



WHY TELEHEALTH?

For some appointments we will want to see you in person but for others, telehealth is a great option.

- Our staff will help make sure you get the right type of appointment for your needs
- Follow up with your provider about your chronic conditions like Diabetes and Hypertension from your home
- No waiting in line
- No need to travel or arrange transportation
- Same high-quality care you've come to expect from the Health Center
- Prescriptions sent to your pharmacy if needed
- And...it's easier than you think!

Look inside for simple steps to make your next telehealth visit a success!

DID YOU KNOW?

24 hours a day, 7 days a week we offer phone answering service and nurse triage, please call **(413) 420 - 2200**.



HOLYOKE HEALTH CENTER

(413) 420 - 2200
230 Maple Street
Holyoke, MA 01040
www.hhcinc.org



CHICOPEE HEALTH CENTER

(413) 420 - 2222
505 Front Street
Chicopee, MA 01013
www.hhcinc.org



Healthcare from home?
It's **EASY** with
TELEHEALTH

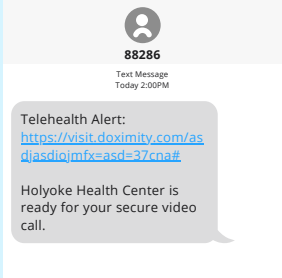


Visit with your
healthcare provider from
the comfort of home!

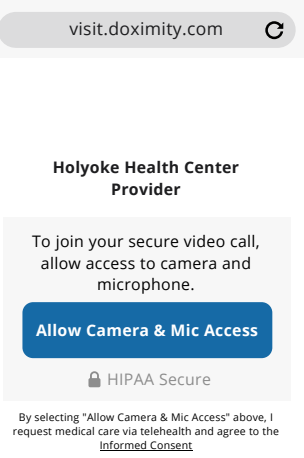
CELL PHONE VIDEO VISIT

Connect face-to-face with your provider directly from your smartphone, using Doximity - no downloads needed.

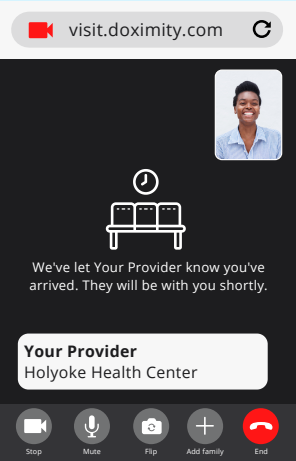
HOW DOES IT WORK? FOLLOW THESE STEPS:



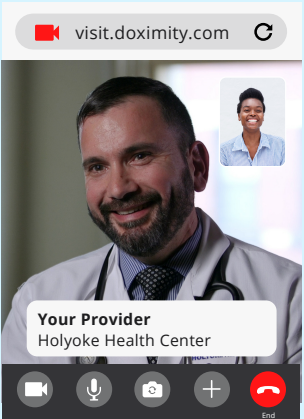
You'll receive a text from an 88286 number inviting you to a video call. Tap the blue URL link.



You will see a screen asking for camera and microphone access (so your provider can see and hear you). Tap the blue "Allow" button.



You are now in the waiting room; when the provider is ready you will see the provider join your visit!



When the provider joins, you will see them in the main screen

VIDEO TROUBLE SHOOTING



Check browser requirements.

Video visits work on most modern mobile phones. Make sure your software is up to date.



Slow to connect?

Try another network. Sometimes connecting with or without WiFi can make a difference.



Move closer to your router.

If your signal is poor, position yourself closer to the router to improve your connection.



Disconnect other devices from your network.

Other devices being used to watch videos or for games can slow your connection. Try turning off other devices to improve your video quality.

TELEHEALTH VISIT TIPS

- Be in a private room
- Have your medications and blood pressure cuff nearby (if you have one)

FOR VIDEO VISITS:

Video calls can be joined using WiFi or cellular data. A poor connection can cause dropped calls or not being able to connect on your mobile phone.



NO VIDEO? NO PROBLEM!

Schedule a phone visit with your provider.

A health center staff will call you 15 minutes before your scheduled appointment to check you in. Your provider will call you shortly after to start your visit!

