



TELEHEALTH ACCESS GUIDE

RESOURCE PARTNERS



** The Connectivity Care Packages Pilot Program [July – December 2020], administered by VPQHC through federal grant support from the Coronavirus Relief Fund, promotes equitable access to telehealth services by getting equipment into the hands of Vermonters who need it and supporting patients with technological support in accessing telehealth.**



CLEANING & DISINFECTING ELECTRONICS

HAND HYGIENE: Prior to touching electronics, wash hands properly to avoid the spread of germs:

- Wet hands with clean, running water and apply soap.
- Lather hands by rubbing them together with soap.
- Scrub hands for at least 20 seconds. Be sure to cover the backs of your hands, between your fingers, and under your nails.
- Rinse hands well under clean, running water.
- Dry your hands using a clean towel or air dry them.

If soap and water are not readily available, you can use an alcohol-based hand sanitizer that contains at least 60% alcohol.

NOTE: When considering how to clean electronics, always check your manufacturer's instructions first, as deviating from these instructions could result in voiding your warranties.

CAUTION: Before cleaning any electronic device, turn the device off and unplug from all power sources and cables to avoid personal injury or damage to the device.



CLEANING & DISINFECTING ELECTRONICS (continued)

GUIDELINES FOR CLEANING:

- Power off device.
- Using at least a 70% isopropyl alcohol wipe or a moistened microfiber cloth or other soft, lint-free cloth with a mixture of 70% isopropyl alcohol / 30% water, gently wipe the hard, nonporous surfaces of your electronics. Wipe/cloth should be moist but not dripping wet.
- Avoid abrasive cloths, towels, paper towels and similar items.
- Avoid excessive wiping, which might cause damage.
- Do not spray cleaners directly onto the device or submerge device into any cleaning agents.
- Do not get moisture into any openings on the device.
- Keep cleaning agents and other liquids away from device.
- Ensure surfaces have completely air-dried (a 5-minute dry time is recommended), with no visible moisture, before turning the device on after cleaning.

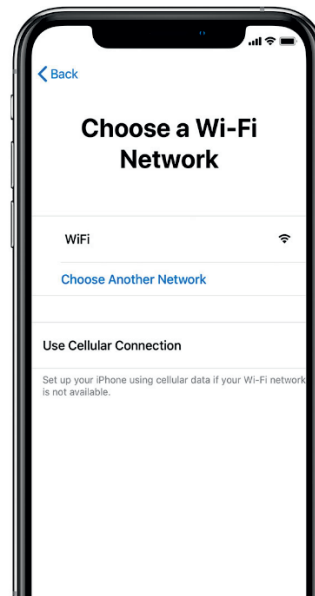
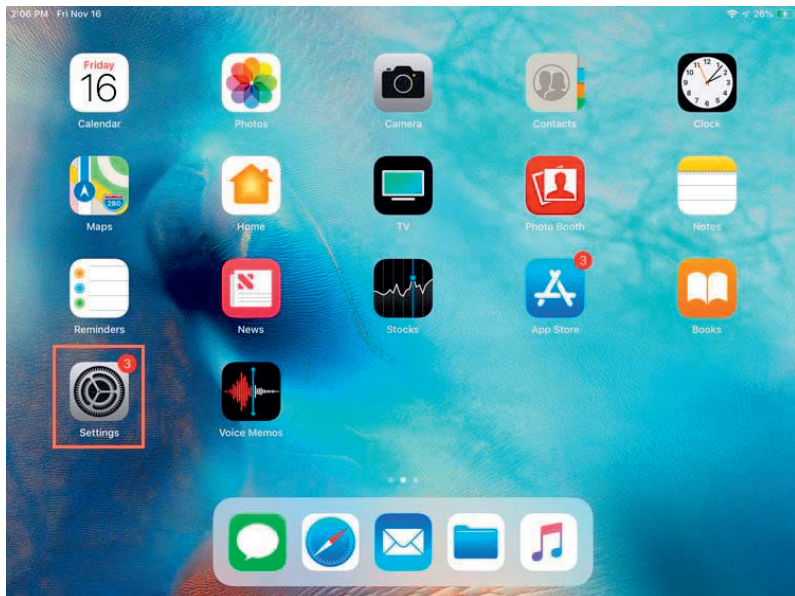


CONNECTING TO WiFi

In the **Settings App** on your Apple iPad, select the **“WiFi” tab**, and you will see a list of available networks.

Next, you need to connect to a WiFi network. Choose either your WiFi network and enter the password, or choose an open nearby network like a free Public WiFi or CableWiFi Hotspot.

List of free WiFi Hotspots in Vermont:
<https://publicservice.vermont.gov/content/public-wifi-hotspots-vermont>



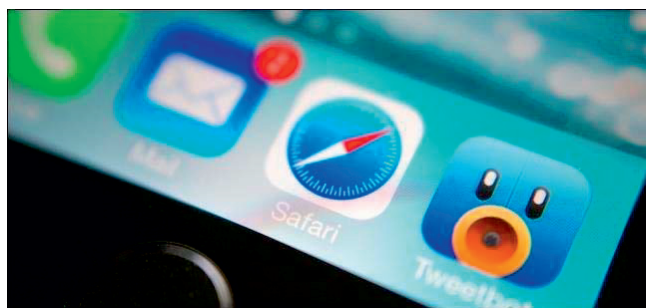


CREATING AN EMAIL ID

Making an Email Account:

Your healthcare provider will send you invites to video-chat with them via email, so it's important that you set up an email account. Gmail is a user-friendly email service. **To set up a Gmail account, follow these steps:**

1. Open your internet browser by tapping the icon – Safari – on your Apple iPad (Google Chrome/Mozilla Firefox also work). Your device is automatically equipped with Safari. To download Google Chrome onto your iPad, please follow the **Installing Google Chrome** instructions on Page 9.

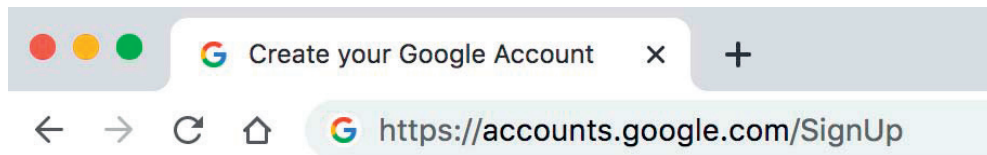


2. Once you have your internet browser set up, type <https://accounts.google.com/SignUp> into your search engine's bar at the top.

TELEHEALTH ACCESS GUIDE



CREATING AN EMAIL ID (continued)



3. Next, enter your First Name, Last Name, Username and Password. Then, add your phone number, date of birth and gender.

Google
Create your Google Account

First name Last name

Username @gmail.com

You can use letters, numbers & periods
[Use my current email address instead](#)

Password Confirm

Use 8 or more characters with a mix of letters, numbers & symbols

[Sign in instead](#) [Next](#)

One account. All of Google working for you.

Phone number (optional)

We'll use your number for account security. It won't be visible to others.

Recovery email address (optional)

We'll use it to keep your account secure

Month Day Year

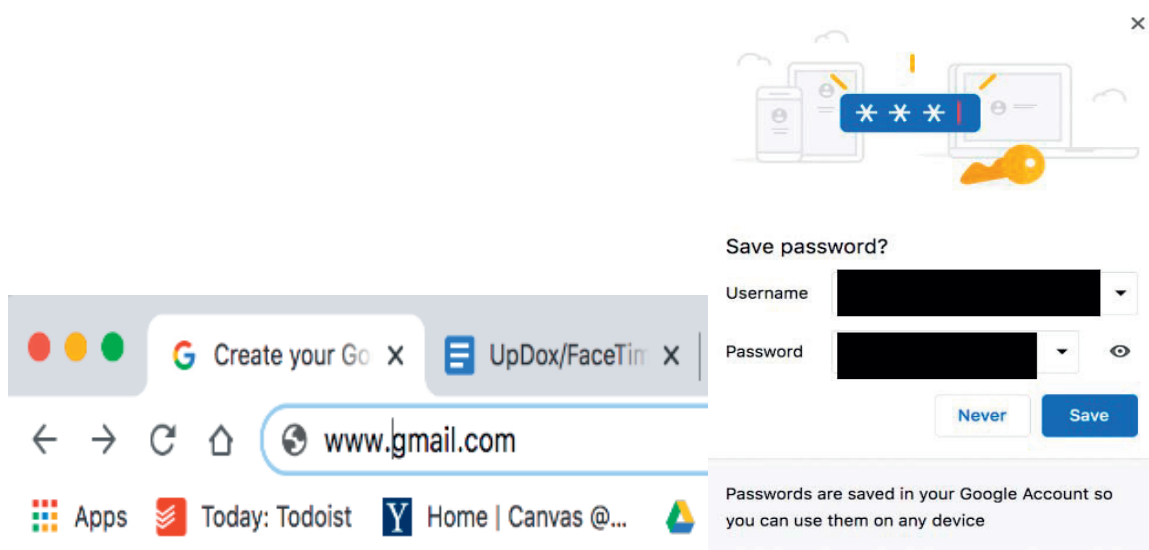
Your birthday

Gender



CREATING AN EMAIL ID (continued)

4. Next, if you are on Google Chrome, the browser will ask if you want to save your password. We suggest you tap “Save” in case you forget your password in the future.



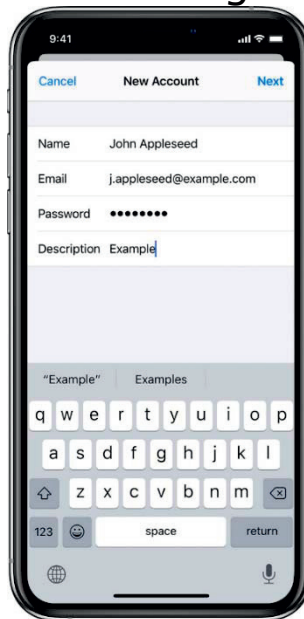
5. Now, you should be all set with your email account. Type www.gmail.com into your search bar to access your email. You may be prompted to enter your username and password.



CREATING AN EMAIL ID (continued)

Opening Your Email:

1. To open your email on your Apple iPad, you will need to add your email on your device. First, tap “Settings”. Next, scroll down and tap “**Passwords & Accounts**” (or “Mail”).
2. Next, tap “**Add account**”. Now, enter your password and email that you already set up.
3. Lastly, open your email by tapping the Mail icon on your home screen, which looks like a white envelope. You may have received a few emails about setting up your email.





CREATING A NEW APPLE ID

1. On your iPad screen, open the App Store. The icon looks like this:

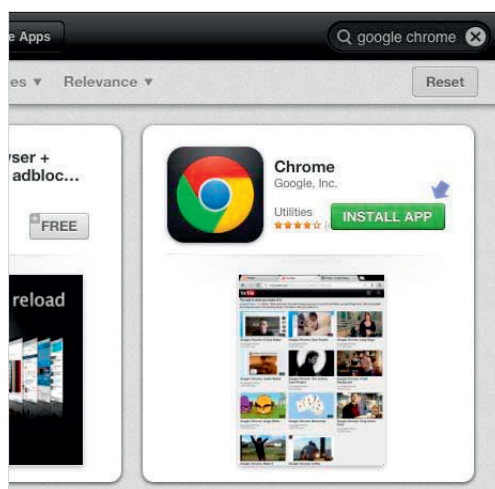



2. Tap **Sign In**, then tap **Create Apple ID**. Read and agree to the Terms & Conditions.
3. Complete the form to create your new Apple ID and enter a password. You must enter an email address that is not already associated with an Apple ID. The email address you provide will be your new Apple ID.
4. Enter your credit card information, then tap **Continue**. *You will not be charged right now; you will only be charged when you make a purchase in the future.* If you feel more comfortable not entering payment information, you can also choose None and enter credit card details when required.
5. Check your email for a verification email from Apple and follow the steps to verify your email address.



INSTALLING GOOGLE CHROME

1. On your iPad screen, open the App Store. Then go to the search box at top right (or bottom) and type Google Chrome. You should see listing of Google Chrome. The Search icon looks like a magnifying glass.



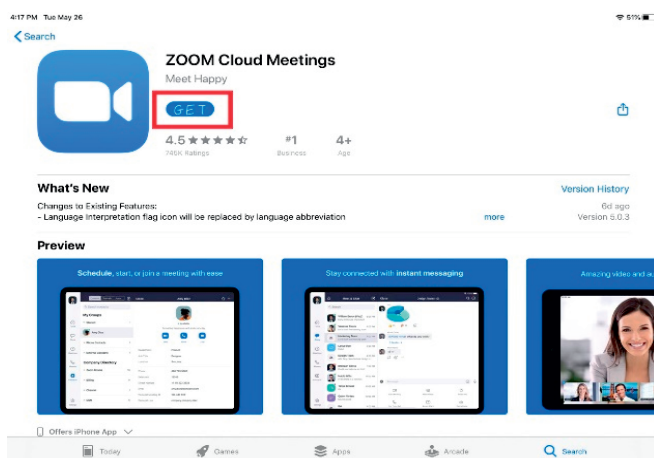
2. Tap **Install App** or **GET**. Enter your Apple ID Password and tap **OK**.
3. To start browsing, click on the home button. Tap the **Chrome app**. 



INSTALLING & USING ZOOM

Installing Zoom:

1. On your iPad home screen, open the App Store. Then, go to the search box and type Zoom. The very first application shown, “**ZOOM Cloud Meetings**”, is the correct application.
2. Tap **Install App** or **GET**. Enter your Apple ID Password and tap **OK**.

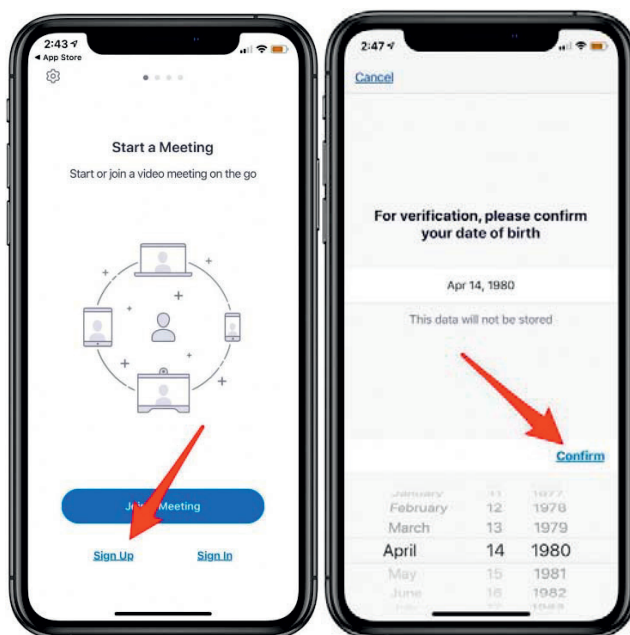


3. Tap the home button and open the **Zoom App**. It is same white and blue icon on your home screen when you installed the Zoom App.



INSTALLING & USING ZOOM (continued)

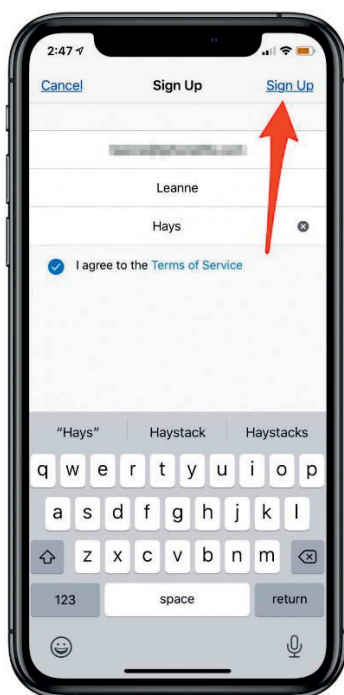
4. When you open the Zoom app, you'll see three options; tap **Sign Up**. Enter your birth date by dragging the black text and tap **Confirm**.



5. Next, enter your **name and email address**, agree to Terms of Service and tap **Sign Up**.
6. Tap **OK**, then go to the inbox associated with the email address you entered, and **click the link** to activate your Zoom service.



INSTALLING & USING ZOOM (continued)

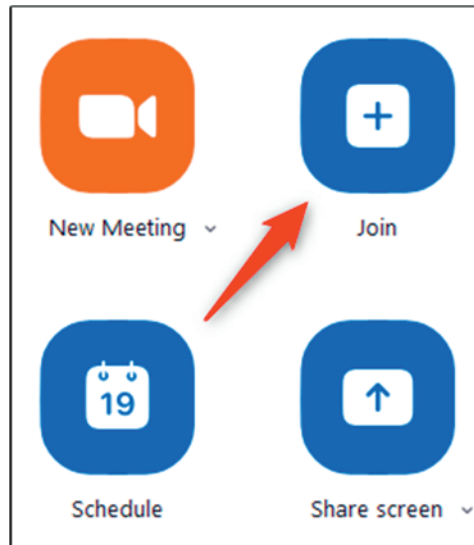


Joining a Zoom Meeting:

1. Tap on the Zoom icon. Once on the home page, tap on the “Join” button (the blue circle with a plus sign) which can be identified as the upper right circle on the Zoom home page.



INSTALLING & USING ZOOM (continued)



2. Enter the **Meeting ID** you have received by typing in the space that says in faded gray letters "Meeting ID". The Meeting ID will be between 9 and 11 numeric digits long (ex: 123 456 7890). Once you have finished entering the meeting ID, click the now "lit up" blue rectangle that says in white letters "**Join**". You might be prompted to enter your name and a password (will be provided to you in advance).

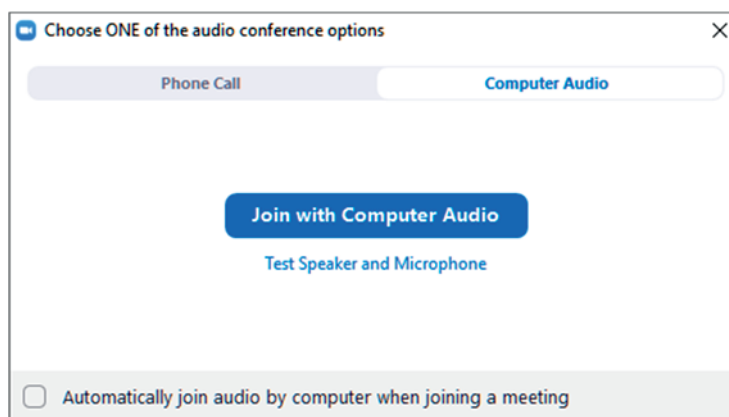


INSTALLING & USING ZOOM (continued)

Join a Meeting

A screenshot of the Zoom mobile app's 'Join a Meeting' screen. It features a text input field containing the meeting ID '127 661 327'. Below the field is the text 'Your meeting ID is a 9, 10, or 11-digit number'. At the bottom is a blue 'Join' button. Red boxes highlight the meeting ID field and the 'Join' button, with small blue squares containing the numbers '1' and '2' respectively.

3. Once you have been admitted into the meeting, be sure to tap “**Join Using Internet Audio**”, so that you will be able to hear others speak.



4. You can leave the meeting at any time by tapping on the **Leave Meeting** option at the lower right corner of the Zoom window.



DOXY.ME INSTRUCTIONS

Doxy.me is another virtual platform used for telehealth sessions. It is a private and secure platform.

- Your healthcare provider will have a specific link that you will tap on before your appointment. You will receive this link in your appointment reminder email. This will take you to your telehealth session, and then you will type in your first and last name.
- Allow the session to access your audio/video (“enable camera”). Then, you will automatically enter the virtual waiting room for your provider, as you wait for your provider to login.
- When it is time for the appointment to start, your healthcare provider will click on your name. Then, you will be joined together to start the appointment.

NOTE: In addition to audio and video, you are able to “message” with your provider.

If you encounter any problems, please call for assistance: 858-488-3597

TUTORIAL VIDEO FROM DOXY.ME:
<https://youtu.be/yJf9N9sjDLI>

GETTING STARTED FOR CLIENTS

How to check in for your video visit

- 1** Use a computer or device with camera/microphone



PC and Mac
Chrome | Firefox | Safari



Android
Chrome



iOS
Safari

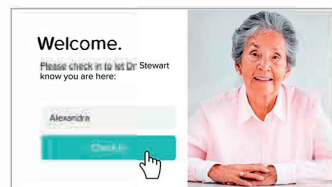
- 2** Enter your clinician's doxy.me web address into the browser



- 3** Allow your browser to use your webcam and microphone




- 4** Type in your name and click check in



- ✓ Secure
- ✓ No software to download
- ✓ HIPAA compliant
- ✓ No registration needed

- 5** Your care provider will start your visit

Call Tips

- Make sure you have a good internet connection
- Restart your device before the visit
- Test your camera and mic from the waiting room
- Need help? Send us a message  <https://doxy.me>

TELEHEALTH ACCESS FOR SENIORS



TECH-SUPPORT RESOURCES

REACH TECH-SUPPORT BY PHONE:

1- (475) 675 - 0564

HOURS: 8AM - 11PM
MONDAY - SUNDAY

REACH TECH-SUPPORT BY EMAIL:

contact@telehealthforseniors.org

ONLINE PRINTABLE TECH GUIDES

Interested in a written guide for a
device? Access guides at:

telehealthforseniors.org/tech-guides

Implementing Telehealth:

Creative Solutions to Healthcare Challenges

The Northeast Telehealth Resource Center (www.NETRC.org) has a mission to increase access to quality health care services for rural and medically underserved populations through telehealth. Our service area includes New England, New York, and northern New Jersey.

NETRC is funded by the U.S. Department of Health and Human Services' (DHHS) Health Resources and Services Administration (HRSA) Office for the Advancement of Telehealth, which is part of the Federal Office of Rural Health Policy. Nationally, there are 14 Telehealth Resource Centers, including 12 Regional Centers and 2 National Centers which focus on technology assessment and telehealth policy.

Do you need help implementing telehealth?

We provide individualized technical assistance, education, and other resources in collaboration with the National Consortium of Telehealth Resource Centers, MCD Public Health, and the University of Vermont.

We Offer:

- Short and long term **technical assistance**
- Access to specialized **tools + templates**
- Access to educational materials
- **Education** for the telehealth workforce
- Access to telehealth **experts** willing to share their experiences
- Monthly newsletter updates and other alerts on telehealth in the northeast
- Support for **collaboration** that fosters a favorable environment for telehealth

We can help you:

- Design needs assessments
- Conduct strategic or business planning
- Explore potential grant funding
- Identify partners and collaborators
- Design and implement clinical and administrative protocols
- Understand reimbursement for telehealth services
- Select and use various telehealth technologies
- Identify telehealth laws and regulations
- Evaluate your program
- Incorporate telehealth in health system reform initiatives
- Leverage HIT and telecommunications infrastructures

Select Resources from netrc.org

[Telehealth 101 Factsheet](#) • [Roadmap to Clinical Services](#)

[Federal Funding Resources](#) • [NETRC Resource Library](#)

Contact Us

Reid Plimpton
Project Manager
rplimpton@mcdph.org
800-379-2021

Danielle Louder
Program Director
dlouder@mcdph.org
www.netrc.org

The Northeast Telehealth Resource Center (NETRC) is made possible by grant number G22RH30352 from the Office for the Advancement of Telehealth, Health Resources and Services Administration, DHHS

8

TIPS for a Successful Telehealth Session

Did you know that 40%* of Americans have used telehealth services since the beginning of COVID-19?

Telehealth is gaining in popularity and experts agree it is here to stay.

Here are some tips to make your video visit experience a success.

1



Check your technology.

- A computer, tablet or smartphone with a camera and microphone
- A secure & reliable internet connection
- Speakers or headphones
- Device is plugged in or has a full battery
- Close other apps and programs to avoid distractions and keep your internet connection stable





If you don't have a simple background, some telehealth platforms, such as Zoom, have virtual backgrounds you can use.

2



Keep your background as simple as possible.

Avoid things that could be distracting behind you, such as clutter. Also clothing that is not too "busy" - stripes don't work well.

3



Face the brightest part of the room.

Avoid bright light windows behind or next to you. This may make it hard for the camera to see you. Add lamps to create bright light throughout your room.

Avoid using "open" networks to connect to the internet - use a private network that requires a password.

Use your mute button when you are not speaking.

4



Protect your privacy and avoid distractions.

Select a quiet room with a door you can close. Avoid any distracting sounds that the microphone could pick up, such as a fan, keyboard, child, or cell phone.

5



Adjust the camera so your face is centered on the screen.

Sometimes this means adding height to your camera or monitor using books or something similar. If you are with someone else, make sure they are visible on the camera, too.





Test your set up.

Log in early to test your sound, microphone, camera, and lighting. Make sure you have something to take notes with, such as a notepad and your provider's phone number for any technical support.



Keep it comfortable.

Find a comfortable seat and have a conversation just as you would in an in-person appointment. Take turns speaking and ask questions when you need to.

Speak up if you are having technical difficulties or trouble seeing or hearing.



Remember that your information will stay private and secure.

The same privacy laws are applied to telehealth as to in-person medical services, so you can rest assured that your information will be safe and confidential. Your provider can share more information about safety during your telehealth visit; just ask!



65%* of telehealth users have reported it is more convenient. Use these steps to enjoy all the benefits that telehealth has to offer!

*Source: Updox Survey, May 2020 - bit.ly/2UPJB4n