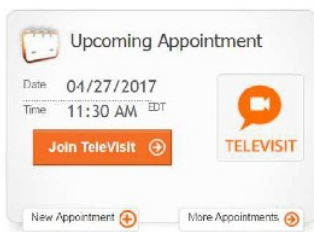


HAMILTON COUNTY EMPLOYEE CLINIC

TELEHEALTH VISIT AND PATIENT GUIDELINES

One to One Health is offering Telehealth Visits as a way to provide patient care with a provider without coming to one of our clinics! Telehealth Visits will be used for **Sick Visits and Medication Refills**. If you have a Telehealth Visit, please understand based on your exam our provider may still feel it is necessary to be seen in clinic for further treatment and/or labs. Please call for an appointment or preregister by using the **“Book Appointment”** link at hamiltoncountyemployeeclinic.com. Please wait for an **e-mail to activate your portal after registration** (approx. 2 hours).

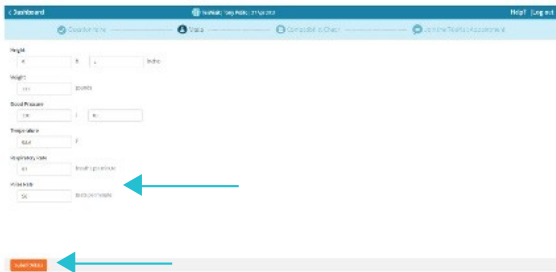
- 1) Once you have called to schedule a Telehealth Visit with our Call Center you will receive an upcoming **Appointment Reminder on your Patient Portal, email or Healow app.**



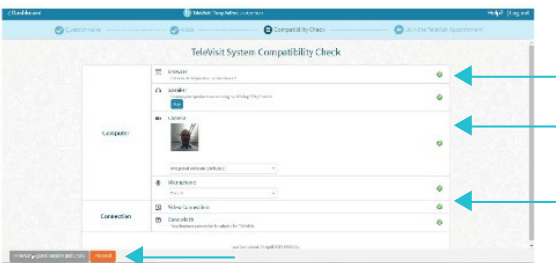
- 2) Join Televisit from your patient portal, email confirmation or Healow app by clicking on **“Join Televisit.”**



- 3) Enter your vitals if known, then click **“Submit Vitals.”**



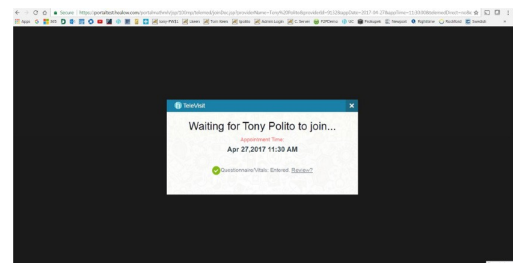
- 4) Telehealth Visit will start a compatibility check with your computer. This is checking your speakers, camera, and connection. Green check marks indicate you are good to go. **Click Proceed.**



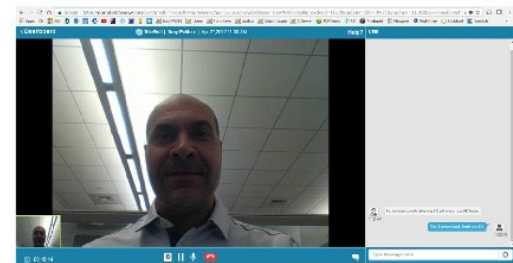
- 6) You will see that you have successfully submitted everything necessary for the appointment and you will now click **Start Televisit.**



- 7) You will enter a virtual waiting room while waiting for the provider to also log in.



- 8) You and the provider will be able to see each other on the screen. The Provider will be seen in the larger screen and you will be in the smaller screen. There will also be a chat box if audio communication is unclear.



- 5) You will be asked to **accept/agree** to the Telehealth Consent. If you do not agree then you will not be able to proceed with the appointment.