

City of Clarksville Employee Health and Wellness Center

How to Access Telehealth

One to One is offering Telehealth services to City of Clarksville employees. At this time, Telehealth is offered to you for routine medication refills and sick visits. While our Telehealth providers are able to diagnose and treat most health-related concerns, it is possible the provider may feel that you need to be referred to another level of care at an outside facility. Please see the directions below to access Telehealth.

1. Call **615-346-9437** and request a telehealth visit. Please be able to provide a valid email address. You must have access to a computer or mobile device to access your telehealth visit.

1A. If this is your first visit- You can expect 2 emails to follow after the appointment has been scheduled.

- The first email will give you directions on how to set up your patient portal. Please be sure to follow these instructions: [How to Register for your Patient Portal](#)
- The second email will confirm your appointment date and time and provide a [link and access code](#) to use when your appointment time arrives.

1B. If you are a returning patient- Please watch for your emailed appointment confirmation and access link and code.

2. How to access your appointment- There are two ways to access your Telehealth appointment.

2A. Email Confirmation- You can access your appointment by clicking on the link in your email appointment confirmation ([See flyer- How to Access your Appointment through Email Confirmation](#))

2B. Patient Portal- You can also log into your patient portal to access your visit. Log in at link: <https://app.myhealthspot.com>. This will take you to your dashboard page. ([See flyer- How to Access your Appointment through Patient Portal](#))

For more information on the City of Clarksville Employee Health and Wellness Center please visit www.ClarksvilleClinic.com

