

# Azalea Telehealth Guide for Cell Phone/My Healthspot App

**NOTE: You must create a patient portal login on Azalea's website before you can use the telehealth mobile app.**

## **1. Patient Portal Setup:**

- a) The office staff will get the Patient Portal account set-up process started for you by getting the best email address for the patient/patient guardian. A link will be sent to that email address through the website we use called Azalea Health. Open Chrome / Firefox / Safari on your computer and login to the email address you provided us. Remember to check both your main inbox and spam/junk folder.
- b) In the email there should be a dark blue button that states "Login Here." Click on that button to be redirected to myHealthspot (the Patient Portal).
- c) You will be asked to input the patient's date of birth and then click "Submit," to finish setting up your account. You need to enter the patients full First and Last name whether they are a minor or not.
- d) Once finished setting up the Patient Portal account, you'll be redirected to officially login to the Patient Portal. The site may ask for Additional Verification – follow the steps on your screen if it asks for this.

## **2. Telehealth Setup on Cell Phone:**

- a) Download the free My HealthSpot app by searching for it on your devices app marketplace.
  - b) Open the app and login using the login information from the patient portal.
  - c) At the bottom of the screen you will see a button titled "Appointments." Click this button and your current appointment should be displayed on your screen.
  - d) Click the video camera button next to your appointment time and hit "Join Meeting."
3. When your therapist is ready to see you, they will join the meeting and begin your therapy session. Please note that you are able to join your meeting before your scheduled appointment time if you would like to be prepared to start.
  4. After your session is complete, you may hit the end call button and the office will contact you the following business day to schedule your next appointment and to collect payment!

***IMPORTANT: If this is your first time using your cell phone or computer webcam you may see a pop-up window asking permission to record audio and video. You must allow permission, or the telehealth program will not work!***

If you are still having trouble visit the link below and watch the video titled "How to Join a Telehealth Meeting" toward the bottom of the page.

<https://www.azaleahealth.com/lp/telehealth-promo/>