

## Tele-Health FAQs

### **What equipment do I need at home for a tele-health appointment?**

The system will work with smart phones, tablets and computers.

For some of the very old Android phones, you may need to download the Chrome browser from the App Store.

If you use a computer or tablet rather than your phone, you need to make sure that it includes a speaker, camera and microphone and that they are turned on. Also, make sure that you can connect to the Internet.

When you schedule your appointment, the staff will ask whether you prefer to use your cell phone or computer. Please make sure that the cell phone number or email address are correct. If you have another phone where we can contact you during the session, such as your home phone, please also give that to the person scheduling your appointment.

### **What program is Helen Hayes Hospital using? Is it Zoom? Or FaceTime?**

No. It is not Zoom or FaceTime. The hospital is using a program called Back Line.

### **Do I need to download an application?**

No, do not download the Back Line application.

### **If I think I have questions about using tele-health before my first appointment, who do I call?**

Call (845) 786 4381 at least 3 business days before your appointment and leave a message with your phone number for someone to call you back.

### **How do I join the tele-health appointment?**

To join the video appointment, you will receive a link at the cell phone number or email address you gave us to use for the appointment. Make sure that you have your phone turned on and not silenced or that you are on your email in your computer at least 5-10 minutes before the time of your appointment.

### **I clicked on the link but nothing happened.**

Be sure you “allow” pop ups on the device you are using. You will be re-directed from your messages to your internet browser.

### **It is asking me to verify my information.**

You will need to type in your first name, last name and date of birth (DOB) as written on your insurance card. Date of birth must be entered with 8 digits, for example 01-01-1940. You do not need to type in the dash (-), the program will do that for you.

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### **I entered in my name and date of birth, but it's giving me an error.**

Try entering it again. It is possible there was a typing error.

### **Now it's asking if I can see myself on the screen. I can, so now what?**

That great! You have to allow the program access to your camera, so if you see yourself click "OK"

### **What if I don't see myself?**

You will need to check in Settings of your device - it is possible that the camera access is off.

### **It's asking if I hear audio. I do hear it, so now what?**

That great! You have to allow the program access to your microphone, so if you hear the audio click "OK"

### **What if I can't hear the audio?**

Check Settings on your phone or computer. Your microphone may be off.

### **If it's still not working...?**

Try restarting your device and going through the steps again.

### **What if it's still not working?**

Call (845) 786 4381 and someone will help you trouble shoot.

### **What if I realized that I missed my tele-health appointment or if it takes too long to connect?**

If it's more than 15 minutes after the time of your appointment, call (845) 786 4410 to reschedule the appointment. We need to do this to avoid inconveniencing other patients who have sessions after yours.