

LTPC Patient Guide to Telehealth

Via bluejeans.com

“Meeting Invitation” will arrive from your Provider via Email. Please check your junk/spam folder if you do not see your email.

- Email will include your provider’s name, date and time of your Telehealth appointment. It will not include your name due to HIPAA privacy policies.
- You may use your phone, tablet or computer for this appointment. Your device or computer must have a camera and audio capabilities (speaker).
- During this visit, you and your provider will be able to see and hear each other.

TO BEGIN YOUR APPOINTMENT (“MEETING”)

COMPUTER

1. Within your “Meeting Invitation” click the *Join Meeting* button (see example at right)

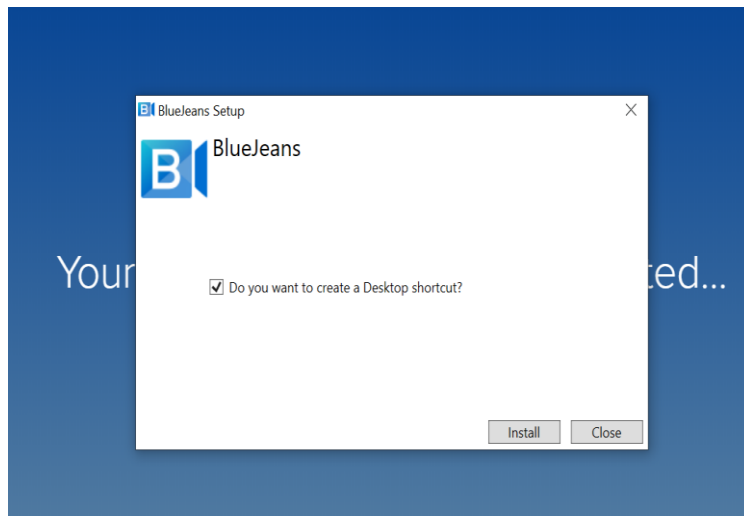


Join Meeting
(Join from computer or phone)

2. **FIRST TIME USE:** Your browser will open and begin download of BlueJeans. You will be asked to create a “Desktop Shortcut” (see example at right)

*Check the box and click
“Install”*

*** Next use will go directly to appointment screen



3. Select “Computer Audio”
4. At the END of visit, select red button and close your browser. *Disregard Sign-In Screen.*

PHONE OR TABLET

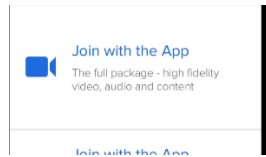
*** These steps will work for iOS (Apple) and Android Devices.

First Time Use ONLY:

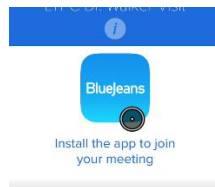
1. Within your "Meeting Invitation" click the **Join Meeting** button (see example at right)



2. Select "Join with the App"



3. Select "Install the app to join your meeting"



4. Your smart phone will set you up to download or install the BlueJeans App. It is entirely FREE. **Download** or **Install** it.

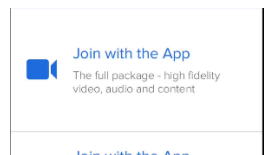
5. When it's done downloading, you will see the "OPEN" option. Close this screen and return to your "Meeting Invitation (email)".

Actual Appointment (Every use):

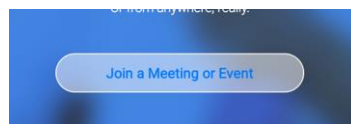
1. Within your "Meeting Invitation" click the **Join Meeting** button (see example at right)



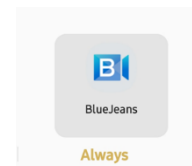
2. Select "Join with the App"



3. Select "Join a Meeting or Event"

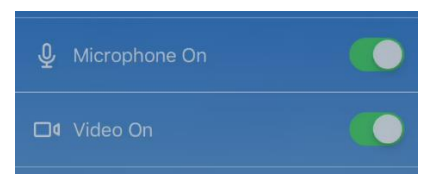


*** Android Only – Open with:



4. Enter your **Name**. Click "Next"
5. Click "OK" for access to camera. This will allow your provider to see you via your device camera.
6. At Select to join screen, select "App Audio & Video"

7. Microphone and Video should BOTH be On. (Green) Then click "JOIN MEETING"



8. If you do not see your provider, they have not yet joined the appointment (Meeting).