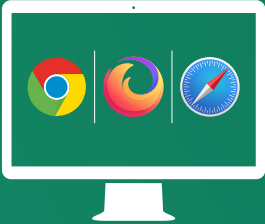


GETTING STARTED FOR PATIENTS

How to check in for your telehealth visit

1 Use a computer or device with camera and microphone



PC and Mac

Chrome | Firefox | Safari



All Andriod devices

Chrome



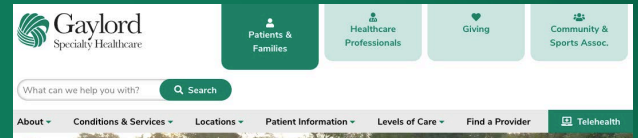
All Apple devices

Safari

2

Once you have a
Telehealth visit
scheduled -

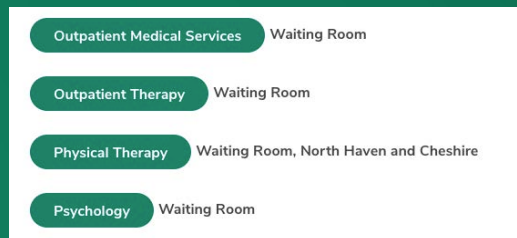
Visit gaylord.org and click on the
TELEHEALTH button, or use the search
box for "telehealth".



3 10 Minutes Before Your Appointment

Click on the button for the service you are
scheduled to receive. Type in your name,
click Check In and you will be placed in the
"waiting room".

You will need to allow access to the webcam and
microphone on your device.



4

If technical difficulty is detected, there
is a Pre-call Test by tokbox.com you
can click on from the "waiting room".

On the Gaylord Telehealth page there is also
a Troubleshooting My Equipment button
which will run diagnostic tests to determine
the issue.

5

A Gaylord staff member will appear on the screen and greet you to begin your appointment.

Helpful Hints:

- Restart your device before the call
- Close (don't just minimize) other programs
- Connect your device directly to the Internet router if possible
- Verify you have a strong wireless signal strength
- Reduce the number of devices using the same wireless network
- Have device charged and power cord nearby
- Be in quiet room free of distractions

Powered by  doxy.me



Questions: Call (203) 284-2845 for Medical Services
Call (203) 741-3413 for Psychology Services
Call (203) 284-2888 for Therapy Services

gaylord.org

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