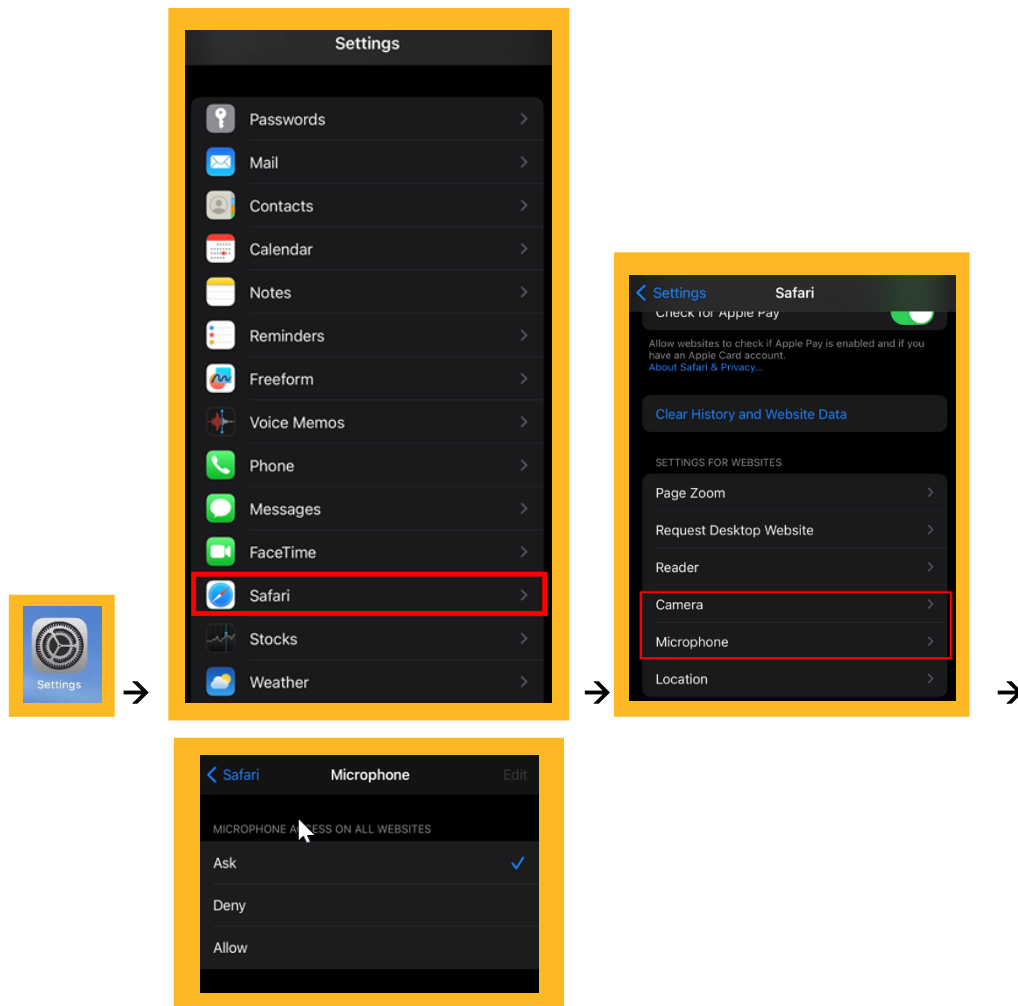
- Telehealth requires access to your Camera and Microphone to start the session:



- If you do not see the above pop up - Check Camera and Microphone settings to ensure "Ask or Allow" are selected





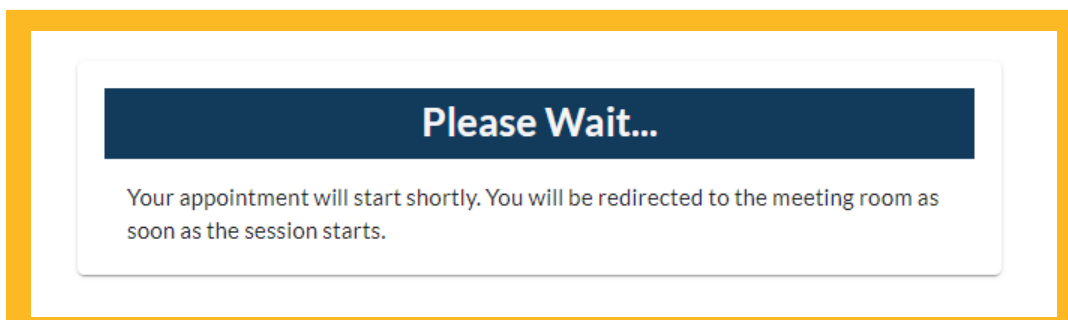


- **Note:** When using a mobile device, ensure that the "Desktop Site" or "Request Desktop Site" setting is NOT checked. When this setting is turned on the buttons will appear very small and are difficult to use.

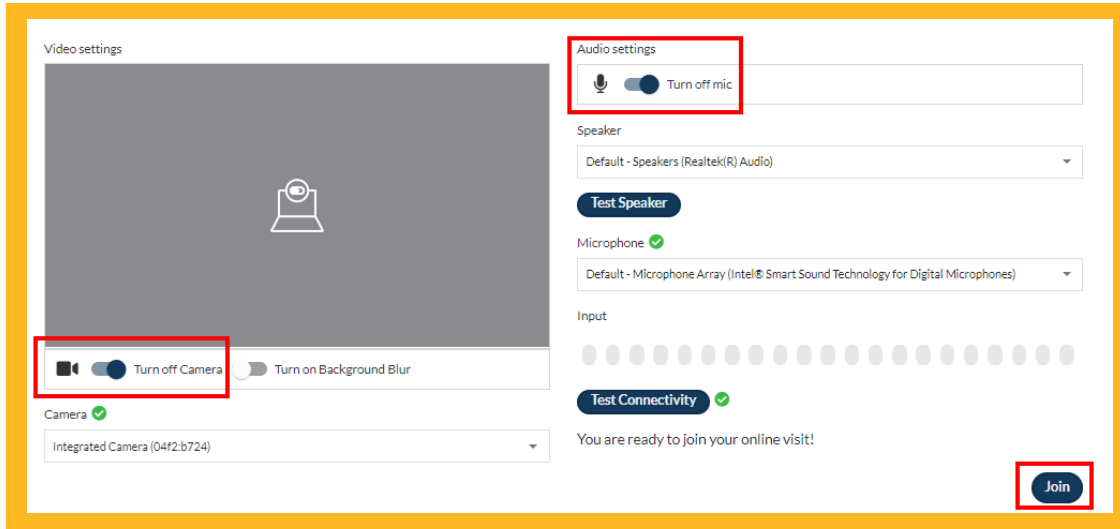
## Joining Your Session

15 minutes before each scheduled appointment time you will get a text and/or email with a website link. Find a quiet and private space to reduce noise interference, and then please click the link to enter the appointment at that time. **It is important to arrive 15 minutes early as you may meet with a front office staff member prior to seeing your provider.**

- You will then enter the Virtual Waiting Room until a front office staff member or provider admits you.



- Prior to moving into your appointment, you will automatically move to a **Tech Check Screen** – please choose to turn Mic and Camera on or off – then click Join. Please note – if you remain on the Tech Check Screen for more than approximately 10 minutes it will timeout and you will need to navigate back to the URL link to reset.



- **If you cannot click “Join” – please see the above steps that correspond with your device or browser to troubleshoot the issue.**

## In Session

- If you have administrative items that need to be addressed, a front office staff member will join you prior to seeing your provider. Administrative items may include:
  - Completing check-in
  - Signing paperwork
  - Insurance questions
  - Appointment scheduling
- Once those items are complete, the staff member will connect you with your provider.
- To turn your Camera or Mic on/off – use the buttons at the bottom of the screen



## **User Support**

If you need assistance with accessing telehealth, including issues with audio/visual quality, please reach out to our App Services team at:

- **Phone: (303) 504-6579, Option 3**
- **Email: [AppSupport@wellpower.org](mailto:AppSupport@wellpower.org)**

If, for any reason, the telehealth call drops before your session is concluded, your provider will reach out to you by phone with an alternate way to complete your appointment.