

Family Therapy Clinic

Remote Sessions

With the recent concerns about the Novel Coronavirus (COVID -19), we have stepped up our efforts to provide remote services to our patients.* Many of you may be aware of the option to do remote Phone sessions as opposed to in-person sessions at the office. Phone sessions can be selected when making appointment requests via the Patient Portal or FTCLA App. They can also be requested at the time of making appointments via phone or email.

In addition to remote Phone sessions, we recently added the service of remote Video sessions. There is a little more setup to participate in a Video session, but it does tend to be more engaging and closer to the experience of an in-person session. Video sessions can also be requested through the Patient Portal, FTCLA App, or during phone and email scheduling.

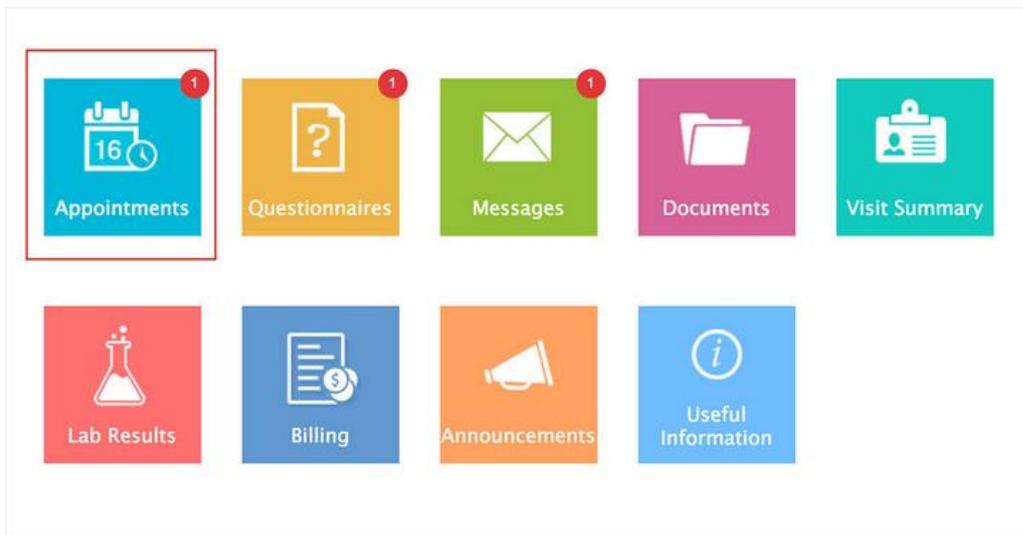
**Any patient that is reasonably well-established with the therapist will typically be clinically appropriate for remote sessions, but note that all remote sessions do require final approval of the therapist*

VIDEO SESSION INSTRUCTIONS

Patient Check-In

Patients are allowed to check-in for Video sessions 30 minutes prior to the appointment time. Here is the procedure to join the Video session from the Patient Portal.

1. Log in to Patient Portal and go to the 'Appointments' section.



2. Click on the “Check-in” button shown next to the appointment.

The screenshot shows the 'Appointments' section of a user interface. At the top left is a 'Home' link with a house icon. To the right is a blue 'Request Appointment' button. Below the title is the heading 'Upcoming Appointments'. A single appointment is listed for 'Dr. Mary Williams' (Remote Consult) on '28 Thursday Dec, 2017' at '10:00 AM (America/Los_Angeles)'. A 'Check-in' button with a camera icon is highlighted with a red rectangular box.

3. Select the state of residence and click on the ‘Join’ button, then wait for the provider to join the meeting.

The screenshot shows the 'Charm Health Center' join page. At the top left is the ChARM Health logo. The main heading is 'Charm Health Center'. Below it is the date and time: 'Thursday, December 28, 2017 10:00 AM (America/Los_Angeles)'. The provider is listed as 'Dr. Mary Williams'. The user's name is 'John Anton' and the email is 'johnanton@example.com'. A dropdown menu for the state is set to 'California'. A blue 'JOIN' button is highlighted with a red rectangular box. At the bottom, there is a link to the 'ChARM TeleHealth Terms of Service'.

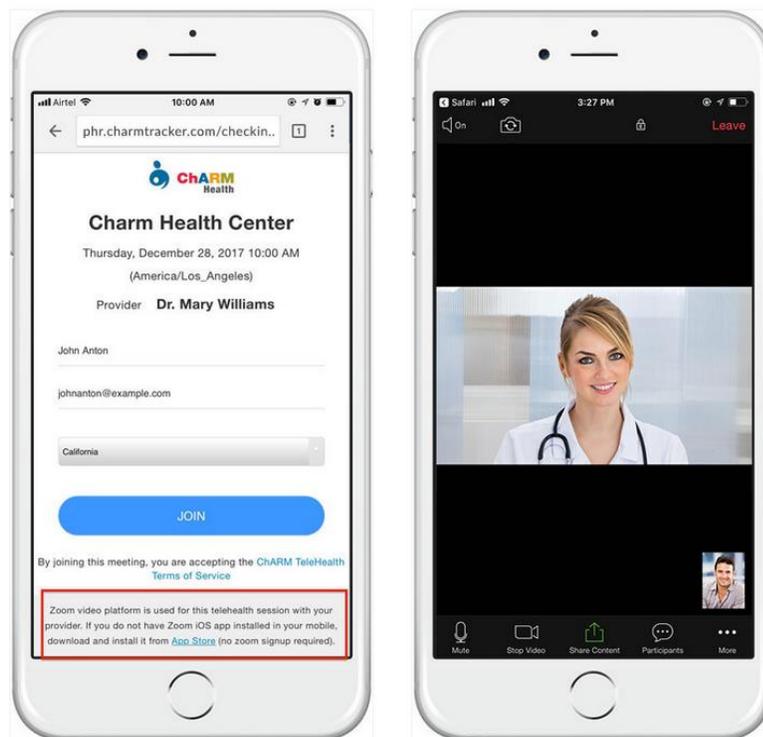
(Please note that the first time you do a Video session you will be asked to install the Zoom video platform on either your desktop or mobile device. See instructions in next section)

Zoom Plug-in and Mobile Apps

Charm Tele-Health services uses the Zoom video platform. Hence during the first video session, patients will be asked to install a Zoom desktop plug-in while connecting from a computer. If patients join the video session from a mobile phone, they have to install Zoom iOS or Android App to their phone.

You have to just install a Zoom Desktop plug-in or mobile App – **Do not sign up with Zoom.**

The link to download mobile apps for patients is provided at the bottom of the 'Join Meeting' page (see image below).



**** If you have any questions or difficulties in setting things up don't hesitate to reach out to us for assistance.***